Integrations

Extend your MindTouch content into other systems: CRM, company website, ecommerce, within your product, and more. At the center of Mindtouch integrations is a set of connectors we call **Touchpoints**. Our open API is also available for developers to further customize MindTouch content integrations.

- **Touchpoints**

Touchpoints are integrations that extend your MindTouch content to embed within any web property, ecommerce pages, web forms, community forums, social channels, inside your application or product, and more.

- Brand your Touchpoints
- Create, configure, and embed Touchpoints
- Edit, deactivate, and delete Touchpoints
- Touchpoints across the entire customer journey
- Introduction to Touchpoints
- Contextual help button Touchpoint
- Contextual help Touchpoint
- Customer insights Touchpoint
- Search-in-place Touchpoint
Search Touchpoint
- Sign-in Touchpoint
- Use content IDs to display contextual help
- Embedded Contextual Help

• CRM Integrations

Integrate MindTouch content and user behavior data into your CRM and ticketing systems, including Salesforce, SAP, and Zendesk.
- Touchpoint for CRMs
  - Salesforce Integrations
  - MindTouch for Zendesk
  - Touchpoint for SAP

• API Documentation

Extend the impact of your product documentation throughout the customer journey with the MindTouch API. Documents in this section are intended for advanced developers.
- About the MindTouch API
  - API calls
  - API Tokens
• Legacy Integrations

We no longer support these integrations, but the documentation is available for reference.

◦ Zendesk User Guide Integration (Legacy)
◦ Publish an article from Salesforce GeniusLink (Legacy)
◦ Create KCS reports in Salesforce Service Cloud (Legacy)
◦ Integrate search with your Salesforce case submission (Legacy)
◦ Convert legacy F1 to Contextual Help Touchpoint
◦ GeniusLink for Salesforce (Legacy)
◦ GeniusLink for Salesforce Installation Guide (Legacy)
◦ Create a generic ticket submission form (legacy)
◦ Add search to your "Submit Ticket" form (legacy)
◦ Integrate search with your Salesforce case submission (TCS)
◦ GeniusLink for Salesforce (TCS)
◦ GeniusLink for Salesforce Installation Guide (TCS)
◦ F1 contextual help (TCS)

Custom integrations

For guidance to connect marketing tools or web analytics, contact your Customer Success Manager or get Expert Help through MindTouch Professional Services.

Get expert help