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Zendesk Asana Connector



Updated 2 months ago by Er. Bahuguna Goyal

Zendesk Asana Connector

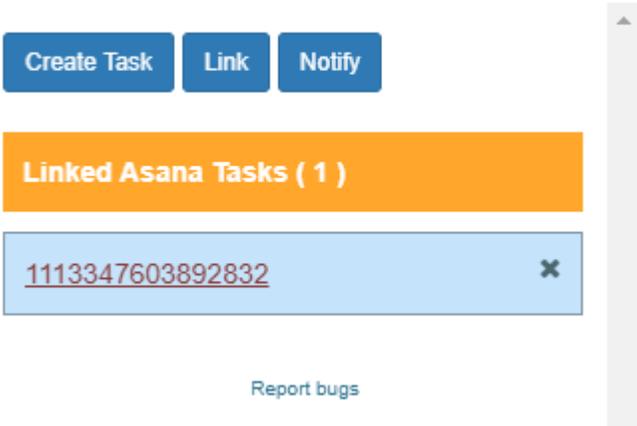
Connect your customer support software Zendesk and bug tracking tool Asana.

Create Task from Zendesk in Asana.

How a Task is created from Zendesk, which are the details provided by default & The Complete Processes is explained below with an example so that user can see & feel the simplicity of our App.

- For example, after a customer reports a bug, the agent can file a bug in Asana directly from your Zendesk. After fixing the bug, a developer can add a comment to the task directly from Asana which is most important to solve the communication gap.

IntegrateCloud Zendesk-Asana Integration



Create Task Link Notify

Linked Asana Tasks (1)

[1113347603892832](#) ×

Report bugs

- Zendesk Asana Connector.
- 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 Task or Link to an Existing Task.

- **Using the integration in Zendesk Support.**

As an agent, you can create a Task from a ticket, or link to an existing Task from a ticket. You can then use the link to track the progress made by the product team on addressing the issue. For example, within Zendesk Support you can view details about a bug you filed in Asana.

- **Know How to use the App.**

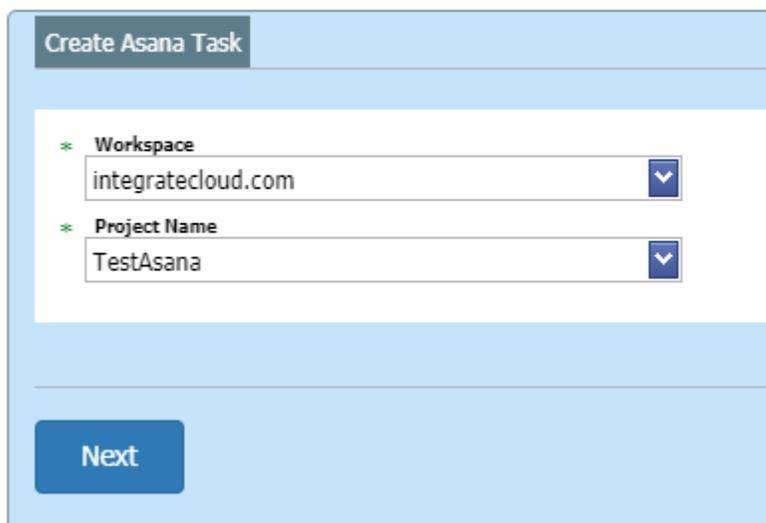
In the App we have 4 Options.

- 1 Create Task
- 2 Link
- 3 Notify

01. Creating Task.

- When clicked on the Create Task button it loads Work Space & Project Name which user needs to select from the drop-down.

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Create Asana Task

✖ **Workspace**
integratecloud.com

✖ **Project Name**
TestAsana

Next

- Adding details in the Asana Task such as Assignee Name, Followers, Due Date etc.

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Create Asana Task

Workspace Name **integratecloud.com** Project Name **TestAsana**

Assignee Name
KevalShah

Due Date
5/15/2019

Name
Zendesk Asana Connector

Followers
 sotiriszegeannis
 Srinivasthippyreddy

Notes
Zendesk Asana Connector by IntegrateCloud.

Task

Completed

Like Task

Zendesk Comments

Last Public Reply

Last Private Note

Create Task

- As the User adds the details & Click on Create Task button, it will show the message “The Ticket Id Is Successfully Send to Asana Project. New Asana Task Id”

IntegrateCloud Zendesk-Asana Integration ×

Create Asana Task

Workspace Name **integratecloud.com** Project Name **TestAsana**

Assignee Name

Due Date

Name

Followers
 sotiriszegeannis
 Srinivasthippyreddy

Notes

Task

Completed

Like Task

Zendesk Comments

Last Public Reply

Last Private Note

Create Task

The Ticket Id 1861 Is Successfull Send to Asana Project. New Asana Task Id **1118033859848293**

- User can click on the Asana Task Id in the message the page ill be redirected to the Task.

✓ Mark Complete 📎 🗑️ 🔗 👍¹ ⋮ ✕

This task may be visible to additional people. [?](#)

Zendesk Asana Connector

KS Assigned To Keval Shah **📅** Due Date May 15

☰ Zendesk Asana Connector by IntegrateCloud.

📅 Add to Project

chirag created task. 9 minutes ago
chirag assigned to you. 9 minutes ago
chirag changed the due date to May 15. 9 minutes ago

ch chirag 9 minutes ago 👍
ZendeskID: 1861
URL: <https://integratecloud.zendesk.com/tickets/1861>

ch chirag 9 minutes ago 👍

KS Write a comment...

Followers **St** **ch** **+** [🔔 Follow Task](#)

02. Link

Zendesk Asana Connector

- User can Link 1 or multiple Task to a Single Zendesk Ticket.

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Link Asana Task

Asana Task Id

Link Task

- As Task is Linked Successfully Message is received as “The Asana task id linked to Zendesk ticket successfully.”

IntegrateCloud Zendesk-Asana Integration

Link Asana Task

Asana Task Id
Enter the Asana Task Id

Link Task

The asana task id linked to zendesk ticket successfully.

- Multiple Asana Task Linked to the Zendesk Ticket.

IntegrateCloud Zendesk-Asana Integration

Create Task **Link** **Notify**

Linked Asana Tasks (2)

1118033859848293	✕
1113347603892832	✕

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03. Notify.

- Notify button allows User to send notification message into the Asana Task.

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If you want to send a new attachment which is not listed here, Please add the attachments in internal note and then select it from here.

Notify Asana Task

Message

Sending Notification from Zendesk.

Last Public Reply

Last Private Note

Notify Task

- Notification sent Successfully message is received at the end of the popup.

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If you want to send a new attachment which is not listed here, Please add the attachments in internal note and then select it from here.

Notify Asana Task

Message

Type in some text to add to the notification

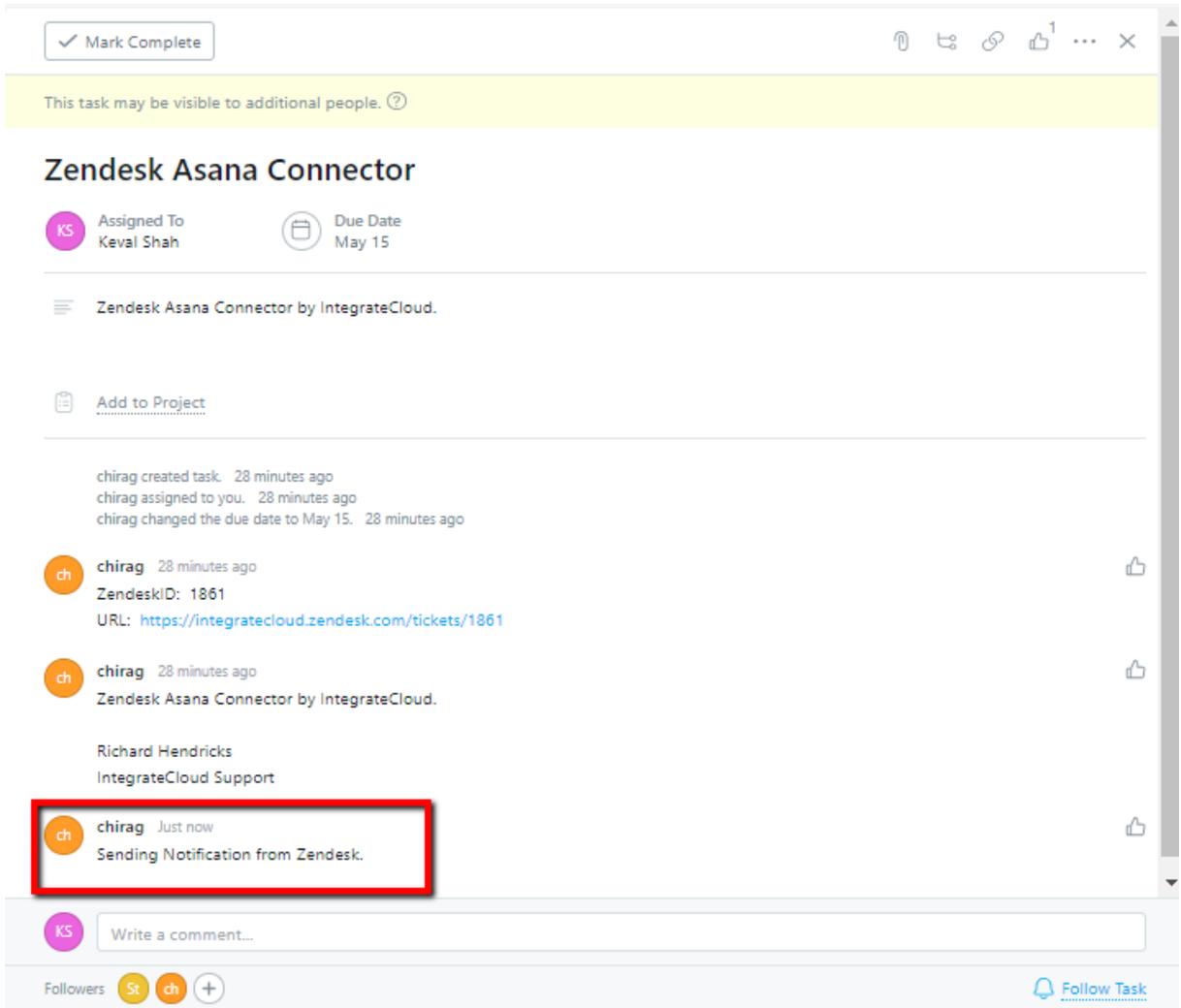
Last Public Reply

Last Private Note

Notify Task

Asana notification sent successfully!!!

- Notification received in Asana Task.



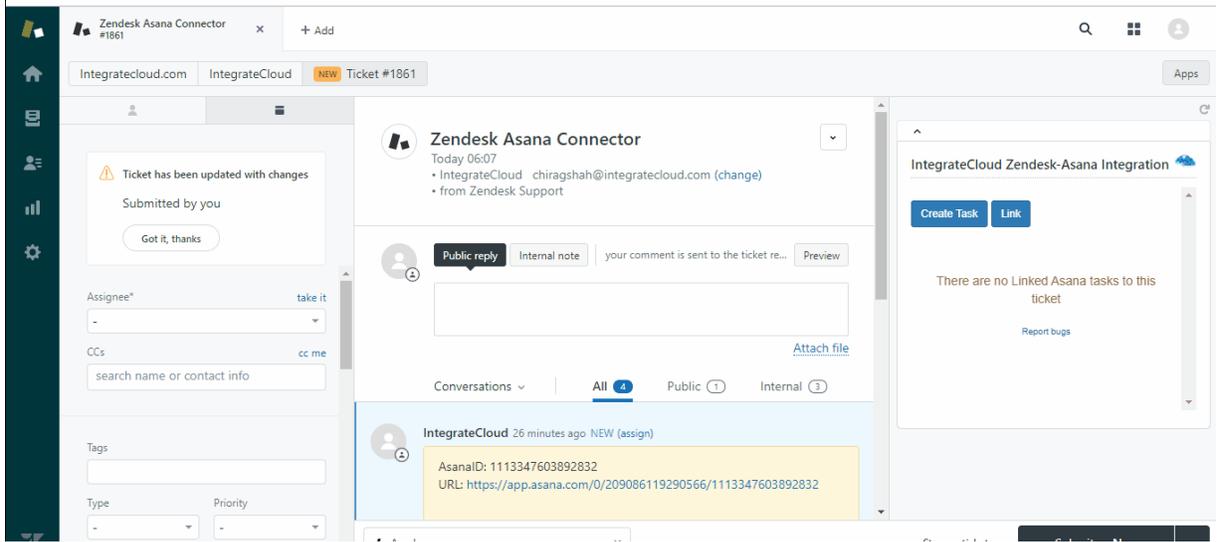
- For more information please refer to the below link.

Install app

- To install the app please click on the following.

How to setup

Use Zendesk Asana Connector. See the App in action.



HOW DID WE DO?



RELATED ARTICLES

[HOW TO USE ZENDESK-ASANA CONNECTOR BY INTEGRATECLOUD](#)

[ZENDESK ASANA CONNECTOR DEMO](#)

[ZENDESK -GITHUB CONNECTOR](#)



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