

Creating Deskpro Tickets using Google Calendar and Zapier

Matthew Wray - 2019-10-17 - Comments (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 right corner of your home page (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 **When this happens... > Do this...**

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 Trigger 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 Trigger Event **(required)**

The screenshot shows a dropdown menu with the following items:

- Event Start** (selected)
- New Event**
Triggers when an event is created.
- New Event Matching Search**
Triggers when an event is created that matches a search.
- Event Start**
Triggers a specified time before an event starts.

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) Customize Event

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

Customize Event

Calendar **(required)**

Time Before **(optional)** 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)** **(optional)**

Search Term **(optional)**

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 than one word (e.g. **apple banana**) we will only find events with both **apple AND banana** in them, rather than events that contains ... more

Refresh Fields


CONTINUE

- 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 and Continue

 When this happens ...
1. Ticket and task creation

✓ Choose App & Event

✓ Choose Account

✓ Customize Event

Find Data SKIP TEST


Click any of the buttons below, and we'll test your connection by going out to see if we can find an event in Google Calendar.

TEST & REVIEW

TEST & CONTINUE


4) Setup the Deskpro Integration

Once the test has been completed you'll be taken to the **Do this ...** element of the integration. This is where you can select Deskpro:

 **2. Do this ...**

Choose App & Event

Q deskpro x


Deskpro

a) Choose the Deskpro Event

Again there are multiple Event options here.

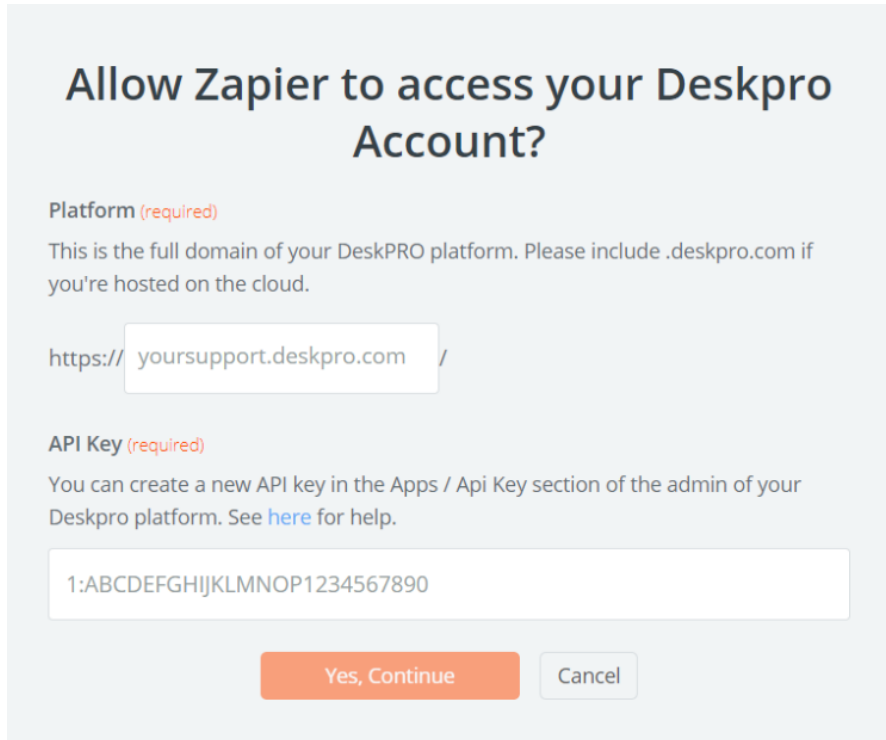
- Create Ticket
- Create Organization
- Create Person
- Add message to Ticket
- Update ticket
- Find Person

- 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

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



Allow Zapier to access your Deskpro Account?

Platform *(required)*

This is the full domain of your DeskPRO platform. Please include .deskpro.com if you're hosted on the cloud.

https:// /

API Key *(required)*

You can create a new API key in the Apps / Api Key section of the admin of your Deskpro platform. See [here](#) for help.

Specify your helpdesk URL and your api key (there's information on generating api keys [in our Guides](#) if needed).

c) Customize Ticket

This is where we specify the criteria of the ticket we will create:

Customize Ticket

Department (optional) 1 2 3

Agent (optional)

Agent assign to the ticket, you can use Id or email address.

Subject (required)

Message (optional)

Format (optional)

Message Author (optional)

 or

Can be an Id or email address.

Is Note (optional)

Create message as an agent note

Person (required)

Status (optional)

Labels (optional)

Comma separated list of labels

 Refresh Fields

CONTINUE

This will create a ticket where:

- Department is 'Support'
- Subject line is the event summary
- Message contains 'Our new starter begins in two weeks'
- User on the ticket will be 'Matthew Wray' (Matthew Wray is the owner of the calendar and an existing user in Deskpro).

d) Test and Continue

Send Data

[SKIP TEST](#)



Send Test Ticket to Deskpro

To test Deskpro, we need to create a new ticket. This is what will be created:

Format:	
Message Author:	
Is Note:	
Person:	Matthew Wray
Status:	
Labels:	
EMPTY FIELDS:	
Agent:	empty (optional)
Format:	empty (optional)
Message Author:	empty (optional)
Is Note:	empty (optional)
Status:	empty (optional)
Labels:	empty (optional)

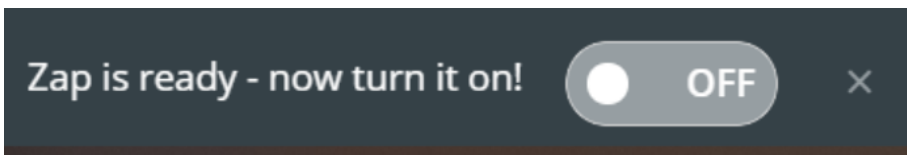
TEST & REVIEW

TEST & CONTINUE

Again you'll have the option to test and continue. In this instance though when the test has been run successfully it will create a ticket in your helpdesk:

The screenshot shows a Zendesk ticket interface. At the top, the ticket title is "New Starter - John Smith" with ID 9. Below it, the sender is identified as "Matthew Wray" with a redacted email address and a "Add CC" link. The ticket status is "Support" and "Awaiting Agent", with a count of "1" and a flag icon. The "PROPERTIES" section includes "TASKS (2)" and "FOLLOW UPS (0)". Under "Agent", it says "Assign to Me" with a dropdown menu currently set to "Unassigned". Under "Followers", it says "Add Me" with a "+ Add a follower" button. There is a "Labels" section with "Add a label". Below this are action buttons: "Lock", "Merge", "Macros", "Remove", and "Actions". The "REPLY" section has tabs for "REPLY", "NOTE", and "FORWARD", and a rich text editor toolbar with options like "Attach", "Snippets", "B", "I", "U", "A", "List", "Link", "Image", "Code", and "X". Below the editor is a "Send Reply as Awaiting User" button and checkboxes for "Agent: Me", "Close Tab", and "Email User". The "MESSAGES" section has tabs for "MESSAGES", "FULL LOG", and "DATES & TIMES". A message from "Matthew Wray" is visible, stating "Our new starter begins in two week".

You'll also see the option at the bottom of the page to turn on the Zap:



Turn it on and a ticket should then be created when you reach the time specified before the event (in this instance 14 days).

Further Reading:

[Automatically adding tasks to tickets](#) .