Integrations

Extend MindTouch content into other application or systems with embeddable web widgets or a secure API.

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 or application.

- Getting Started with Touchpoints
- Contextual Help Button Touchpoint
- Contextual Help Touchpoint
- Customer Insights Touchpoint
- Search-in-place Touchpoint
- Search Touchpoint
- Sign-in Touchpoint
- Embedded Contextual Help Touchpoint
- Advanced Integration Programming with Touchpoints

**• MindTouch for Salesforce**

MindTouch for Salesforce is a set of integrations that allow you to extend your MindTouch knowledge where your customers and agents need it most in Community Cloud or Service Cloud.

- Salesforce Community Cloud Integration
- Salesforce Service Cloud Integration

**• SAP Integrations**

Integrate knowledge into your organization's SAP cloud solution.

- Use Cases to Integrate Knowledge with SAP Service Cloud
- Integrate with SAP Knowledge Central
- Use Cases to Integrate Knowledge with SAP SuccessFactors
- KPIs and Outcomes for SAP Cloud Solutions
• **CRM Integrations**

Integrate MindTouch content and user behavior data into your CRM and ticketing systems, including Salesforce, SAP, and Zendesk.

- MindTouch for Zendesk
- Touchpoint for CRMs

• **API Documentation**

Extend the functionality of your MindTouch content with the MindTouch API.

- Browser API Tokens
- Server API Tokens
- Types of Tokens
- Getting Started With the API
- API Reference

• **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
- 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)

- Enterprise and Federated Search

Learn how integrations with Enterprise and Federated Search providers can extend your MindTouch content.
- Introduction to Enterprise and Federated Search Integrations

Custom Integrations

For expert guidance to connect marketing tools or web analytics, contact MindTouch experts.
Get Expert Help