

Connect Zendesk

Integrations and API

Give your Zendesk agents your help center inside every ticket. They can search your articles, see suggestions for the ticket and insert a link or the whole article into their reply, without leaving Zendesk.

Who can do this: Owners and Admins · **Plans:** All plans (Smart suggestions need the Catalyst plan, or the AI add-on on Bootstrap and Growth)

Step 1: Switch on Zendesk in HelpCenter.io

1. In the left menu, click the gear icon, then **Settings**.
2. Under **Integrations**, switch on **Zendesk**. A **Token** appears.
3. Click **Copy** next to the token.

Domains that may load the floating widget or the help-center iframe. Add the domain of the page that hosts the embed — while this list is empty, the help center cannot be embedded anywhere. Use a leading dot for subdomain wildcards (`.example.com`). Embeddables → Configuration edits this same list.

Add

northwind.helpcenter.io ×

Search engine indexing

Allow search engines like Google to index your help center. ☒

Custom redirects + Add redirect

Send visitors from old or broken URLs to the right place.



No redirects yet

Add one to route visitors from old URLs.

Danger zone

Deleting your help center permanently removes all its configuration, categories and articles. Export your data first.

Request a PDF export Delete help center

```
claude mcp add --transport http helpcente...
```

Copy

[Setup guide](#) [Tool reference](#) [Manage connected apps](#)

Integrations

 **Front** ☐
Sync your help center articles with Front.

 **Zendesk** ☐
Serve your articles to Zendesk agents.

 **HubSpot** ☐
Connect your HubSpot CRM account.

 **Zapier** COMING SOON
Automate workflows with 6,000+ apps.

 **Slack** COMING SOON
Get notified about comments and feedback.

API keys + New key

Keys for the HelpCenter.io API.

Status page Read only Copy

XVMMwy0abn*****dKc1 Copy

Reporting dashboard Read & write Copy

6WBQvp0ses*****Kyka Copy

1 Under Integrations, switch on Zendesk

The token links your Zendesk account to this help center.

Step 2: Install the HelpCenter.io app in Zendesk

1. Open the [HelpCenter.io app on the Zendesk Marketplace](#) and install it in your Zendesk account.

2. In **Subdomain**, enter your HelpCenter.io subdomain: the part before .helpcenter.io in your help center's address. For acme.helpcenter.io, enter acme. Use it even if your help center runs on your own domain.
3. Paste the token into **Integration token**.
4. Scroll down and click **Install**.

What agents see in Zendesk

The HelpCenter.io app appears in the ticket sidebar. Agents can:

- **Search** your articles from the search field.
- Check **Smart suggestions**: articles that match the latest comment on the ticket.
- Browse your **Categories**.
- Pick the language of the articles, when your help center has more than one.
- Open an article and click **Insert Link** or **Insert Content** to add it to their reply. **Insert Content** adds the version readers see, without your team's internal notes.

Turn it off

Switch off **Zendesk** under **Settings → Integrations**. The token stops working straight away. If you switch Zendesk on again later, you get a new token: paste it into the app's settings in Zendesk.

Troubleshooting

The app shows no categories or an error. Open the app's settings in Zendesk and check that **Subdomain** matches your HelpCenter.io subdomain exactly and that the

token matches the one under **Settings** → **Integrations**. If you changed your help center's subdomain, update it in the app too.

No Smart suggestions. They need the Catalyst plan or the AI add-on, and they only show when the ticket has a comment that matches your articles. If you added AI recently, switch on **AI Answers** once under **Settings** → **AI features**, so your existing articles are prepared for suggestions.

Related articles

- [Integrations overview](#)
- [Connect Front](#)
- [Add AI Answers to your plan](#)