

Creating Deskpro Tickets using Google Calendar and Zapier

Matthew Wray - 2022-11-29 - Sylwadau (0) - Using Deskpro

You can integrate your Google Calendar with Deskpro using the third party [Zapier app](#).

This will allow you to create tickets directly from Google events.

You can use this integration to create tickets for new events and also existing and recurring events.

1) Create a Zapier account.

You can create a Zapier account for free and you will get a fully functional 14 day trial.

They operate a 'freemium' pricing model based on the complexity of the integrations you are using and the frequency you use them (you can read more about this on their [pricing page](#)).

2) Open the 'Zap' editor

Hit 'Make a Zap' in the top left corner of your Dashboard (a 'Zap' is a term Zapier use to describe each integration you create):



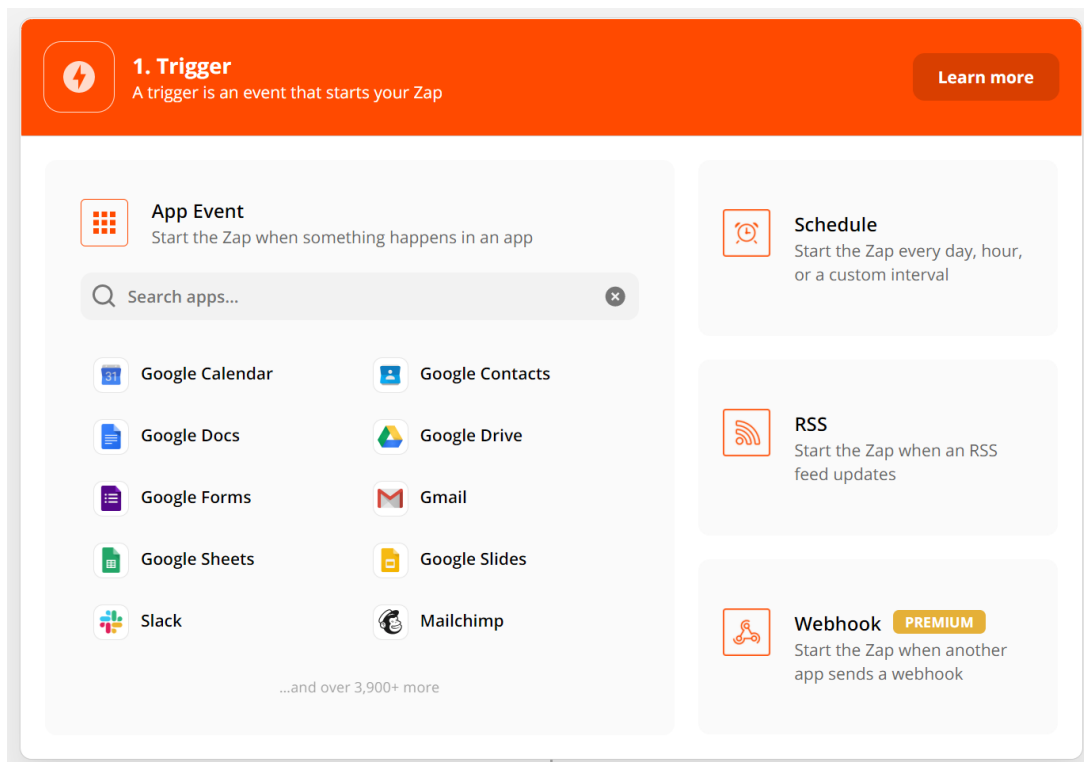
MAKE A ZAP

Once selected you will be taken to the Zap creation page.

It's structured along the lines of **Trigger > Action**

In this instance we would like an occurrence in Google Calendar to launch an action in Deskpro hence we will select google calendar as our first app.

3) Setup the Google Calendar integration.

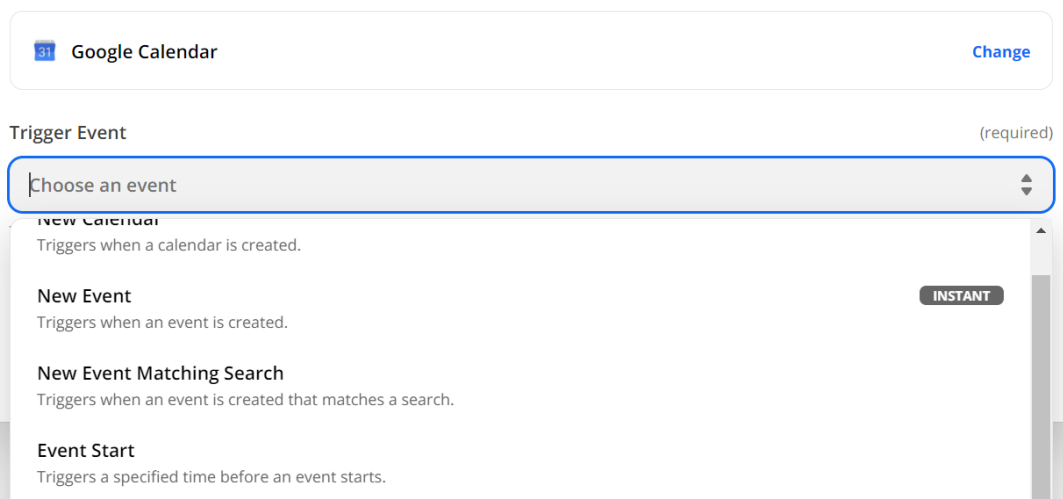


Once you've specified Google Calendar as the app you'll need to specify how this will instigate an action in Deskpro.

a) Choose app & event

There are three options here you can use to trigger a Deskpro action. New Event, New Event Matching Search (a new event that matches specific criteria) and Event Start (run the action in Deskpro x amount of time before the event is due).

Choose app & event



In this example, I will run through 'Event Start' as it is broadly the most useful as it allows you to create tickets x amount of time before an event begins. However, the same principles can be applied to the other two options.

b) Choose account.

Choose an existing account or add a new Google account. If you add a new account this will launch a Window where you can enter your Google credentials for authorization.

c) Set up trigger

You'll then need to specify when and where the zap should run:

Set up trigger

Calendar (required)

@gmail.com ⌵

Time Before ^{1 2 3}

How far before the event do you want us to trigger? For starter and free plans, this should be 16 minutes or more. For higher plans, 6 minutes or more.

Time Before (Unit)

Days ⌵

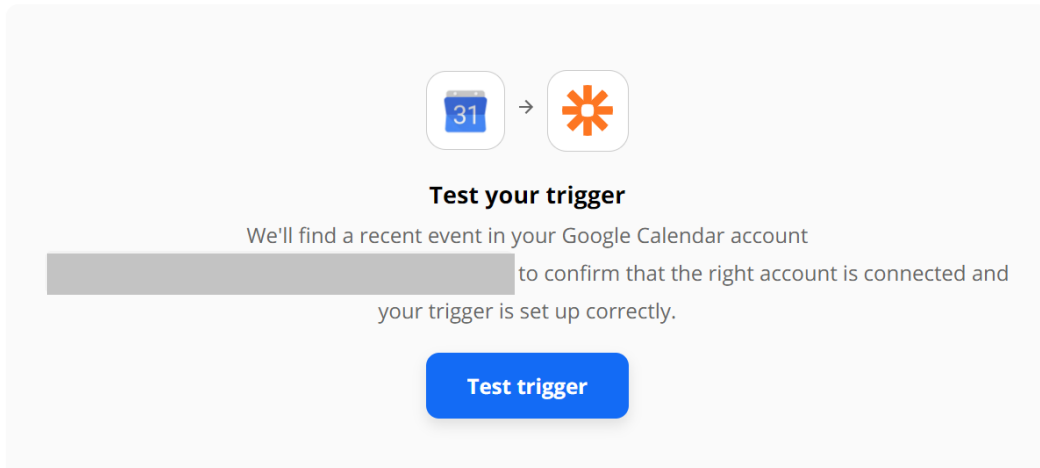
Search Term

Triggers only on events containing the search term. **Note:** Search operators such as AND or OR do not work here. If you search for more more than one word (e.g. apple banana) we will only find events with both apple AND banana in them, rather than events that contains...

- Specify the calendar under the account.
- How long before the Google event you would like the action to run in Deskpro (the default is minutes but you can specify the unit if required).
- The search term allows us to restrict ticket creation based on words in the event. In this example I only want to create tickets for events with the words 'new' and 'starter' in them.

d) Test trigger

Test trigger



Test your trigger

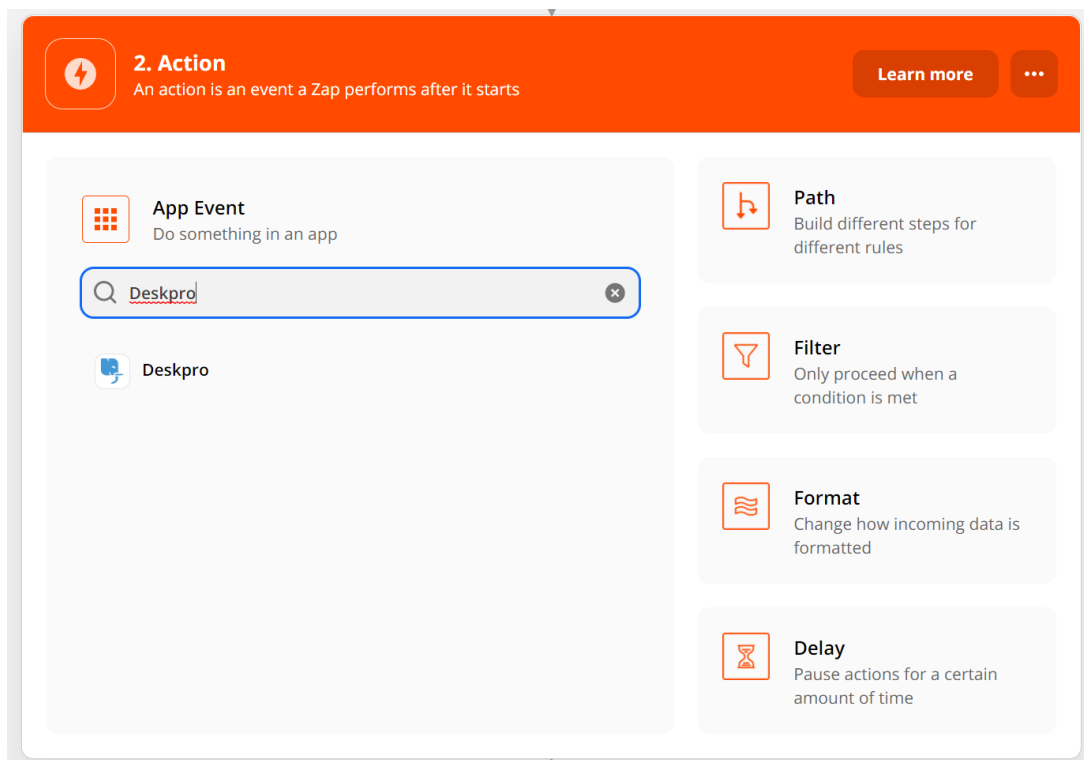
We'll find a recent event in your Google Calendar account

to confirm that the right account is connected and your trigger is set up correctly.

[Test trigger](#)

4) Setup the Deskpro Integration

Once the test has been completed, click on 'Continue' and you'll be taken to the **Action** element of the integration. This is where you can select Deskpro:



2. Action
An action is an event a Zap performs after it starts

[Learn more](#)

App Event
Do something in an app

Search:

Deskpro

- Path**
Build different steps for different rules
- Filter**
Only proceed when a condition is met
- Format**
Change how incoming data is formatted
- Delay**
Pause actions for a certain amount of time

a) Choose app & event

Again there are multiple Event options here.

- Create Ticket
- Create Organization
- Create Person

- Add Message to Ticket
- Update ticket
- Find Person
- Find Organization
- Find Ticket

For this example we'll use 'Create ticket', as we'd like to create a new ticket for our Google Calendar Event.

b) Choose account

Click on 'Sign in to Deskpro'

Choose 'Add new account' and you'll then be taken to an authentication page: