

4. Connect Deskpro to customer channels

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There is a multitude of ways that users can interact with your organization through Deskpro.

Now it's time to get those communication channels set up - so tickets can start coming in, and you and your team can start tackling them with ease.

The main ways in which customers can interact with your helpdesk are through:

- Any email accounts linked to your helpdesk
- Your helpdesk web portal
- Forms embedded on your organization's website

Tickets are also generated in Deskpro through Live Chat and Voice channels, but for now we'll stick to the main three.

Let's go through each one and connect them to your helpdesk.

Email Accounts

Each email account you add to your helpdesk is linked to a specific Department. This means tickets generated from each email account will be automatically assigned to the respective Department.

For example, if you add sales@yourdomain.com as an email address and link it to a Department in Deskpro titled 'Sales', each ticket generated by that email address will be automatically assigned to the 'Sales' Department.

Your helpdesk already has an email account which users can submit tickets. By default, it's contact@variable.deskpro.com. You can edit the settings for this address any time you like from **Admin > Emails > Email Accounts**.



Set a new welcome message for your users, upload your organization logo, and change brand colors. This will make your helpdesk feel more like an extension of your brand.

Try experimenting and making any other changes you might think would make a positive difference to the web portal. Once you're happy, click **Save Changes**.

You can also set a custom domain for your web portal, like support.variable.com. To do this, go to **Admin > Setup > Settings**, and enter your desired web portal URL associated with

the domain you own.

Ticket Form Widget

Using Deskpro, you can allow users to easily submit tickets to your helpdesk directly from your website - using an embedded ticket form widget.

Ticket form widgets work using javascript, so they're compatible with almost any kind of website.

In some cases, you may need to consult the individual in your organization responsible for maintaining your website before adding a widget.

To get started with embedding a ticket form widget on your website, go to **Admin > User Interface > Ticket Form Widget**.