

OpsHub Integration Manager for Zendesk and Rally



System Type: Customer Relationship Management

System Description: Zendesk delivers the leading cloud-based customer service software. Loved by customers for its simplicity and elegance, Zendesk is the easiest and fastest way to provide great customer service. Their solution is easy to try, buy, implement, and use. Both your companies and your customers will start seeing positive results immediately. For more information, visit www.zendesk.com

Integration Description: OpsHub Integration Manager (OIM) allows the cross-functional teams using disparate tools like Zendesk and Rally in application development organizations to effectively communicate and collaborate with each other, thus increasing overall team agility, productivity and efficiency.

OIM supports the synchronization of Zendesk Ticket to all the possible entities existing in Rally viz., Defects, User Story, Test cases, Test sets, Test Case Result (Only write support), Task.

- Supports Unidirectional and Bidirectional synchronization between Zendesk and Rally for all supported entities.
- The synchronization includes the field data, attachments, comments and issue-relationship traceability for Rally and for Zendesk comments and attachments synchronization is supported.
- Provides deployment options to fit the needs of business whether On-Premise or on Customer Cloud.
- Fully manageable and functional via the web based administration tool including defining entities for synchronization between Zendesk and Rally.
- Maintains history of both systems. If any of Zendesk or Rally becomes unavailable, it will reflect all transactions that occurred during that time once the system is operational again.
- Provides with templates and ability to define custom mapping between ALM systems to support mapping of fields and linkages.
- Supports number of replication models to support development organization such as master/slave, partitioned ownership, dynamic ownership, peer-to-peer and custom.
- Proactive conflict management with support for automated conflict resolution.

Integration Screenshot:

Customer logs a ticket in Zendesk

Sample ticket + add

NEW Ticket

Requester

Assignee*

Type* **Priority**

Link incident to problem

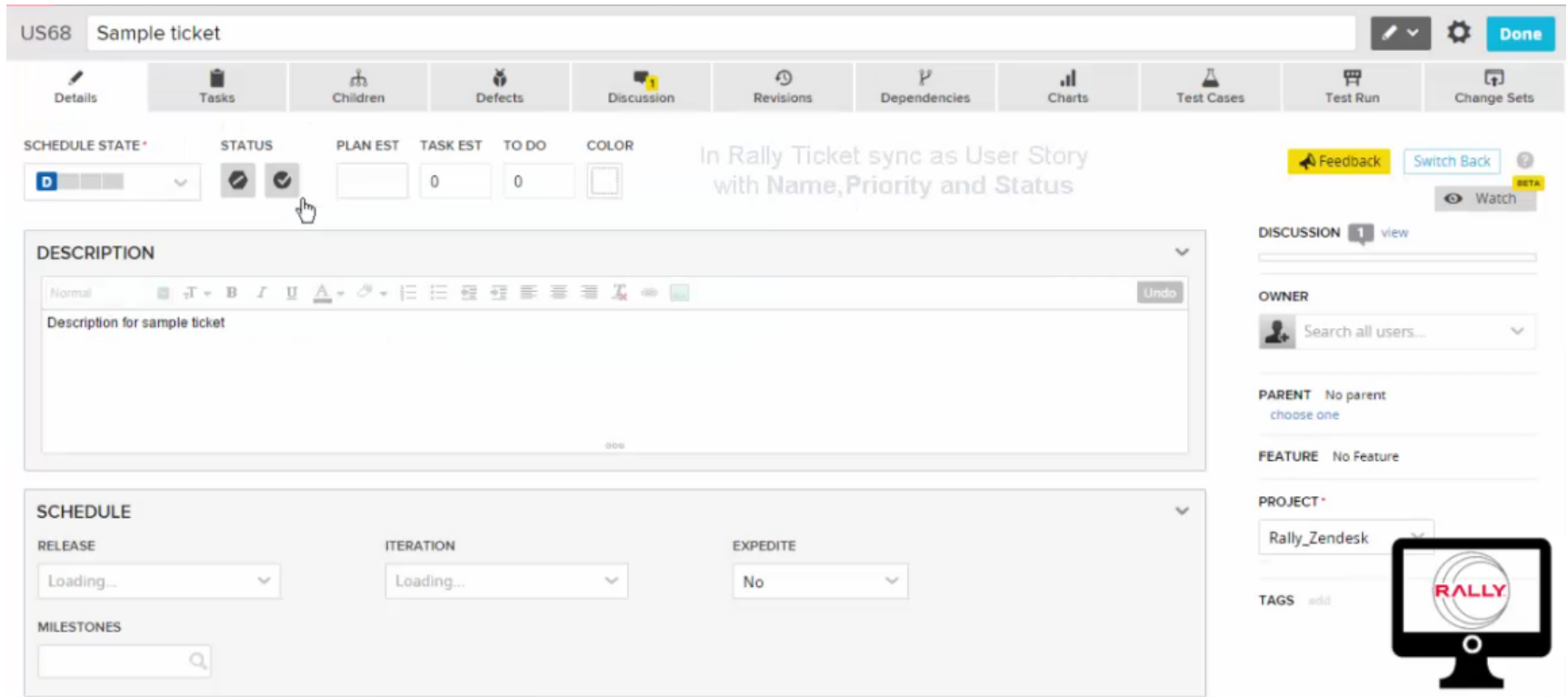
Tags

Subject

Description | your comment is sent to the ticket requester

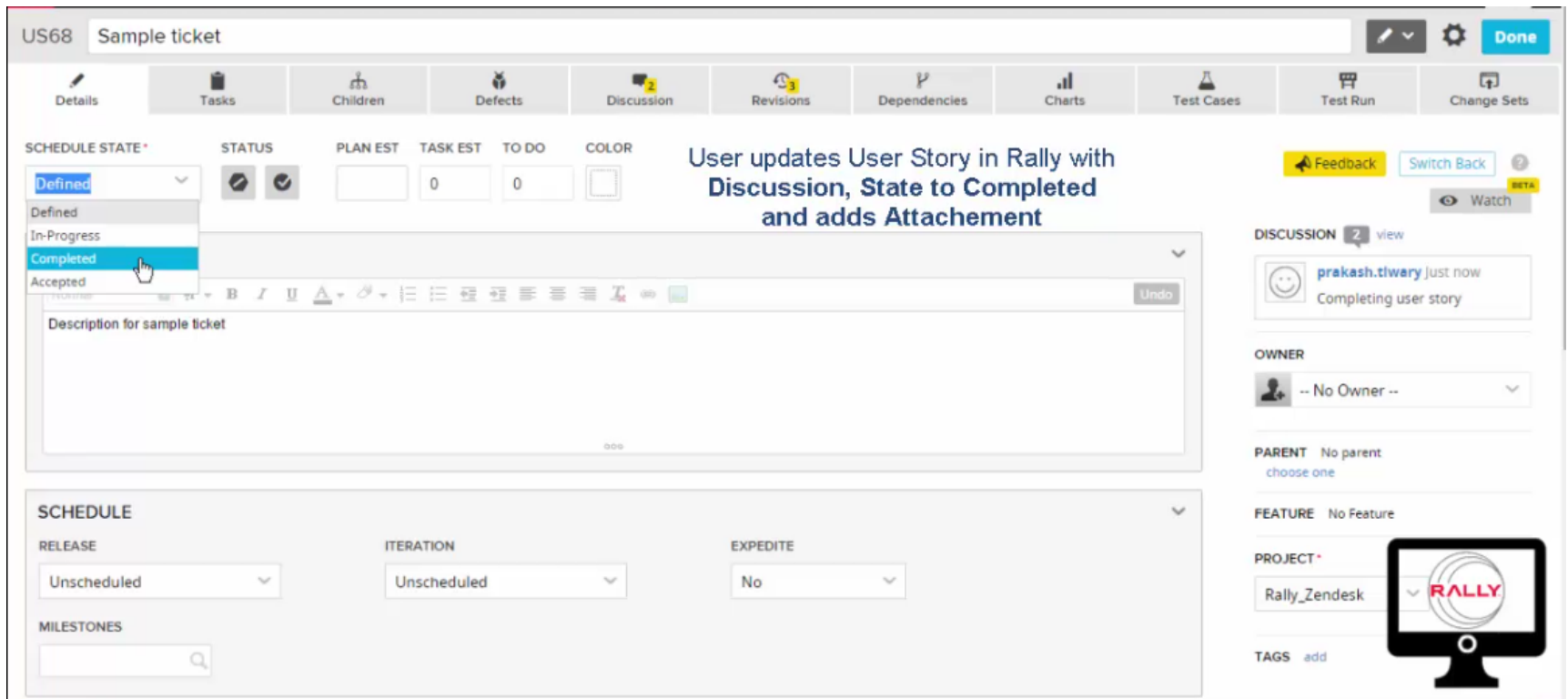
[Attach file](#)

Zendesk ticket is synced to Rally as user Story



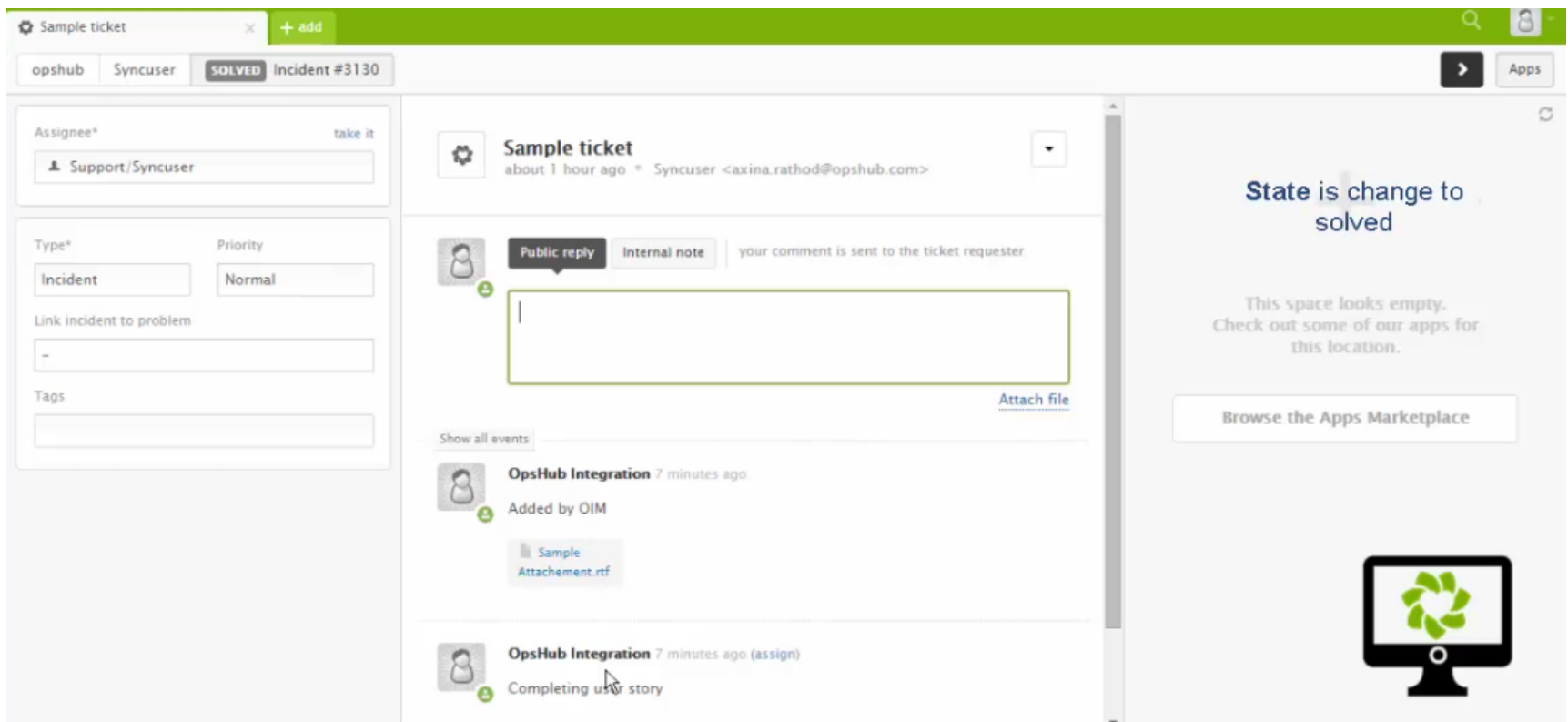
The screenshot shows the Rally user story interface for 'US68 Sample ticket'. The top navigation bar includes tabs for Details, Tasks, Children, Defects, Discussion (with a notification), Revisions, Dependencies, Charts, Test Cases, Test Run, and Change Sets. Below the navigation bar, the 'SCHEDULE STATE' is set to 'D', and the 'STATUS' is 'Done'. The 'PLAN EST' is 0, 'TASK EST' is 0, and 'TO DO' is 0. A text box contains the instruction: 'In Rally Ticket sync as User Story with Name, Priority and Status'. The 'DESCRIPTION' section contains a rich text editor with the text 'Description for sample ticket'. The 'SCHEDULE' section includes dropdowns for 'RELEASE' (Loading...), 'ITERATION' (Loading...), and 'EXPEDITE' (No). The right sidebar shows 'DISCUSSION' (1 view), 'OWNER' (Search all users...), 'PARENT' (No parent), 'FEATURE' (No Feature), 'PROJECT' (Rally_Zendesk), and 'TAGS' (add). A 'RALLY' logo is visible in the bottom right corner of the interface.

User resolves user story in Rally



The screenshot displays the Rally user story interface for 'US68 Sample ticket'. The 'SCHEDULE STATE' dropdown menu is open, showing options: Defined, In-Progress, **Completed** (highlighted), and Accepted. A central text overlay reads: 'User updates User Story in Rally with Discussion, State to Completed and adds Attachment'. The interface includes a top navigation bar with tabs for Details, Tasks, Children, Defects, Discussion (2), Revisions (3), Dependencies, Charts, Test Cases, Test Run, and Change Sets. The main content area contains a description field with the text 'Description for sample ticket'. The 'SCHEDULE' section includes dropdowns for RELEASE (Unscheduled), ITERATION (Unscheduled), and EXPEDITE (No). The right sidebar shows a discussion by 'prakash.tiwary' with the text 'Completing user story', and fields for OWNER (No Owner), PARENT (No parent), FEATURE (No Feature), PROJECT (Rally_Zendesk), and TAGS.

Status is synced as resolved in Zendesk ticket



Integration Demo:

The video show cases the integration of two systems and how easily a user can configure integration and maintain it. The integration flow shown in video highlights the integration of Zendesk ticket and Rally User Story. The video also shows how any comment or attachment added in either system is synced to the other system, how the developer working in Rally resolves the user story and same is reflected to Zendesk.

Video Link: http://www.opshub.com/ohftp/Resources/RallyPartnershipVideos/Rally_Zendesk.mp4