

3) Link your Communication Channels

Lara Proud - 2022-06-13 - Comments (0) - Getting Started

There are a number of ways that users can interact with your organization through Deskpro.

Linking up these channels with your helpdesk ensures that tickets are generated whenever users try to contact you and means your agents can handle any issues with ease.

The main channels are **Email, Live Chat, Forms and Voice**.

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 is automatically converted into a ticket.

Add: New Email Address



Email Address*

This account has additional email addresses associated with it (aliases)

Enabled

Brands

Enabled on all brands

Type

Ticket Email Account

Ticket accounts are email accounts that Deskpro will download emails from and process into tickets and replies.

Account Details

Account Type

Select Type

Advanced Options

Enabled Encryption and Signing (S/MIME)

Ticket accounts are email accounts that Deskpro will download emails from and process into tickets and replies.

Outgoing Account Details

Account Type

Select Type

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.

Example

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 it will be contact@yourdomain.deskpro.com, 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 specific 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 setup 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

-  221B Energy
-  221B Internal Support

Parent Department

None

Chat Queue

None

You can also manage any 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 [Chat Setup](#).

Forms

Create custom, dynamic **Forms** for your Help Center that generate tickets that contain specific information that agents require from your users, forms also enable you to route your tickets to departments based on the fields a user fills out.

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

Edit: Complaints id: 2

Information Permissions **Form** Website Embed

Form

Custom Form Editor

This is a custom layout that applies only to this department. Any changes you make to this layout will not affect any others.

User Form Agent Form

- :: User Name & Email (Single-line Text)
- :: Department (Select Field)
- :: Subject (Single-line Text)
- :: Business Area (Select Field)
- :: Message & Attachments (Multi-line Text)
- :: Current Location (Single-line Text)

+ Field

Note

You 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 generated the embed code you need to add your form onto other pages. See [Department Forms](#) 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 setup voice and add credit to your account.

Once you have enabled Voice you will be able to purchase a number, add queues and build an auto attendant.

For more information about the **Voice Setup** 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 omni-channel support.

Admin > Channels > Select Channel (Twitter/WhatsApp)

Twitter

Once you have added your Twitter account, you are able to 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 *(Coming Soon)*

Instagram *(Coming Soon)*

Read the next article in **Getting Started** on [Automating your Helpdesk](#).