

# Welcome to TimeCamp Help!

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## Zendesk

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[Zendesk](#) is a leading, innovative customer support platform, which allows you to connect and provide help to your customers on a personal level.

## Overview

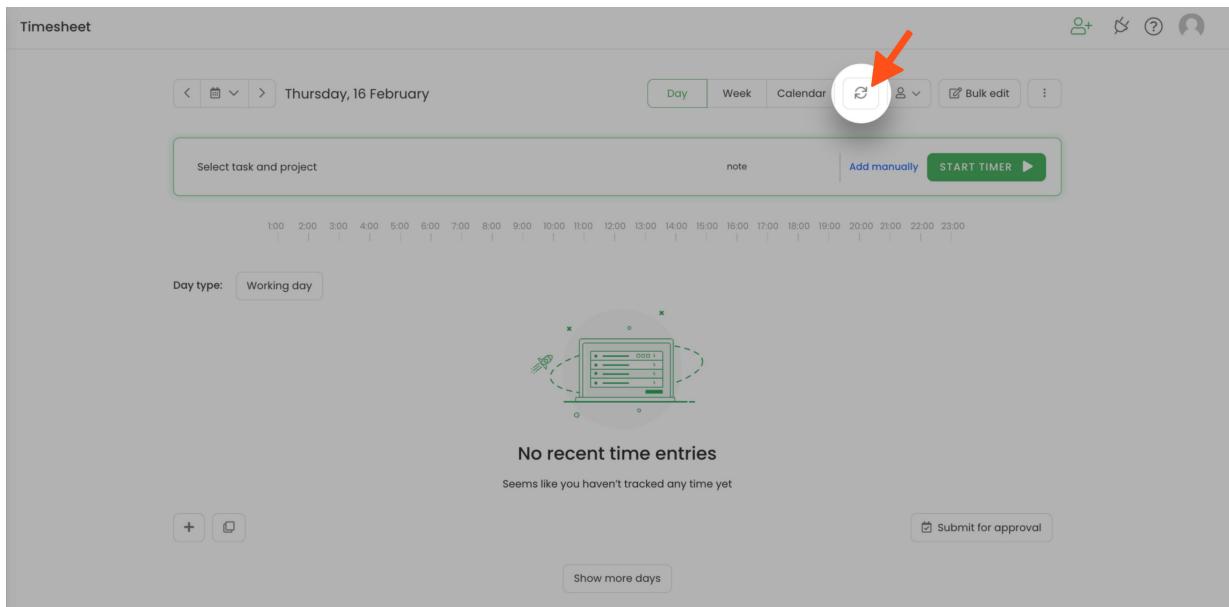
The integration will be enabled to the entire account, so **all users will be able to track time on imported tasks**. The integration will be connected to the Zendesk account of the person who enabled the integration.

**Tickets will be imported as tasks under the Zendesk project.** We don't provide an option to select tickets that should or should not be imported from Zendesk to TimeCamp. After the integration is enabled all tickets the owner of integration has access to, will be imported to the Projects module in TimeCamp.

It is not possible to edit the structure of imported tickets in TimeCamp.

As an integration creator, you automatically gain access to all imported items. **Other users are assigned to tasks (tickets) automatically in TimeCamp based on their email addresses, which need to match in both TimeCamp and Zendesk.** You can always assign tasks manually as well. If users are assigned to the main project Zendesk they will be able to track time to all tasks under the Zendesk project structure. If users are assigned only to certain tasks, they will be able to track time only to these tasks and subtasks under the tasks' structure.

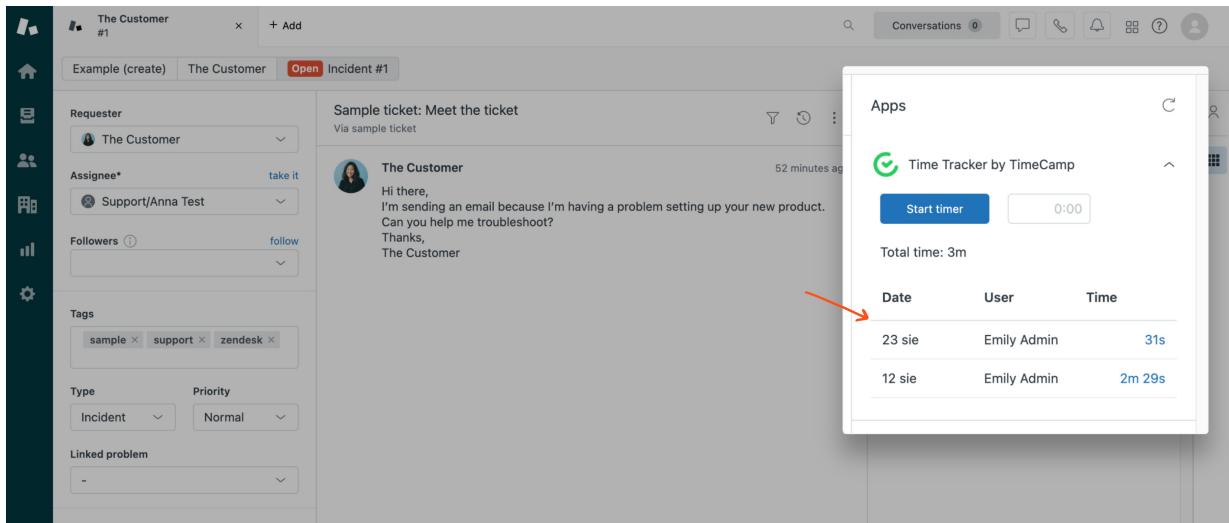
Tickets marked as solved or deleted in Zendesk will be automatically moved to the list of Archived tasks in TimeCamp. **If you create a new ticket in Zendesk it will be automatically imported to TimeCamp within 3 hours.** To immediately synchronize the integration and update newly added items use the "Force synchronization" option on TimeCamp web Timesheet. Sync will be executed within a few seconds.



The screenshot shows the TimeCamp Timesheet interface. At the top, there are buttons for 'Day', 'Week', 'Calendar', 'Bulk edit', and a user profile. A red arrow points to the 'Add manually' button, which is highlighted in blue. Below this is a timeline from 10:00 to 23:00. A 'Working day' entry is shown with a small icon of a computer monitor and keyboard. The text 'No recent time entries' and 'Seems like you haven't tracked any time yet' is displayed. At the bottom, there are buttons for '+', 'Submit for approval', and 'Show more days'.

The additional functionality we provide for a Zendesk integration is a [TimeCamp plugin](#) that allows tracking time directly on the Zendesk website.

If you track time using the TimeCamp plugin in your Zendesk tickets, the history of tracked time will be visible in the plugin view.



The screenshot shows a Zendesk ticket view for 'The Customer'. The ticket details include 'Requester: The Customer', 'Assignee: Support/Anna Test', 'Followers: Support/Anna Test', 'Tags: sample, support, zendesk', 'Type: Incident', and 'Priority: Normal'. The ticket content is a message from 'The Customer' asking for help with a new product setup. To the right, a 'Time Tracker by TimeCamp' app is open, showing a 'Start timer' button and a timer reading '0:00'. Below the timer, it says 'Total time: 3m'. A table shows tracked time history:

Date	User	Time
23 sie	Emily Admin	31s
12 sie	Emily Admin	2m 29s

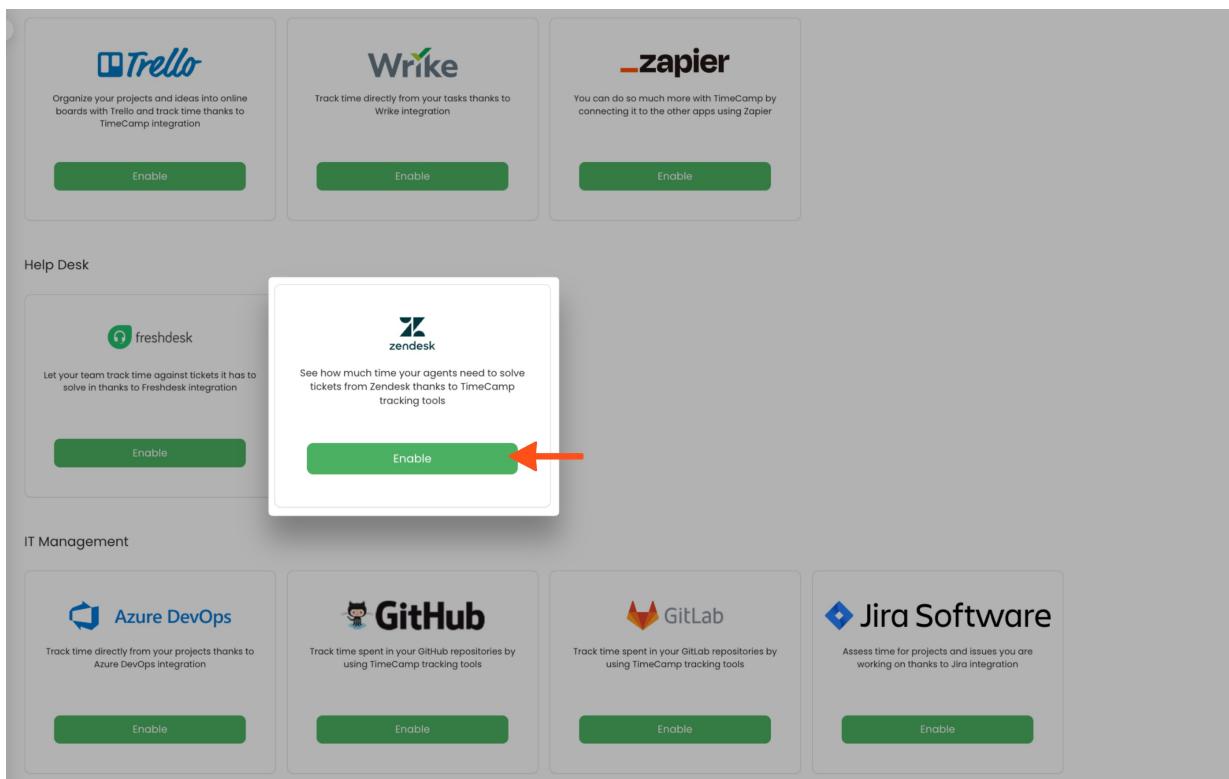
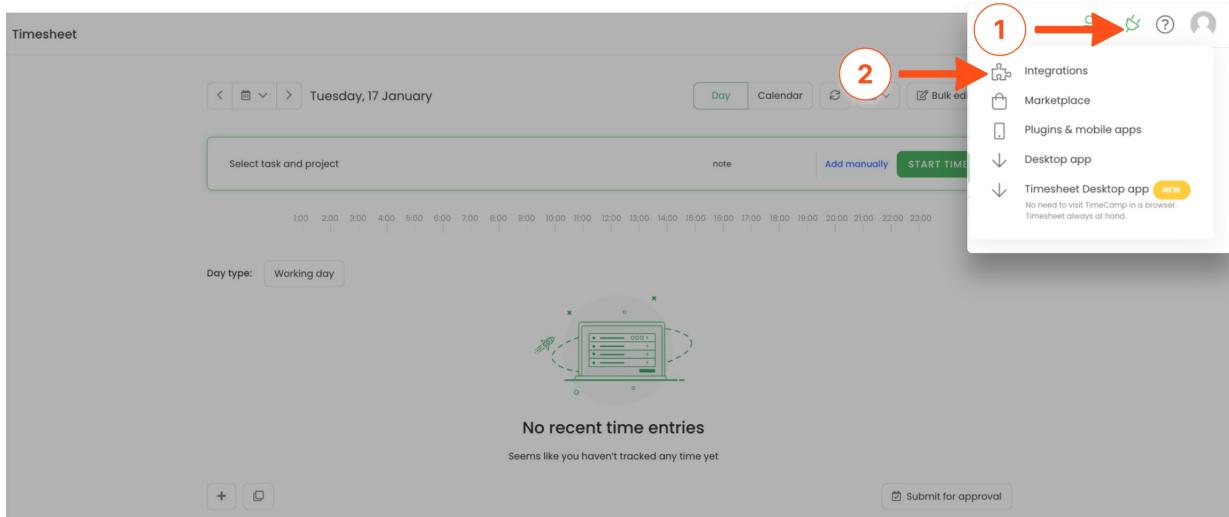
If the user who enabled the integration is not a part of your account anymore, we recommend reenabling the integration.

## Enable integration

Only the Administrator of the account can enable the integration.

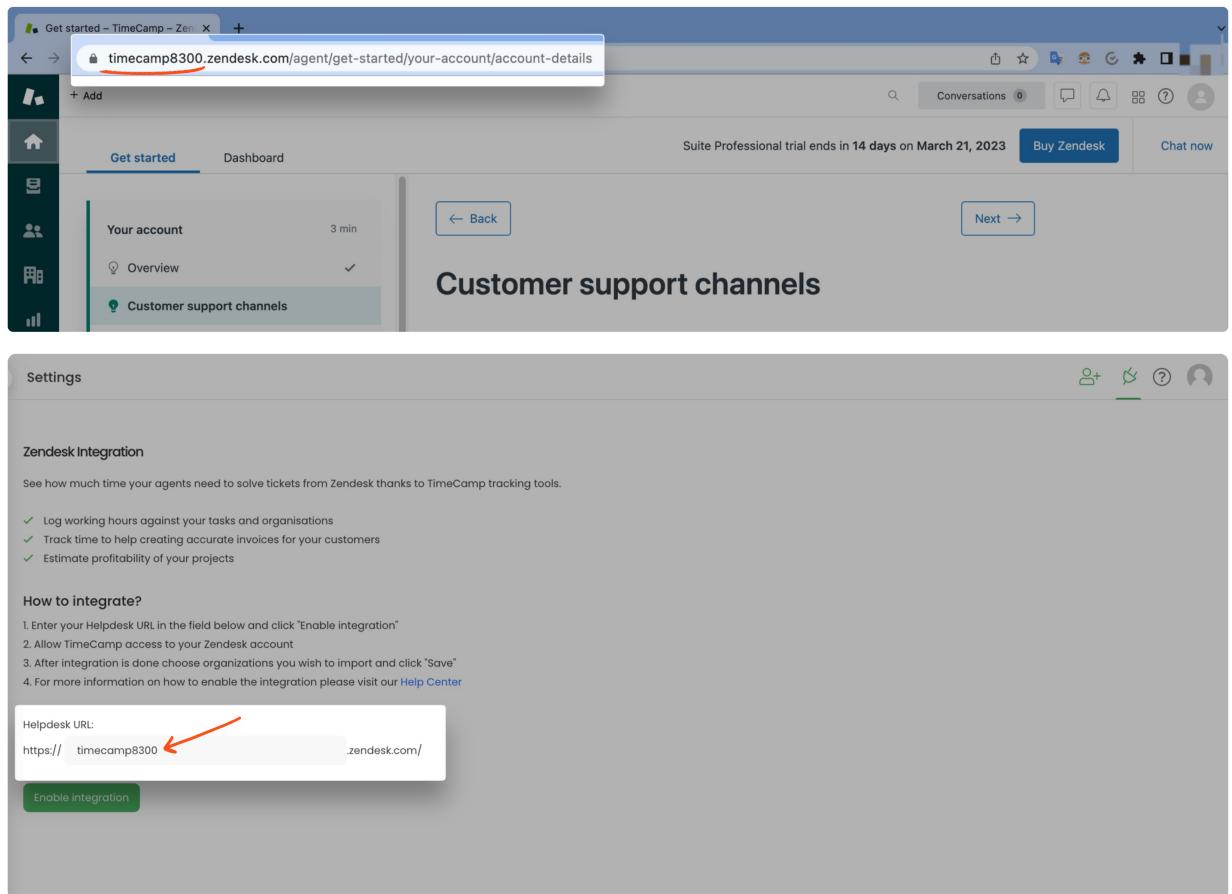
## Step 1

To enable the Zendesk integration, please navigate to the plugin icon and select the **Integrations** option. Next, find the **Zendesk** integration on the list and click the **Enable** button.



## Step 2

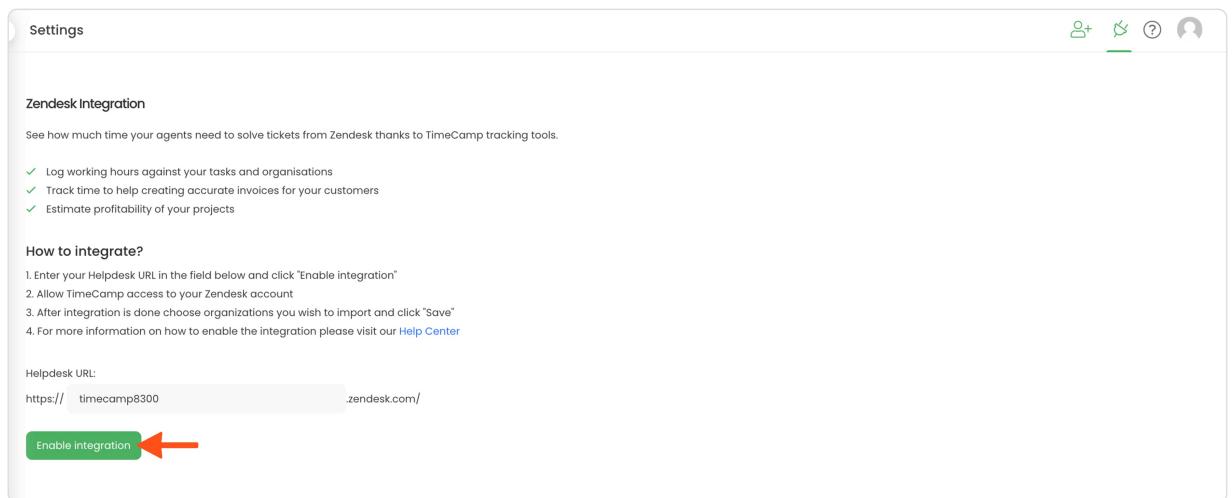
Enter your **Zendesk URL address**. The URL address you can find in your web browser, after logging into your Zendesk account. We'll need only the part with your account name.



The screenshot shows the Zendesk integration setup in the TimeCamp application. The URL in the browser is <https://timecamp8300.zendesk.com/agent/get-started/your-account/account-details>. The main title is "Customer support channels". The "Customer support channels" section is selected in the sidebar. A callout box highlights the "Helpdesk URL" field, which contains "https://timecamp8300" with a red arrow pointing to it. Below the field is a green "Enable integration" button.

### Step 3

Next click on the green **Enable integration** button.



The screenshot shows the Zendesk integration setup in the TimeCamp application. The URL in the browser is <https://timecamp8300.zendesk.com/agent/get-started/your-account/account-details>. The main title is "Customer support channels". The "Customer support channels" section is selected in the sidebar. A callout box highlights the green "Enable integration" button, which is labeled "Enable integration" with a red arrow pointing to it.

### Step 4

You'll be redirected to Zendesk and asked to grant TimeCamp authorization to access data from your account. To continue click on the **Allow** button.

## zendesk



TimeCamp  
by TimeCamp S.A.

### Allow TimeCamp to access your Zendesk account?

See how much time your agents need to solve tickets from Zendesk thanks to TimeCamp tracking tools

#### This application would be able to:

- Read all data.
- Write all data.

Deny

Allow



Not [Anna Test](#)?

## Step 5

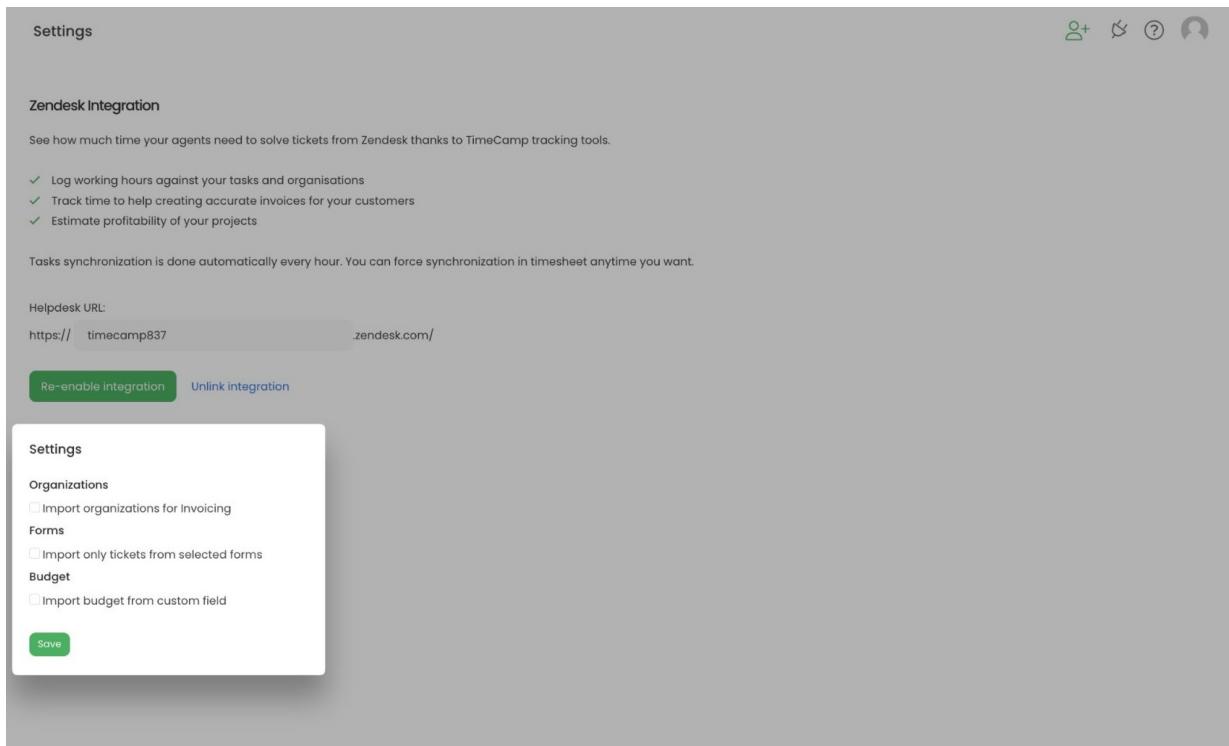
Optionally you can set up a few additional settings:

**Import organizations for Invoicing** - organizations from Zendesk will be imported under the Clients section in TimeCamp so you can use it for creating invoices;

**Import only tickets from selected forms** - if you use a few different ticket forms in Zendesk you can define which exactly forms should be imported to TimeCamp;

**Import budget from custom field** - if you created a custom field in Zendesk that indicates ticket budget you can input the ID of this field and define the unit of budget (Hours or Fee). This way ticket budget will be automatically imported to TimeCamp and you'll be able to generate Estimates reports on tracked time;

Mark the checkboxes next to the preferred options and click on the green **Save** button.



All your Tickets will be imported to the Projects module in TimeCamp. All imported items will be accessible for you to track time using TimeCamp's [timesheets](#), mobile, desktop application, or TimeCamp plugin in Zendesk.

## Track time on imported items

There are a few ways of tracking time in TimeCamp. After the integration is created and all your tasks are imported, you can simply select the desired task from the list and start your timer. Below you can find examples of all available ways of tracking time.

**Web Timesheet.** Simply select a task using a search box or the drop-down list and run the timer. [Learn more](#)

**Desktop app.** Click on the "No task" option in a task widget or use the option "Start a task" from the desktop app menu and use a search box or the drop-down list to find the target task. The task widget will be automatically synchronized with your web Timesheet. [Learn more](#)

**Mobile app.** Go to your Timesheet in the mobile app and click on the "Add" button if you want to create an entry manually or on the "Start" button if you prefer to track time in real time. Next use a search box or the drop-down list to find the target task and start tracking. [Learn more](#)

**Zendesk plugin.** If you installed TimeCamp plugin from [Zendesk Marketplace](#) and logged in to your account, the TimeCamp app widget will appear on the right side of your screen under the Apps tab when you navigate to your tickets. Just open the ticket and click on the "Start timer" button to start tracking. When you finished tracking just click on the red "Stop tracking" button. The plugin will be automatically synchronized with your web Timesheet. [Learn more](#)

Requester: The Customer  
Assignee: Support/Anna Test  
Followers: The Customer  
Tags: sample, support, zendesk  
Type: Incident, Priority: Normal

Sample ticket: Meet the ticket  
Via sample ticket

The Customer (52 minutes ago)  
Hi there,  
I'm sending an email because I'm having a problem setting up your new product.  
Can you help me troubleshoot?  
Thanks,  
The Customer

Apps: Time Tracker by TimeCamp  
Start timer (0:00)  
Total time: 3m  
Date User Time  
23 sie Emily Admin 31s  
12 sie Emily Admin 2m 29s

Requester: The Customer  
Assignee: Support/Anna Test  
Followers: The Customer  
Tags: sample, support, zendesk  
Type: Incident, Priority: Normal

Sample ticket: Meet the ticket  
Via sample ticket

The Customer (52 minutes ago)  
Hi there,  
I'm sending an email because I'm having a problem setting up your new product.  
Can you help me troubleshoot?  
Thanks,  
The Customer

Apps: Time Tracker by TimeCamp  
Stop timer (00:00:01) add note  
Total time: 3m  
Date User Time  
23 sie Emily Admin 31s  
12 sie Emily Admin 2m 29s

## Automatic time tracking

If you installed TimeCamp desktop app and wish to [track time automatically](#), Zendesk integration allows you to easily set up this option. After the integration is enabled your **tickets ID**, along with the **requester's email address**, will be automatically imported as keywords and added to tasks in TimeCamp.

This way, you can track time spent on tickets automatically, using our desktop application and automatic time tracking mode. The timer will be started automatically when the application matches the assigned keywords with the URL address of ticket you're currently working on.

Ticket: Sample ticket: Meet the ticket

timecamp8300.zendesk.com/agent/tickets/1

The Customer #1  
Example (create) The Customer Open Incident #1

Requester: The Customer  
Assignee: Support/Anna Test  
Followers: The Customer  
Tags: sample, support, zendesk  
Type: Incident, Priority: Normal

Sample ticket: Meet the ticket  
Via sample ticket

The Customer (34 minutes ago)  
Hi there,  
I'm sending an email because I'm having a problem setting up your new product. Can you help me troubleshoot?  
Thanks,  
The Customer

Apps: Time Tracker by TimeCamp  
Total time: 3m  
Date User Time  
23 sie Emily Admin 31s  
12 sie Emily Admin 2m 29s

The screenshot shows the TimeCamp software interface. On the left, there's a sidebar with a tree view of projects and integrations. Projects listed include 'Calendar Events - Chrystal', 'Development', 'Finances', 'Google Calendar Events - Emily Admin', 'Jira', 'Keywords Test', 'Marketing', 'Planning', 'Recruitment - level 1', 'Testing', 'Trainings', and 'Zendesk'. Integrations listed include 'TimeCamp' and 'Zendesk'. In the center, a modal window titled 'Edit task' is open for a task named '[#1] Sample ticket: Meet the ticket'. The modal has sections for 'Description' (with a placeholder 'Click to edit description...'), 'Budget' (with 'Estimated hours' and a dropdown), and 'Tags' (with a note 'All tags allowed to be selected when users track time'). Below the main modal is a sub-modal titled 'Keywords (rules)' containing the text 'tickets/l, customer@example.com'. At the bottom of the main modal are 'Save' and 'Cancel' buttons.

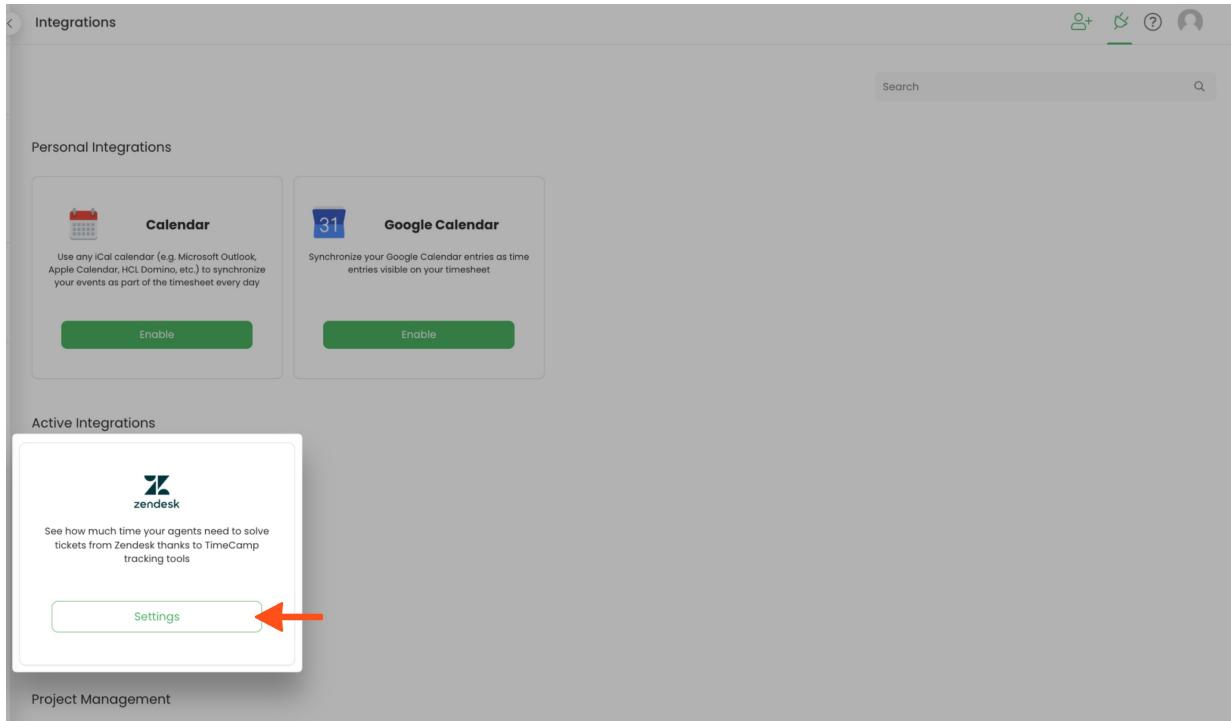
## Disable integration

Only the Administrator of the account can unlink or re-enable the integration.

### Step 1

If for some reason you would like to reenable or unlink the integration please navigate to the plugin icon and select the **Integrations** option. Next, find the **Zendesk** integration on the list of active integrations and click on its **Settings**.

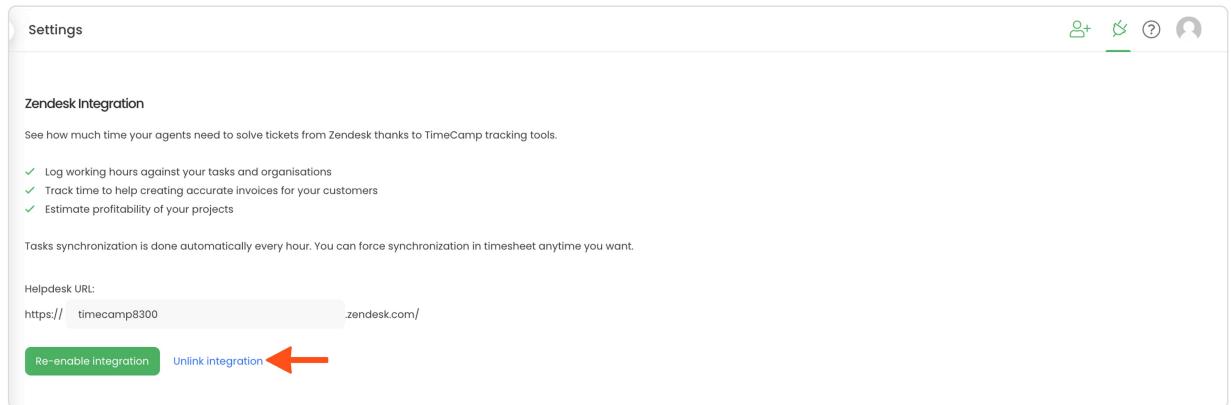
The screenshot shows the TimeCamp 'Timesheet' interface. At the top, there's a header with a date 'Tuesday, 17 January'. Below it is a search bar 'Select task and project' and a 'START TIME' button. The main area shows a grid for tracking time entries. A context menu is open on the right, with the 'Integrations' option circled by a red arrow 1. Another red arrow 2 points to the 'Zendesk' entry in the list of integrations. The list includes 'Integrations', 'Marketplace', 'Plugins & mobile apps', 'Desktop app', and 'Timesheet Desktop app' (marked as 'NEW').



The screenshot shows the 'Integrations' page in the TimeCamp app. The 'Personal Integrations' section contains two cards: 'Calendar' (using iCal calendar) and 'Google Calendar'. The 'Active Integrations' section shows a card for 'zendesk' with a 'Settings' button, which is highlighted with a red arrow. The 'Project Management' section is partially visible at the bottom.

## Step 2

Next, to unlink the integration simply click on the **Unlink integration** button.



The screenshot shows the 'Settings' page for the Zendesk integration. It includes a 'Zendesk Integration' section with a description and a list of checked options: 'Log working hours against your tasks and organisations', 'Track time to help creating accurate invoices for your customers', and 'Estimate profitability of your projects'. Below this is a note about automatic task synchronization. The 'Helpdesk URL' field contains 'https://timecamp8300.zendesk.com/'. At the bottom, there are two buttons: 'Re-enable integration' (green) and 'Unlink integration' (blue), with a red arrow pointing to the 'Unlink integration' button.

To re-enable the integration input the updated URL address of your Zendesk account and click on the **Re-enable integration** button. The list of your active tickets imported to TimeCamp will be updated immediately.

Settings

Zendesk Integration

See how much time your agents need to solve tickets from Zendesk thanks to TimeCamp tracking tools.

- ✓ Log working hours against your tasks and organisations
- ✓ Track time to help creating accurate invoices for your customers
- ✓ Estimate profitability of your projects

Tasks synchronization is done automatically every hour. You can force synchronization in timesheet anytime you want.

Helpdesk URL: <https://timecamp8300.zendesk.com/>

[Re-enable integration](#) [Unlink integration](#)

