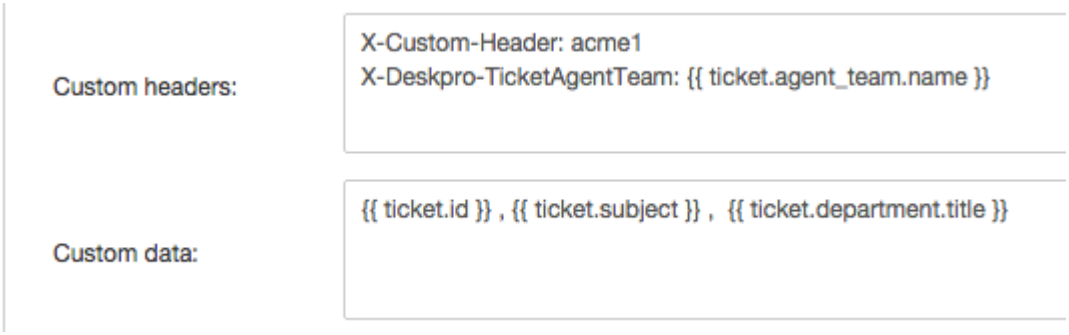
New Feature: Web Hook Variables

2014-11-03 - Ben Henley - Kommentarer (0) - Product

Web hook actions enable your automatic processes, like triggers, to call external services using the web's HTTP protocol. This means that with a little technical know-how, you can have DeskPRO talk to other web services: your helpdesk could post alerts on your intranet, or your web service could alert users when they have a ticket reply.

We've now added support for variables, so you can customize the HTTP headers and parameters with details of the ticket and provide more precise information to external services.



To use a web hook, just go to your admin interface and add a **Call Web Hook** action to a trigger, SLA or escalation.

See our admin manual for more details about web hooks.