Install Exalate for Zendesk
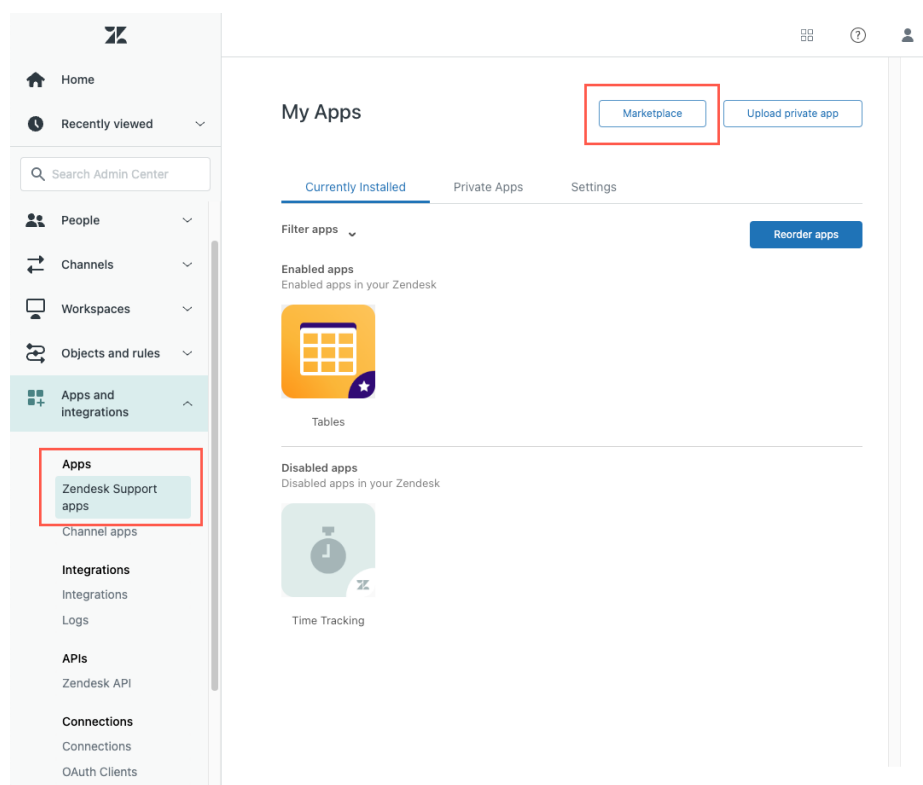
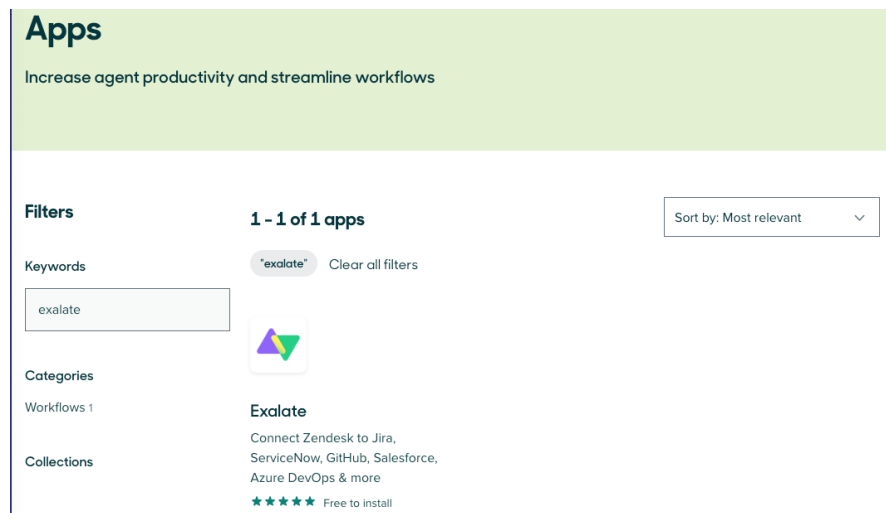Last Modified on 01/15/2026 7:42 pm EST

Introduction

In this article we will show you how to install Exalate on Zendesk from the Marketplace, as well as how to configure the proxy user permissions.

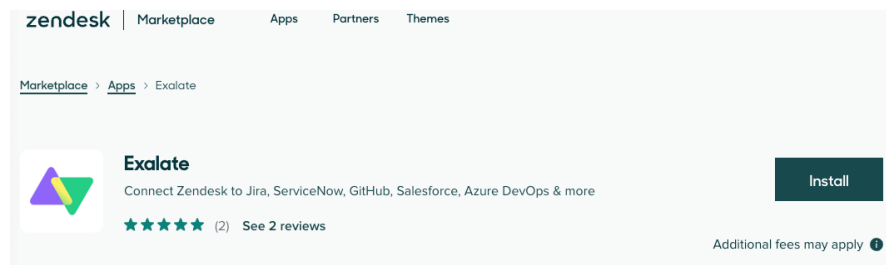## Install Exalate on Zendesk from the Marketplace

1. Log in to your Zendesk account.

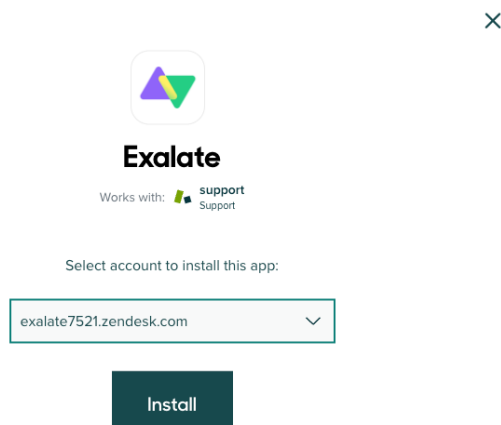2. From the **Admin Center**, go to **Apps and Integrations > Apps > Zendesk Support Apps** .

3. Select **Zendesk Support app**, click on Marketplace and type in Exalate.

Apps

Increase agent productivity and streamline workflows

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1 - 1 of 1 apps

"exalate"   Clear all filters

Sort by: Most relevant ⌄

Exalate

Connect Zendesk to Jira,
ServiceNow, GitHub, Salesforce,
Azure DevOps & more

★★★★★ Free to install

4. Click on Exalate, then on the **Install** button to begin the installation.

zendesk | Marketplace   Apps   Partners   Themes

Marketplace > Apps > Exalate

Exalate

Connect Zendesk to Jira, ServiceNow, GitHub, Salesforce, Azure DevOps & more

★★★★★ (2) See 2 reviews

Install

Additional fees may apply ⓘ

5. Select an account you want to install the app with (applicable only if you have multiple Zendesk accounts) and click **Install**.

✕

Exalate

Works with: support
Support

Select account to install this app:

exalate7521.zendesk.com   ⌄

Install

6. Now you need to configure the app before installation. You can update the name of the app and set which roles and groups will be able to access it.

Exalate
Connect Zendesk to Jira, ServiceNow, GitHub, Salesforce, Azure DevOps & more

App details

Version: 2.4
Framework Version: 2.0
Email: support@exalate.com
Location: Main Navigation, Ticket

INSTALLATION

Title*

> Exalate for ZD

☐ **Enable role restrictions?**
Select the roles that should have access to this app:

☐ **Enable group restrictions?**
Select which groups should have access to this app:

By installing this app you hereby agree to the Zendesk
Marketplace Terms of Use.

[Install]

Field descriptions:

- **Title** - Your custom name of the app. Required field. The default value for the field is `Exalate`
- **Enable role restrictions? -** If checked, you can set which roles can access the app.
- **Enable group restrictions?** - If checked, you can choose which user groups can access the app.

Limiting Admin Access

In Zendesk it is possible to configure the access to the exalate Admin Console without granting Zendesk admin permissions.

With this feature, only users who have at least one of the following access permissions can access the admin console UI:

- user is not the issue tracker admin but has permission to access the Exalate Console
- user is the system admin within the issue tracker

In this way it is possible to configure the access to the exalate Admin Console without granting full admin permissions to a user.

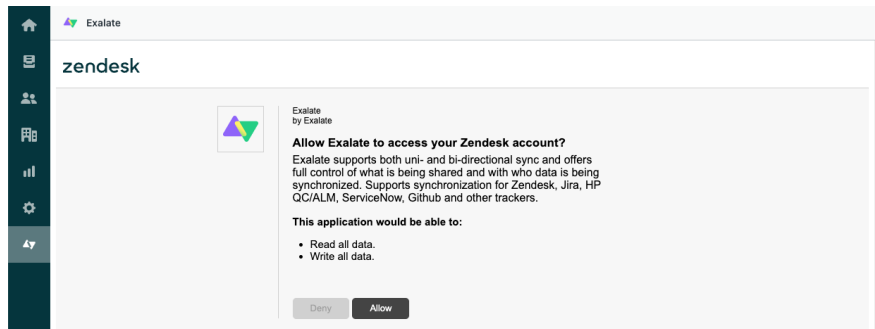Limited admin console access can be set up in two ways:

- Create a Custom Role with limited permissions
- Assign an agent to a Custom Role with minimal permissions (Contributor role)

In order to allow access to all internal Zendesk users, Exalate must not have any roles and groups restrictions enabled on the app settings.

7. Click **Install** when done.

8. Select **Exalate** in the side panel, then click **Allow** to confirm that Exalate can have access to

read and write your data.

10. Input your credentials in the **Registration** screen.

Exalate uses this info to:

- Verify your instance.
- Activate an evaluation license.
- Create an admin account to receive error notifications.
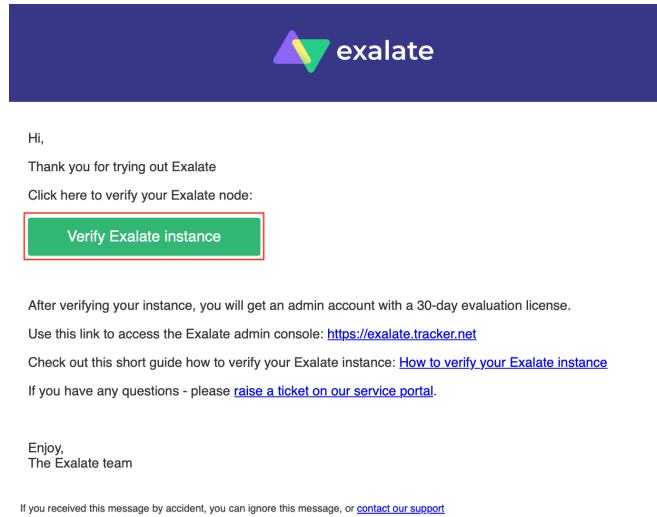

11. Select **Agree and submit**.

After selecting **Agree and submit** you will get an email to complete our security check.

> **Note**: After clicking **Agree and submit** you can check our End User License Agreement (EULA). You can also read it here:
>
> https://static.exalate.com/legal/eula-addons.pdf.

12. Open your email and select **Verify Exalate instance**.

You will be redirected back to your Exalate console.

Hi,

Thank you for trying out Exalate

Click here to verify your Exalate node:

Verify Exalate instance

After verifying your instance, you will get an admin account with a 30-day evaluation license.

Use this link to access the Exalate admin console: https://exalate.tracker.net

Check out this short guide how to verify your Exalate instance: How to verify your Exalate instance

If you have any questions - please raise a ticket on our service portal.

Enjoy,
The Exalate team

If you received this message by accident, you can ignore this message, or contact our support

14. Select **Continue**.

Email validation successful

Your email was successfully verified

Continue

More Integrations   Documentation   EULA   Support   Report a bug

Congratulations, you have successfully installed the app!

Proxy User Permissions

Exalate requires a dedicated Zendesk admin as a proxy user.

The proxy user can restrict the roles or groups that can access Exalate. It is possible to enable or disable these restrictions when installing the app, or when managing the app settings.

Exalate
Connect Zendesk to Jira, ServiceNow, GitHub, Salesforce, Azure DevOps & more

App details

Version: 2.4
Framework Version: 2.0
Installed: January 18, 2024
Email: support@exalate.com
Location: Main Navigation, Ticket

INSTALLATION

Title.*

> Exalate

☑ **Enable role restrictions?**
Select the roles that should have access to this app:

> Agent ✕

☑ **Enable group restrictions?**
Select which groups should have access to this app:

> Support ✕

By installing this app you hereby agree to the Zendesk Marketplace Terms of Use.

[Update]

Note: You can also change the Proxy user in Zendesk if required.

Video Tutorial

Video updated 1/22/24