

قاعدة المعلومات > Link your Communication Channels

## **Link your Communication Channels**

- Lara Proud - 2023-09-12 عليقات (١٠) عليقات - Lara Proud

Deskpro is an omnichannel helpdesk platform, which means there are numerous ways that users can get in .touch with you through Deskpro

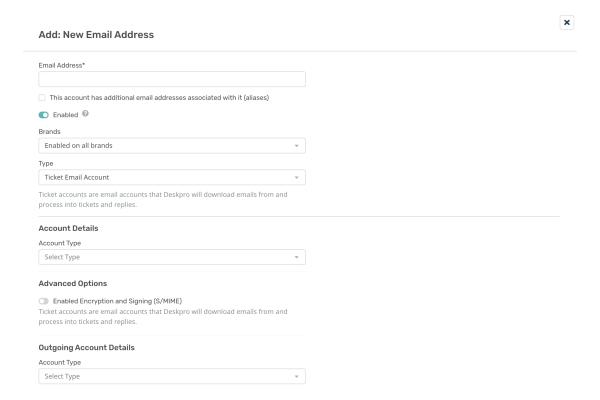
This article will cover the different channels you can link to your helpdesk, and show you where you can access !documentation to walk you through setup

Linking up your various communication channels with the helpdesk ensures tickets are generated whenever users try to contact you, making it easier for your agents to manage and respond to their queries

.The main channels in Deskpro are Email, Live Chat, Forms, Voice, Social Media, and Reviews

## **Email**

You can configure the **Email** accounts that you want to link to your helpdesk in **Admin > Channels > Email > Accounts**. Any new messages to an email account linked to your helpdesk are automatically converted into a
.ticket



Email accounts that you add to your helpdesk have to be linked to specific departments; this means that tickets .generated from the email account will be automatically assigned to the respective departments

If you add: sales@yourdomain.com as an email address and link it to the **Sales Department**, each ticket that is .generated from that email address will be assigned to **Sales** 

Your helpdesk will have a default ticketing email account: <a href="mailto:contact@yourdomain.deskpro.com">contact@yourdomain.deskpro.com</a>. Users can submit tickets to this address and it will be linked to your Support department

To create a new email account click + **New** which will open the new email account window where you can input the details of an account that you want to add. You can also specify which brands you want the address to be available to

.For more information about Email account settings see Email Accounts

## **Live Chat**

You can also embed a **Live Chat** widget onto your webpages or Help Center to enable real-time chat with your .users

To set up the Live Chat widget on your pages go to **Admin > Channels > Chat > Messenger Setup**. From here, you can customize the look and behavior of the widget. When you're happy with it, you can go to **Add**. **Messenger to your Site**, to get the code to embed it onto your sites

To manage which of your brands, departments and agents are able to use the Live Chat you can edit Chat . Permissions in Admin > Channels > Chat > Departments



# **Add: New Messenger Department**

Properties Permissions
Department Avatar
Pick Icon Upload Image Delete
Title*
Show a different title to end-users
Brands (0 of 2 selected) Show only selected
Brands (0 of 2 selected)  Show only selected  221B Energy
221B Energy
221B Energy 221B Internal Support
221B Energy 221B Internal Support  Parent Department

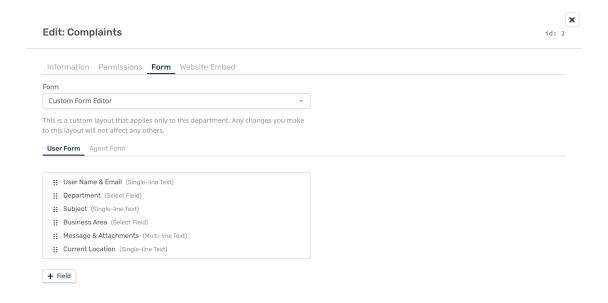
You can also manage Chat Queues by going to Admin > Channels > Chat > Queues. This lets you customize .how Chats are assigned to agents in your helpdesk

. For more detail on Live Chat setup, see  $\underline{\text{Chat Setup}}$ 

## **Forms**

agents require from your users. Forms also enable you to route your tickets to departments based on the fields a .user fills out when creating a ticket

You can create custom forms by going to **Admin > Ticket Structure > Departments**. From here, you select .the department you're creating a form for and then go to the **Form** tab



Note

.You can also create custom fields for Forms in Admin > Ticket Structure > Ticket Fields

Forms automatically appear on the Help Center, but you can also embed them on your website by selecting **Website Embed,** which generates the embed code you need to add your form onto other pages. See .<u>Department Forms</u> for more information about Forms on your Help Center

#### Voice

Users can also contact your helpdesk through the Voice app, which operates as a fully integrated call center .system

To enable Voice, go to Admin > Channels > Voice and follow the steps to set up Voice and add credit to your .account

.Once you have enabled Voice, you can purchase a number, add queues, and build an auto attendant

.For more information about the  $Voice\ Set\ up$ , see this section of the Admin Guide

#### **Social**

Interacting with your users is possible over multiple social media channels, and these interactions can also be .linked to your customers' CRM profiles. So you can provide full omnichannel support

#### Admin > Channels > Select Channel

#### **Twitter**

Once you have added your Twitter account, you can receive and respond to both @mention and direct messages .from your handle

Setting up Twitter on Deskpro

#### WhatsApp

You can send and receive messages via a business WhatsApp account, using an SMS number on Deskpro and .requesting WhatsApp messaging to be enabled

Setup WhatsApp on your helpdesk

#### **Facebook**

Setup Facebook on your helpdesk

### **Instagram**

**Introduction to Instagram** 

#### **Reviews**

.You can also use Deskpro to aggregate the feedback your product is getting via review sites

Apple App Store reviews

<u>Trustpilot reviews</u>

. Read the next article in  ${\bf Getting\ Started}$  on  ${\underline{\bf Automating\ your\ Helpdesk}}$