

## Creating Deskpro Tickets using Google Calendar and Zapier

Matthew Wray - 2022-11-29 - Comment (1) - 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.

### **.Create a Zapier account (1)**

.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](#)).

### **Open the 'Zap' editor (2)**

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)



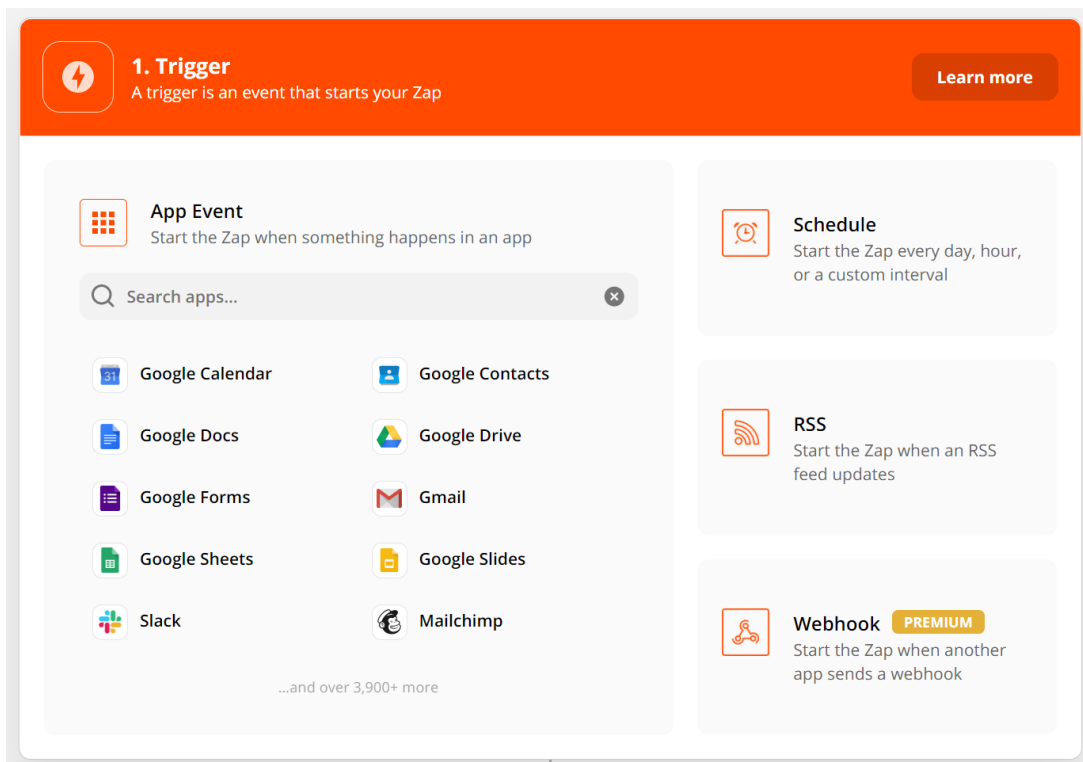
**MAKE A ZAP**

.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

### **.Setup the Google Calendar integration (3)**

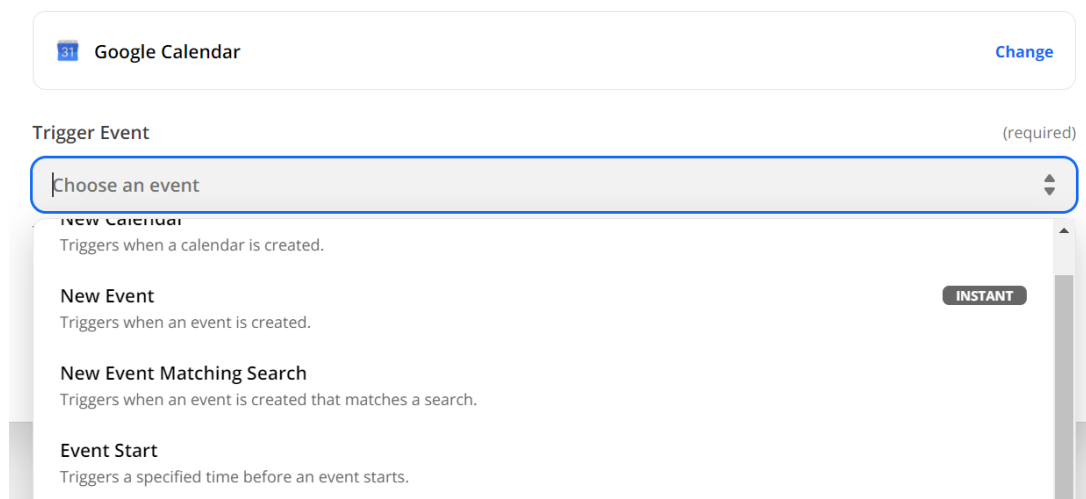


Once you've specified Google Calendar as the app you'll need to specify how this will .instigate an action in Deskpro

### 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)

Time Before <sup>1 2 3</sup>

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)

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...

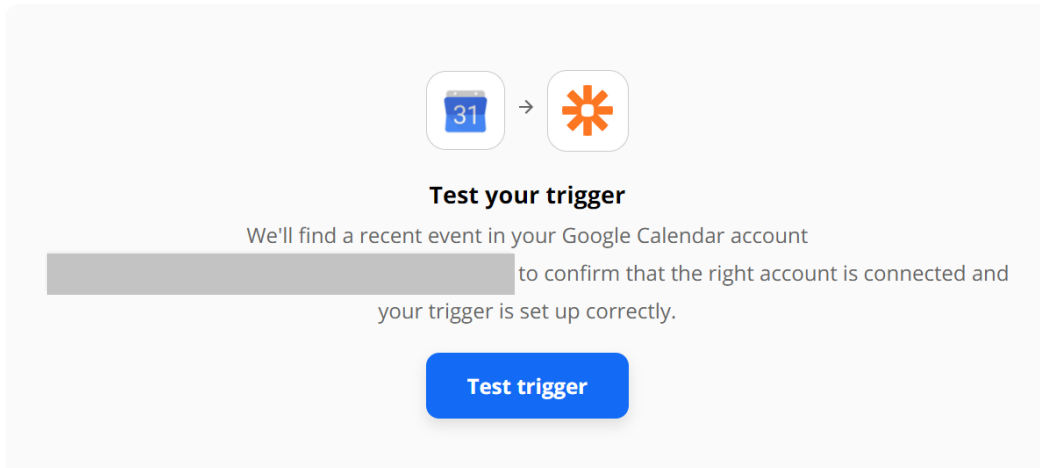
.Specify the calendar under the account -

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

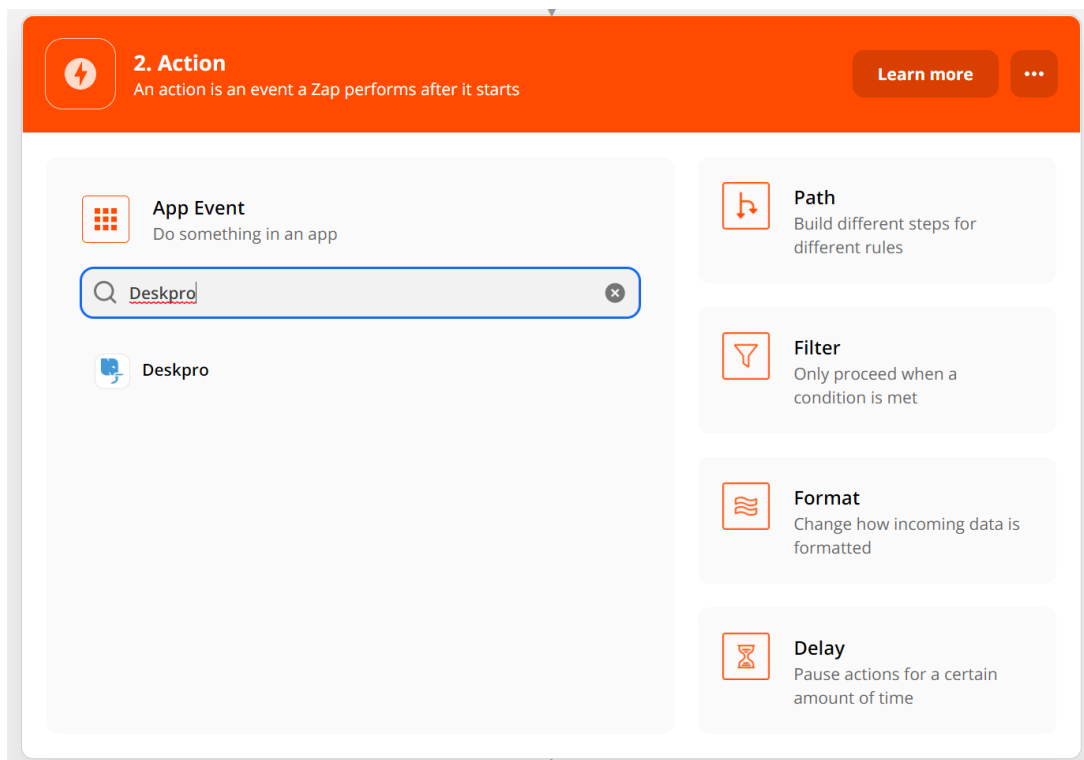
### d) Test trigger

## Test trigger



## Setup the Deskpro Integration (4)

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



### a) Choose app & event

.Again there are multiple Event options here

- Create Ticket •
- Create Organization •
- Create Person •

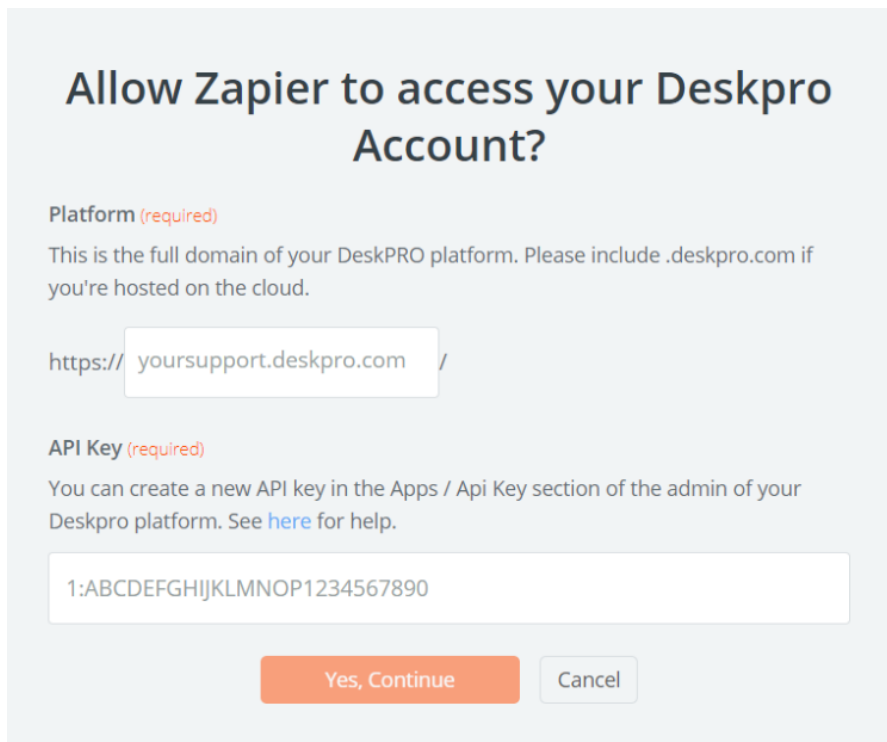
- Add Message to Ticket
- Update ticket
- Find Person
- Find Organization
- Find Ticket

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



The screenshot shows a light blue dialog box with the title "Allow Zapier to access your Deskpro Account?". It contains two sections: "Platform (required)" with a text input field containing "https:// yoursupport.deskpro.com /" and "API Key (required)" with a text input field containing "1:ABCDEFGHIJKLMN0P1234567890". At the bottom are two buttons: "Yes, Continue" (orange) and "Cancel" (grey).



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

**c) Set up action**



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

## Set up action

Department

 Support 

Agent

 Choose value... 

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

Subject



(required)

New Starter - John Smith



Message

Our new starter begins in two weeks

Format



 Choose value... 

Message Author

 Choose value... 

Can be an Id or email address.



Is Note

 Choose value... 



Create message as an agent note

Person

(required)

 Matthew Wray 

Status



 Choose value... 

Labels



Enter text or insert data...

Comma separated list of labels

Type Of Enquiry

 Choose value... 

Product

 Choose value... 

 Refresh fields

: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 action

##### Test action

[Skip Test](#)



##### Send Ticket to Deskpro

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

Search ticket data...

**Department:** Support

**Agent:**

**Subject:** New Starter - John Smith

**Message:** Our new starter begins in two weeks

**Format:**

**Message Author:**

**Is Note:**

**Person:** Matthew Wray

**Status:**

**Labels:**

**Type of enquiry:**

**Product:**

EMPTY FIELDS:

**Agent:** empty (optional)

**Format:** empty (optional)

**Message Author:** empty (optional)

**Is Note:** empty (optional)

**Status:** empty (optional)

**Labels:** empty (optional)

**Type of enquiry:** empty (optional)

**Product:** empty (optional)

Test & Review

Test & Continue

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

ID: 9 **New Starter - John Smith**

Matthew Wray (matthew.wray@...@...) Add CC

Support ▾ Awaiting Agent ▾ 1 ▾

PROPERTIES TASKS (2) FOLLOW UPS (0)

Agent · Assign to Me Followers · Add Me  
 Unassigned ▾ Add a follower

Labels: Add a label

Lock Merge ▾ Macros ▾ Remove ▾ Actions ▾

REPLY NOTE FORWARD

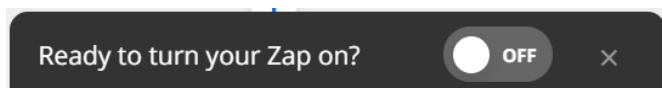
Attach Snippets B I U [Text formatting icons]

Send Reply as Awaiting User ▾ Agent: Me ▾ Close Tab ▾ Email User ▾

MESSAGES FULL LOG DATES & TIMES

#1 Matthew Wray (matthew.wray@...@...)  
 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 15 days

### :Further Reading

. [Automatically adding tasks to tickets](#)