Integrations

Query Search

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**

  ![CRM Integration Icon]

  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**

  ![API Icon]

  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](https://success.mindtouch.com/Integrations) or [get Expert Help](https://success.mindtouch.com/Integrations) through MindTouch Professional Services.

[Get expert help](https://success.mindtouch.com/Integrations)