Integrations

Extend your MindTouch content into other web systems: CRM, ticketing, company website, e-commerce, automated marketing, and more. At the center of Mindtouch integrations is a set of connectors we call Touchpoints. In addition, our open API is available for developers to further customize options to surface MindTouch content.

Custom integrations

For guidance to connect marketing tools or web analytics (Pardot, Eloqua, Marketo, Google Analytics, Adobe Analytics, etc.), contact your Customer Success Manager or get Expert Help through MindTouch Professional Services.

Get expert help

• Touchpoints

Touchpoints are integrations that extend your MindTouch content to embed within any web property, e-commerce 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 product documents 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
- Customer Engagement

• Marketing Tools

Connect your MindTouch data to other tools across your web properties, including Marketo, Eloqua, Pardot, Google Analytics, Adobe Analytics, and Webtrends.

- Integrate with web analytics
- Webtrends integration
- Adobe Analytics (formerly Omniture) integration
- Marketo integration
- Pardot integration
- Eloqua integration

- 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)