

Zendesk

Zendesk is the champion of great service everywhere for everyone, and powers billions of conversations, connecting more than 100,000 brands with hundreds of millions of customers over telephony, chat, email, messaging, social channels, communities, review sites and help centers.

Functionality

Connectivity between Omada and Zendesk enables organizations to:

- Request Access Rights
- Provision and Deprovision Access
- Reconcile Accounts
- Review Access
- Perform Advanced Risk Scoring
- Classify Data
- Initiate Emergency Lockout

The Omada Configurable Connectivity offers:

- Template-driven connectivity for ease of implementation
- Flexible data model
- Adaptable and extensible data fields and attributes
- Choice of multiple authentication methods

A configurable connectivity approach provides an efficient, reliable and fast alternative that is better suited to the dynamic, hybrid IT environment where connectivity is a continuous activity. This connector for Omada and Zendesk can be leveraged using Omada’s configurable connectivity framework, which supports standard connectors for SCIM, REST, OData, LDAP, PowerShell, .CSV, .NET, SQL, and SOAP.

Supporting Resources

- [Zendesk Connectivity Guide Version 14.0.8 - Omada](#)
- [Zendesk Connectivity Package Capabilities - Omada](#)
- [Zendesk Connectivity Package - Omada](#)

Supported Objects and Operations

System objects	Omada Identity Data Model	Operations
Users	Accounts	Create, Read, Update, Delete
Groups	Resources	Read
Organizations	Resources	Read
Roles	Resources	Read
Group memberships	Resource assignments	Create, Read, Update, Delete
Organization memberships	Resource assignments	Create, Read, Update, Delete
Role assignments	Resource assignments	Create, Read, Update, Delete

Omada, a global market leader in Identity Governance and Administration (IGA), offers a full-featured, enterprise-grade, cloud native IGA solution that enables organizations to maximize efficiency, reduce risk, and meet compliance. requirements. Founded in 2000, Omada delivers innovative identity management to complex hybrid environments based on our leading technology, proven best practice process framework, and best-in-breed deployment approach.

For more information, go to omadaindentity.com