

NetSuite - Zendesk Integration App

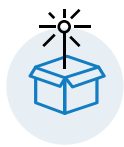
celigo

ORACLE
NETSUITE



zendesk

Prebuilt integration to automate the synchronization of organizations, users, tickets and more between NetSuite and Zendesk



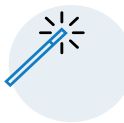
Comprehensive flows out-of-the-box

Access all of your customers' data in one place by syncing financials, support tickets, and RMAs



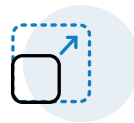
Intuitive setup without coding

Intuitive design that guides you through the process of setting up the integrations, without worrying about APIs or code



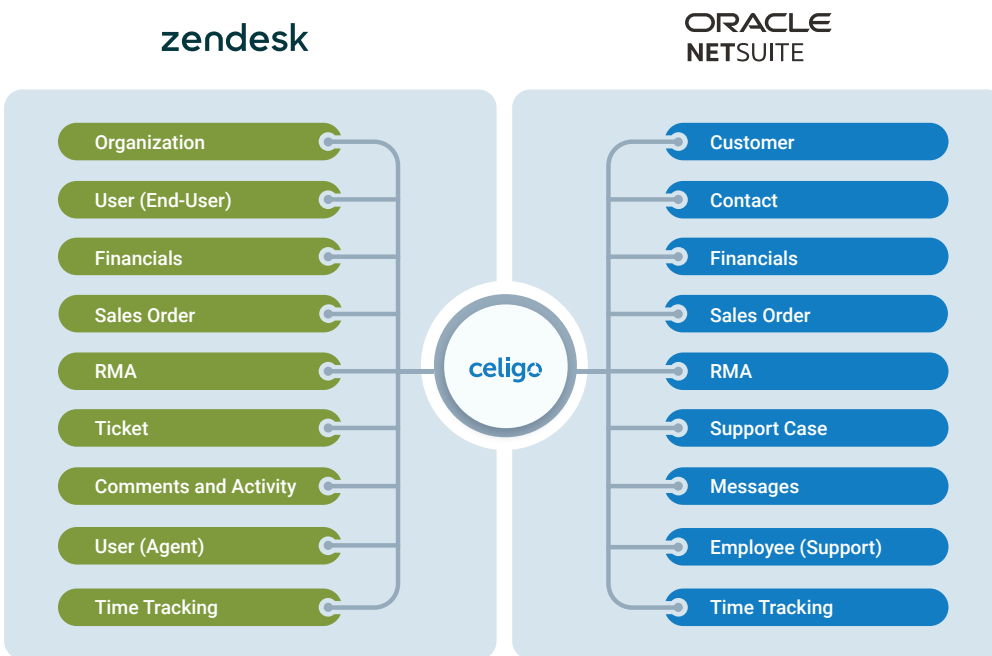
Self-service with low maintenance

Built for both IT and end-users, take control of your integrations with the Celigo standalone application



Customizable and expandable

Data integration flows can be customized and expanded with Celigo's iPaaS, without requiring technical resources




What is an Integration App?

Many other vendors offer recipes and accelerators that help connect different applications. However, **only Celigo offers Integration Apps.**

Integration Apps are fully managed, standalone SaaS applications that connect two applications. They are built on an iPaaS, which allows for a level of robustness and customization not possible with direct connections.

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Built for
ORACLE
NETSUITE 
Integrated SuiteApp

Advanced Capabilities

Organizations & users

Always keep customers and contacts in NetSuite in sync with organizations and users in Zendesk

Ticket-to-case

Bi-directionally sync Zendesk tickets with NetSuite support cases, including comments and messages

Back office visibility

View customer financials such as credit memos, deposits, account balances, and more directly from Zendesk

Sales orders & RMAs

Create, edit, sync RMAs In Zendesk. View customer sales order details and RMA Information Instantly in Zendesk

Attachments

Sync attachments along with Tickets and Support Cases

Employees to Agent

Automatically sync NetSuite Employees as Agents in Zendesk

Time tracking

Sync time tracking information from Zendesk to NetSuite.

Built on a Modern iPaaS Platform Fast, Scalable, Flexible

Celigo Integration Apps are built on Integrator.io, the complete and intuitive iPaaS that allows you to quickly connect NetSuite with most apps.



Prebuilt Flows

	Starter	Standard
Sync Zendesk Organizations and NetSuite Customers [Company]	✓	✓
Sync Zendesk Users and NetSuite Contacts	✓	✓
Sync Zendesk Users and NetSuite Customers [Individual]	✓	✓
Sync Customer Financial information from NetSuite to Zendesk	✓	✓
Sync Sales Order and RMAs from NetSuite to Zendesk	✓	✓
Sync Zendesk Tickets and NetSuite Support Case sync including Ticket comments and Support Case messages		✓
Sync attachments on Tickets and Support Cases		✓
Sync NetSuite Employee to Zendesk Agent		✓
Sync Zendesk RMA to NetSuite Return Authorization		✓