

Zendesk Marketplace

G-Cloud 15 – Service Definition

The Marketplace is the hub for apps to customise Zendesk Support, Zendesk Sell, and Zendesk Chat.

Using the Zendesk Marketplace	2
Accessing the Marketplace	2
Finding apps	2
Installing and uninstalling apps	2
Types of Apps	3
Contact Information	4

Using the Zendesk Marketplace

The Marketplace is the hub for apps to customise Zendesk Support, Zendesk Sell, and Zendesk Chat. In the Marketplace, you'll find apps and integrations to enhance analytics and reporting, time tracking, agent productivity, and more.

Accessing the Marketplace

Use the following links to access more information about apps and the Marketplace:

<https://www.zendesk.co.uk/marketplace/>

Finding apps

There are a few different ways you can find the right app in the Marketplace:

- Apps homepage: Scroll through the app icons on the Marketplace homepage. When you see one that looks interesting, hover your cursor over the icon for a brief description of the app. Click the icon to go to the app's page, where you can get more information and download it.
- Searching: Enter search terms into the box at the top right of the Marketplace homepage to locate apps by app name, functionality, or other keyword.
- Browsing: Click the product icon on the Marketplace homepage to filter the apps by product.
- Click any of the categories displayed on the home page or open the Apps directory to browse and filter all apps.

Installing and uninstalling apps

Install or uninstall apps directly within Zendesk Support, Zendesk Sell, or Zendesk Chat, depending on the type of app you're using.

To install an app

- Click the app's icon to go to the app's info page.
- Click the How To Install tab to view and complete any pre-install tasks.

- Click the Install button in the upper right side of the page to open the app in the Chat, Sell, or Support interface.
- Configure any settings available with the app as needed.
- Click the link to view the Zendesk Marketplace Terms of Use.
- Click the Install button.
- The app is installed in Support, Sell, or Chat.

To uninstall an app

- Open the My Apps page in Support, Sell, or Chat.
- Hover over the app you want to uninstall.
- Click the app options icon (⋮), and select Uninstall.
- In the Uninstall App window, click the Uninstall App button.
- Here is more information on using apps in a specific Zendesk product:

[Accessing the My Apps page for your installed Support apps](#)

[Accessing the My Apps page for your installed Sell apps](#)

[Accessing the My Apps page for your installed Chat apps](#)

Types of Apps

[Find the apps on the marketplace](#)

- Analytics and Reporting
- Built by Zendesk
- CTI Providers
- Channels
- Collaboration
- Compose and Edit
- ECommerce and CRM
- Email & Social Media
- IT & Project Management
- Knowledge and Content
- Productivity and Time Tracking
- Quoting and Billing
- Surveys and Feedback
- Marketing & Lead Generation
- Telephony and SMS

Contact Information

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