Get full control of Zendesk with BetterCloud

Unify, simplify and control the management, and security of Zendesk with BetterCloud. BetterCloud ingests and centralizes Zendesk users, groups, and alerts, surfaces critical insights, and leverages insights to trigger actions and automate comprehensive workflows.

B E N E F I T S
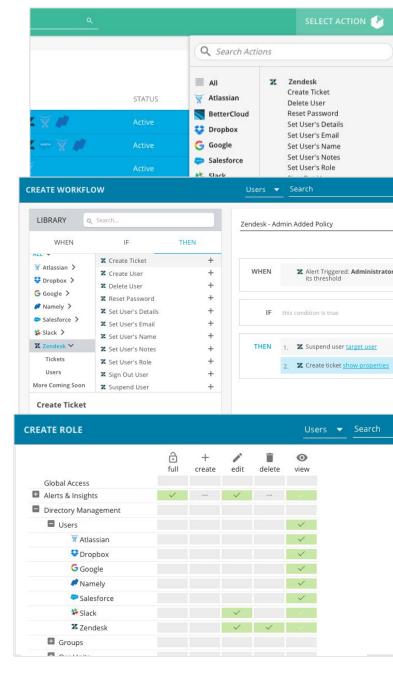
Visibility into Your Zendesk Domain

View and manage all of your Zendesk users, admins, and groups from a centralized org-wide dashboard. Improve efficiency by taking bulk actions in BetterCloud, such as updating profile attributes, suspending users, or resettings passwords.

Dynamically Create Tickets for IT and Help Desk Teams

Save time by building complex sequences to enforce policies within your SaaS applications and create a ticket to continue the security enforcement offline. This is particularly helpful for device management during employee onboarding or offboarding.

Ensure Least Privilege Model

Role-Based Privileges gives IT the power to control who can manage what within Zendesk. Grant granular management and access rights to specific objects, data types - including tickets - and management tools within BetterCloud. All admin activity can be monitored through BetterCloud's Audit Logs.

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Get Support Whenever and Wherever You Need It

Whether you need support for a specific feature or want guidance on best practices, help is only a click away. BetterCloud provides a full range of resources for our customers, including a dedicated Customer Success Manager, one-on-one and group trainings, live technical support, an in-app help center, and a community of thousands of IT professionals to share best practices and tips.

Unlock Value with Multiple Applications

Managing SaaS applications through multiple admin consoles and custom scripts ultimately leads to silos, broken processes, and security threats. Our customers report improved security, transparency, and efficiency when they centralize the management of additional applications with BetterCloud. Each additional application results in unparalleled cross-application insights, enhanced context, and greater productivity through comprehensive automation workflows.

Featured Connectors:

G Suite   box   Dropbox   slack

Namely   salesforce   Office 365   ATLASSIAN

A Platform You Can Trust

We take security very seriously both internally and for our platform. We have a continued commitment to data security and privacy and we undergo SOC II, TRUSTe, and Privacy Shield Framework examinations annually. BetterCloud is completely built on Google Cloud Platform, ensuring our infrastructure is completely secure and built to scale.

AICPA SOC 2   TRUSTe Certified Privacy   Privacy Shield Framework