Do I need to be an admin of both Asset Panda and Zendesk to configure the integration?
Yes, you need to have admin access to both applications to set up this integration.

Can I create a ticket if I only have "audit" access on Asset Panda?
To open a Zendesk ticket, you would need to have permission to view asset records and perform the subsequent action that would create tickets.

What determines the default mapped fields for an integration? Can more be added?
The availability of API endpoints provided from the specific integration would determine what can or cannot be mapped. Because this is ever-changing on both sides, please reach out to us if there is a field that appears to be unavailable, and we will be happy to look into it.

How quickly does the Zendesk integration work once connected?
Once the credentials and API tokens for your Zendesk account are correctly added to your Asset Panda instance, the applications will be connected instantly.

Does this integration allow you to search through employees listed in Asset Panda on the Zendesk side?
Yes, the integration will allow you to search any group in Asset Panda in the Zendesk app. If you want to search for an asset that is assigned to a specific person, for example, you can select the Assets Group in Zendesk, search by name, and all associated assets will appear. Please feel free to contact support@assetpanda.com for more information or assistance!

When is Zendesk's AI functionality going live?
Zendesk's new AI functionality, Intelligent Triage, is set to launch later this year.

If we attach an asset in Zendesk from Asset Panda and want to reassign the device to either a department or a user, do we have the option to make changes from the Zendesk portal and reflect those changes in Asset Panda?
Yes, you can perform actions within Zendesk to reassign devices and see those changes in Asset Panda as well.

What are some benefits of integrating my Zendesk and Asset Panda accounts?
Great question! There are various benefits to the Asset Panda + Zendesk integration, including faster agent response time, improved data accuracy across systems, and better maintenance history tracking for your assets. For more information about the benefits of this integration, visit our website.

Is Zendesk in the app store?
Both Zendesk and Asset Panda have apps available in the app store, but an active trial or subscription is required to log into these apps.

We have been trying to schedule a training session - are you able to assist with this?
Our support team would be happy to get in touch with your client director and implementation representative to get this training scheduled. Please reach out to them via live chat or at support@assetpanda.com so that they can obtain your account info and coordinate this!

Our organization is looking to visualize our data on GCP. Is there a simplified solution for this?
To visualize your data from Google Cloud Platform, our open API is the best route to go. Asset Panda also integrates directly with Google Workspace (G-Suite & Google Device Manager).

Do you have any plans on making the Okta integration do full SCIM provisioning and de-provisioning?
Yes, we have this on the roadmap and plan to have it added in a future update.

Does Asset Panda integrate with Ivanti, Tanium, Shopify, Samsara, or Microsoft Dynamics 365?
We do not currently offer integrations with Ivanti, Tanium, Shopify, Samsara, or Microsoft Dynamics 365, but we do have an open API that you could use to connect these applications. Additionally, we would be happy to submit a Feature Request on your behalf to determine whether this would be something to consider in a future update!

Sign up for our next webinar on November 7, 2023 at 10am CST.
Register Today!