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# Connect Zendesk to VSTS Azure Devops using IntegrateCloud Connector for azure Devops



Updated 2 weeks ago by Er. Bahuguna Goyal

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## Zendesk Visual studio AzureDevops

## Zendesk Integration – Visual Studio – AzureDevops

**Connect your customer support software Zendesk and development teams using Visual Studio,VSTS,AzureDevops**

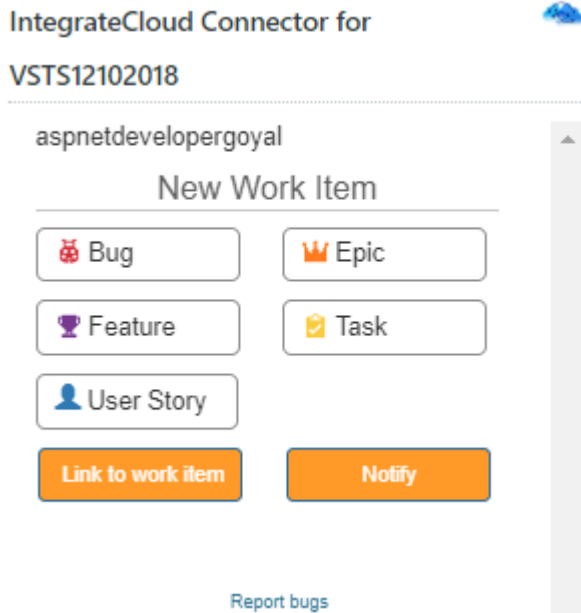
## Zendesk Visual studio AzureDevops

Connect Zendesk Visual Studio, AzureDevops using IntegrateCloud connector. Better customer service starts with better communication. IntegrateCloud brings all your customer conversations into one place. IntegrateCloud streamlines your support with time-saving tools like ticket views, triggers, and automation's. This helps you get straight to what matters most – better customer service and more meaningful conversations. Use Zendesk Visual studio integration or Zendesk AzureDevops or Zendesk VSTS using IntegrateCloud connector. Use Zendesk AzureDevops connector using IntegrateCloud app for Zendesk Visual Studio/AzureDevops. Zendesk Visual studio AzureDevops

## Create work items for your engineer's right from Zendesk

With the Visual Studio Team Services App by IntegrateCloud for Zendesk, users in Zendesk can quickly create a new work item from a Zendesk ticket.

Use Zendesk Visual studio integration or Zendesk AzureDevops or Zendesk VSTS using IntegrateCloud connector. Zendesk Visual studio AzureDevops



### Quick steps

- 1 Sign up for Zendesk or use your existing account.
- 2 Get the App and Install it into Zendesk.
- 3 Configure the app with your account name.
- 4 Open a Zendesk ticket, click Apps, sign in.
- 5 Click to create a User Story or Add Task. Zendesk Visual studio AzureDevops

### Efficient communication between support and engineering teams

Users in both Zendesk and Visual Studio Team Services can send private messages that are easily accessible by users in the other system, making it easy to track and manage communication about a customer issue. Zendesk Visual studio AzureDevops

### Know How to use the App.

In the App we have 3 Options.

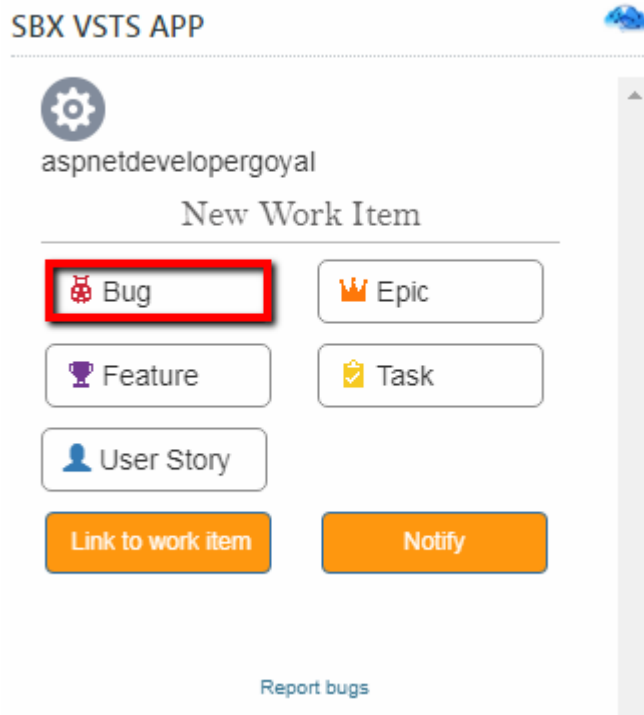
- New Work Items.
- Link to Work Item.

- Notify.

## 1 New Work Items

New Work Items contains Bug, Epic, Feature, Task & User Story.

- For Eg: – How to create Bug



- Adding Details for the Bug like Priority, Project, Area, Custom Fields (If Required) etc.

 SBX VSTS APP

## Bug creation

**Title**  
Zendesk VSTS App.

**Project**  
MyFirstProject

**Area**

**Iteration**  
Iteration 1  
Iteration 2  
Iteration 3

**Priority**  
3

**Description**  
Zendesk VSTS App.

**Acceptance Criteria**

**Found in build**

## Custom Fields

**Country Field**  
India

Create Bug

- After Clicking on Create Bug button User will receive a message **“Work item has been created successfully”**

 SBX VSTS APP

**Title**  
Zendesk VSTS App.

**Project**  
MyFirstProject

**Area**

**Iteration**  
Iteration 1  
Iteration 2  
Iteration 3

**Priority**  
3

**Description**  
Zendesk VSTS App.

**Acceptance Criteria**

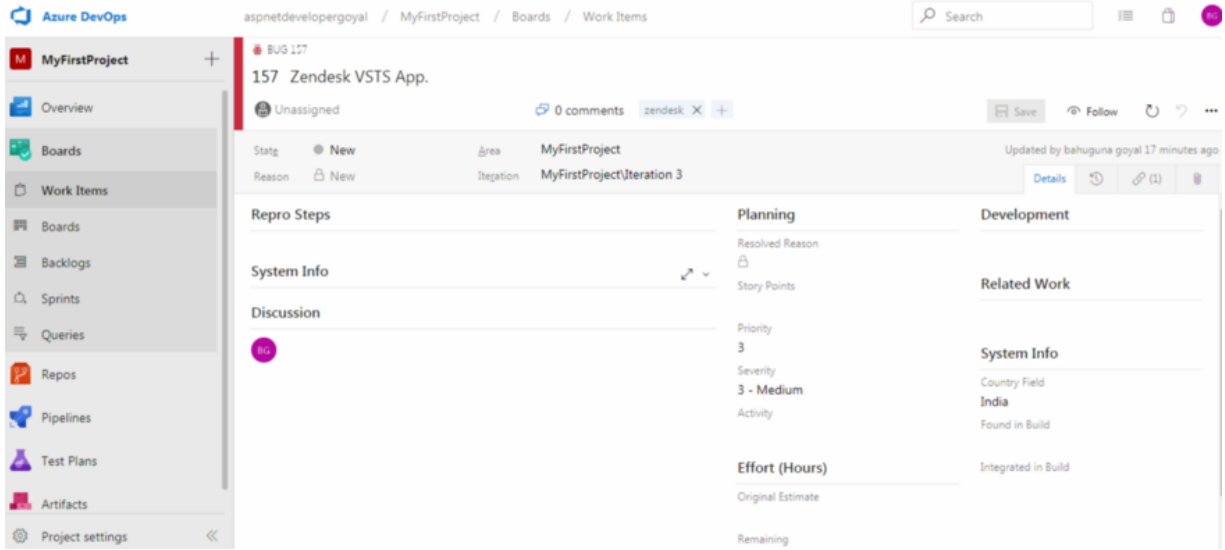
**Found in build**

## Custom Fields

**Country Field**  
India

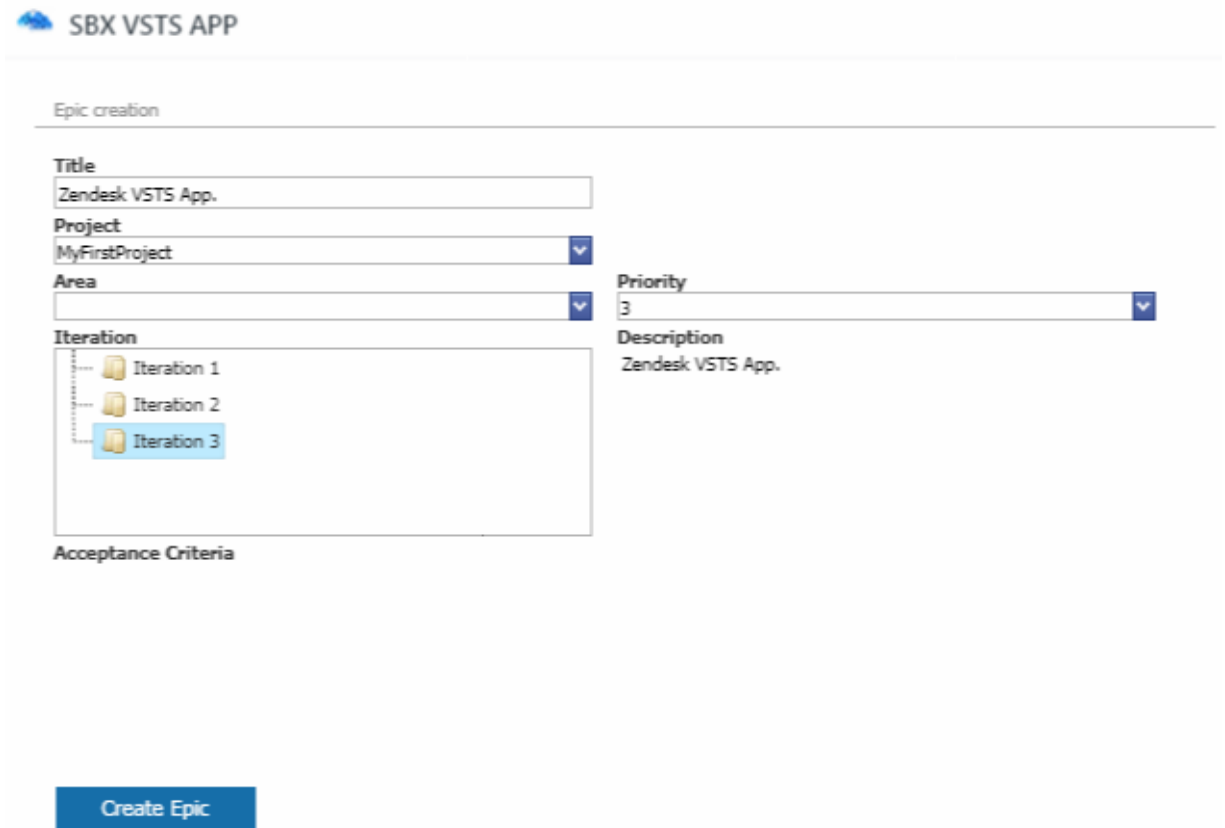
Work item [2147](#) has been created successfully

- After Clicking on the Work Item Number User will be redirected to the Visual studio AzureDevops Work Item Number.



In similar manner User can create Epic, Task, Feature, & User Story.

- Displaying details required for Epic.



- Details Required for Task.

 SBX VSTS APP

Task creation

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**Title**  
Zendesk VSTS App.

**Project**  
Test With CF

**Area**

**Iteration**  
Iteration 1  
Iteration 2  
Iteration 3

**Priority**

**Description**  
Zendesk VSTS App.

**Create Task**

2. Link to Work Item.

- User can link One or Multiple Link Work Items. User can see above different Work item was there when bug was created & now we link another one.

 SBX VSTS APP

Link WorkItem

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**Project**  
Test With CF

**Area**

**WorkItems**  
151-Integratecloud Test ticket subject

**Link**

- After Clicking on Link button User will see below “Work item has linked successfully.”

### SBX VSTS APP

Link WorkItem

Project

Test With CF

Area

WorkItems

151-Integratecloud Test ticket subject

Link

Work item has been linked successfully

- Different Work Item link in the App.

The screenshot shows the 'SBX VSTS APP' interface. At the top, there are buttons for 'Bug', 'Epic', and 'Feature'. Below these are buttons for 'User Story' and 'Task'. There are also two orange buttons: 'Link to work item' and 'Notify'. Under the heading 'Linked Work Items', there are two entries: 'Test With CF- Integratecloud Test ticket subject' and 'MyFirstProject-Zendesk VSTS App.'. Each entry has a small icon and a close button.

### 3. Notify.

- User can Notify by using the Notify options in the App.

 **SBX VSTS APP**

Post a message in the WorkItem's discussion

**Project**

Test With CF 

**WorkItems**

151-Integratecloud Test ticket subject 

**Message**

Test Message From Zendesk App to VSTS

**Send**

- After User Click on Send User gets the following message below “Message has been posted successfully”

 **SBX VSTS APP**

Post a message in the WorkItem's discussion

**Project**

Test With CF 

**WorkItems**

151-Integratecloud Test ticket subject 

**Message**

Test Message From Zendesk App to VSTS

**Send**

**Message has been posted successfully**

- Notification in AzureDevops from Zendesk App.



The screenshot shows the Azure DevOps interface for a work item titled "151 Integratecloud Test ticket subject". The work item is currently "Unassigned" and has 3 comments. A comment from "bahuguna goyal" is highlighted with a red box, containing the text: "Comment from Zendesk posted by IntegrateCloud(chiragshah@integratecloud.com): Test Message From Zendesk App to VSTS". The interface also shows various tabs like Overview, Boards, Work Items, and a sidebar with navigation options like Repos, Pipelines, and Test Plans.

- Instant access to the status of linked work items
- Give your customer support team easy access to the information they need using the Show Work Item Comment History Icon.

The screenshot shows the "SBX VSTS APP" interface. At the top, it displays the user "aspnetdevelopergoyal" and a "New Work Item" form with buttons for "Bug", "Epic", "Feature", "Task", and "User Story", along with "Link to work item" and "Notify" buttons. Below the form is a "Linked Work Items" section. The first item is "Test With CF- Integratecloud Test ticket subject", which has a red box around a comment history icon. The second item is "MyFirstProject-Zendesk VSTS App.".

- See details about work items linked to a Zendesk ticket, including Current State, Area, Priority etc.

SBX VSTS APP

Bug

Test With CF / Integratecloud Test ticket subject #87 Unassigned

State : New Area : Test With CF Iteration : Test With CF Iteration 2

Repro Steps

Details

Priority: 3

Severity: 3 - Medium

Tags

zendesk

Revised: 3/29/2019 10:49:51 AM

Comment from Zendesk posted by *IntegrateCloud(chiragshah@integratecloud.com)*:  
VSTS WorkItem Linked to Zendesk Ticket #1737

- For more information please refer to the below link:

### [Zendesk VSTS App by IntegrateCloud.](#)

- To install the app please click on the following:

### [Zendesk AzureDevops Visual studio integration](#)

Use Zendesk Visual studio integration or Zendesk AzureDevops or Zendesk VSTS using IntegrateCloud connector. See the App in action.

Apps | JIRA | Azure Status | Olark | Login | Gmail | AzureDesk Admin Po | Accounting Software | Integratecloud Admin | Azure-Desk | introduction - Publi | Log in or Sign up - Z

Zendesk VSTS App by Integ... #12

Assignee\* take it  
Support/Raj

CCs  
search name or contact info

Type  
-

Priority  
-

Tags

Zendesk VSTS App by IntegrateCloud

Public reply Internal note

Conversations v | All

Raj 2 minutes ago  
Zendesk VSTS App by IntegrateCloud

Zendesk Vsts App by IntegrateCloud

soltriszegeannis trial days left 1

New Work Item

Bug

Epic

Feature

Task

Link to work item

Notify

Report bugs

[Click to Install IntegrateCloud Connector for VSTS](#)

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HOW DID WE DO?



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