Workstation Integrations

Brief Overview

Integrations connect your work apps to Workstation so that you have a continuous experience interacting with your organization's tech stack.

Integrating apps boosts digital adoption by eliminating the need to constantly switch between apps to find content – simply search in your Workstation and it'll display all relevant content across all of your integrated apps.

Get to Know

To connect apps in Workstation go to the **Settings** page → **Integrations** tab

Connecting an app adds one or both of the following capabilities:

1. Enterprise search
2. Homepage widgets

Enterprise Search

Workstation Enterprise Search allows users to discover applications and resources with a single unified search.

It helps your business to:

- **Provide fast and efficient knowledge discovery,** eliminating the need to search across multiple disparate data sources.
- **Generate personalized, AI-powered results** where users can filter by app and file type.
- **Preserve business security and end-user privacy**, with zero indexing and respecting access permissions.

[Learn more about Enterprise Search](#).

Homepage Widgets

Some apps have a widget that is added to the Workstation Homepage. Widgets boost employee productivity by initiating processes directly within Workstation and streamline access to commonly used tools and resources.

The widgets provide:

- **Frequently used apps and files**
- **Show critical info and tasks in integrated apps**
- **Customizable workspace** with an easy drag-and-drop menu

Learn more about Homepage widgets.

Multiple Domains

Integrations Multiple Domains allows you to use multiple tenants of the same integration in Workstation: search or widgets.

This means that if your organization works with different instances of a service, for example Zendesk, you can easily switch between them and tailor the experience for the relevant audience. With segmentation, you can ensure that each instance is set up correctly and avoid confusion

Segmentation

Integrations can be segmented to a sub-set of users and audiences, rather than being enabled for all end-users. This feature streamlines the integration process and helps to ensure that users are only using the integrations that are relevant to their work.

To segment a Workstation integration:

1. Navigate to the **Workstation Integrations page** in the console

2. Click the **All button** on the integration you would like to segment
3. Click **Select specific recipients** in the Manage Access popup
4. Select the audiences or individual users from the dropdowns to handpick who can use the integration
5. Click **Apply**
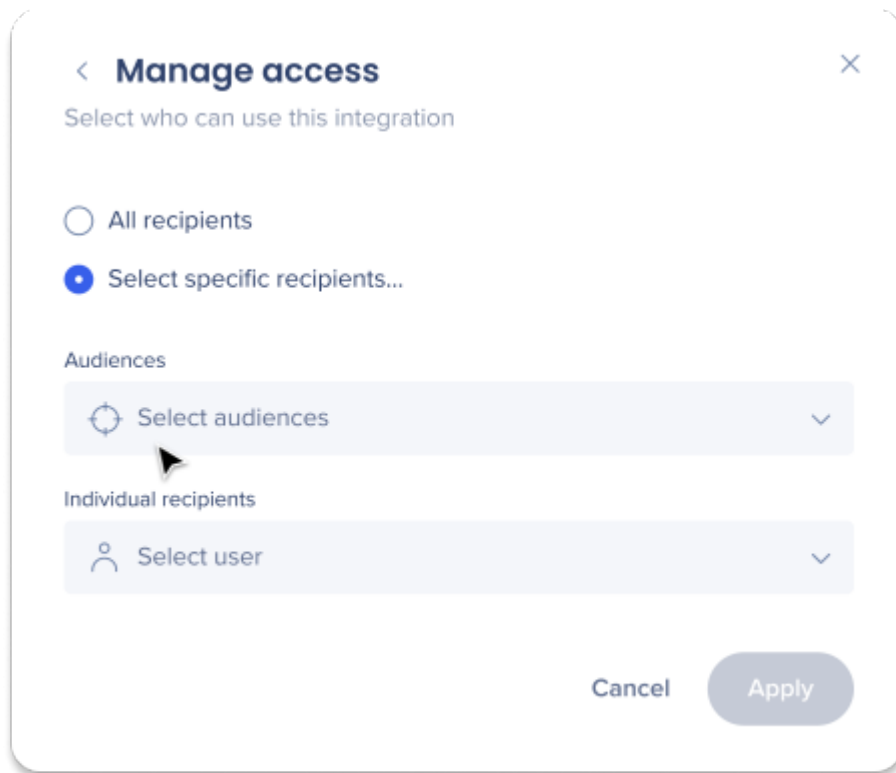
Available Integrations

The Available Integrations table lists all of the integrations that are available for you to enable for your organization Workstation. You can enable integrations in the Workstation Console -> Integrations.

After an integration is enabled, depending on the authorization type, the app will be available to connect to the user's Workstation.

Desktop or Mobile column

This column indicates if the integrations is available on desktop, mobile Workstation, or both.

Search or Widget column

Some apps are only integrated to Workstation's enterprise search, while others have a homepage widget. Some have both! If this column says Both (desktop widget only) that means that the integration's search capability is available on both desktop and mobile, but only the desktop Workstation has a homepage widget.

Requires Configuration

This column indicates that there are some steps that need completed in the Integrations page in

Workstation Console before this app can be made available for user's to connect.

Authorization type

This column indicates which of the two available authorization types exist. Workstation uses two types of secured standards when connecting an integration:

1. **API Key:** Same permissions level for all users to the application. The integration will be connected automatically by default after it is enabled on the WalkMe Console. [Learn more about the Integrations page on Console](#).
2. **OAuth2.0:** Permissions level according to the user's permission in the actual application connected. Usually used when accessing public data / data that do not have permission management (for example, knowledge bases). Integration requires user's consent (connect the app manually) after the admin enables it on Console.
   - OAuth tokens may expire after a certain amount of time, based on the 3rd party settings or configurations. If a token expires, a warning will appear in Workstation instructing you to reconnect.

[Learn more about Workstation integration security](#).

Available Integrations Table

App	Desktop or mobile	Search or widget	Requires configuration	Authorization type
[Bing Custom Search](#)	Desktop only	Search only	Yes	API key
[Box](#)	Both	Desktop widget	No	OAuth2.0
[OpenAI](#)	Desktop only	Desktop widget	Yes	API key
[Confluence Cloud](#)	Both	Search only	Yes	OAuth2.0
[Confluence Server](#)	Both	Search only	Yes	OAuth2.0
[Coveo](#)	Desktop only	Search only	Yes	API key
[DocuSign](#)	Both	Both (desktop widget only)	No	OAuth2.0
[Drupal](#)	Desktop only	Search only	Yes	API key

[Github](#)	Both	Search only	No	OAuth2.0
[Google Calendar](#)	Both	Desktop widget	No	OAuth2.0
[Google Custom Search](#)	Desktop only	Search only	Yes	API key
[Google Drive](#)	Both	Search only	No	OAuth2.0
[HubSpot](#)	Both	Search only	No	OAuth2.0
[Integrations Search API](#)	Desktop only	Search only	Yes	API key
[Ivanti](#)	Both	Search only	Yes	API key
[Jira Cloud](#)	Both	Both (desktop widget only)	No	OAuth2.0
[NetSuite](#)	Desktop only	Search only	Yes	OAuth2.0
[Okta](#)	Both	Both	Yes	OAuth2.0
[OneDrive](#)	Both	Search only	Yes	OAuth2.0
[Outlook Calendar](#)	Desktop only	Desktop widget	Yes	OAuth2.0
[Pocket](#)	Both	Both (desktop widget only)	No	OAuth2.0
[Salesforce](#)	Both	Desktop widget	Yes	OAuth2.0
[Salesforce Knowledge](#)	Desktop only	Search only	Yes	OAuth2.0
[SAP Concur](#)	Desktop only	Desktop widget	Yes	OAuth2.0
[ServiceNow](#)	Both	Both (desktop widget only)	Yes	OAuth2.0
[Sharepoint](#)	Both	Search only	Yes	OAuth2.0
[Slack](#)	Both	Search only	No	OAuth2.0
[Workday](#)	Desktop only	Search only	Yes	OAuth2.0

[Zendesk](#)	Both	Both	Yes	OAuth2.0