A New Sync Isn't Scheduled

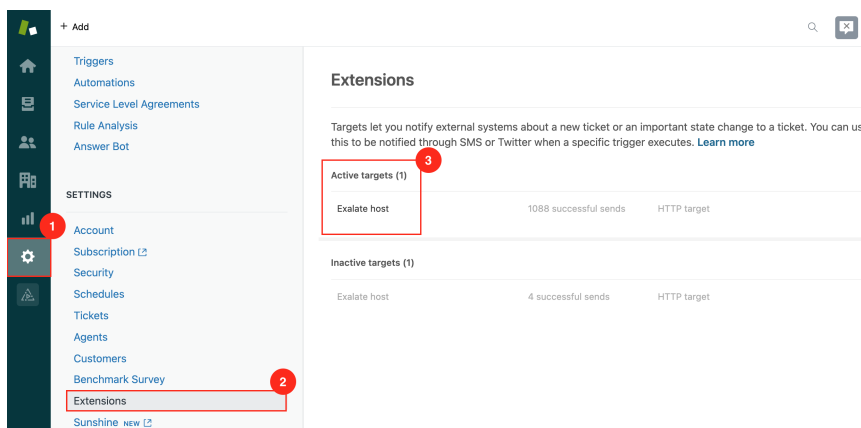Last Modified on 01/15/2026 2:47 pm EST

Problem

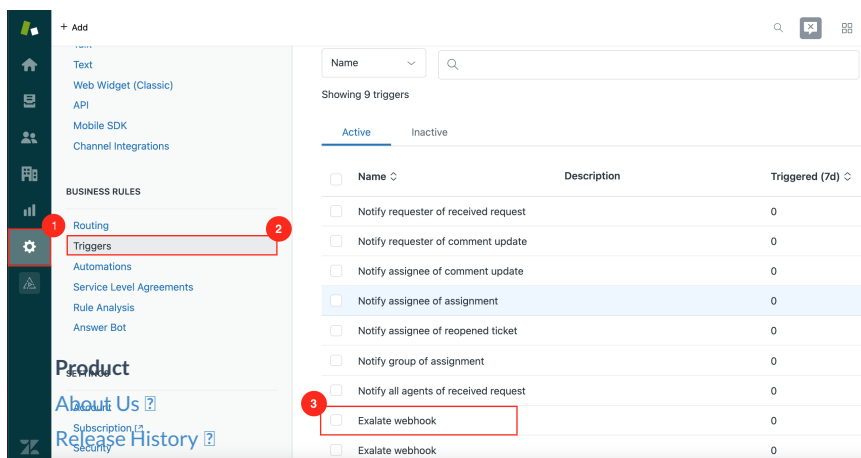Exalate for Zendesk stops scheduling new sync.

Cause

Exalate for Zendesk depends on two configurations to be able to schedule sync. It is common for Zendesk to stop scheduling sync when the webhook deactivates.

Solution

In your Zendesk dashboard navigate to **Settings > Extension** and check for **Exalate host:**

After that, navigate to **Settings > Triggers** and check for **Exalate webhook:**

Make sure that both endpoints are enabled.

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