

How can I use Zapier with Deskpro?

Benedict Sycamore - 2018-06-06 - Comments (0) - Using Deskpro

In order to integrate Deskpro with thousands of various applications, you can use the Deskpro-Zapier integration. Zapier is a handy automation tool which can pair and connect thousands of apps together.

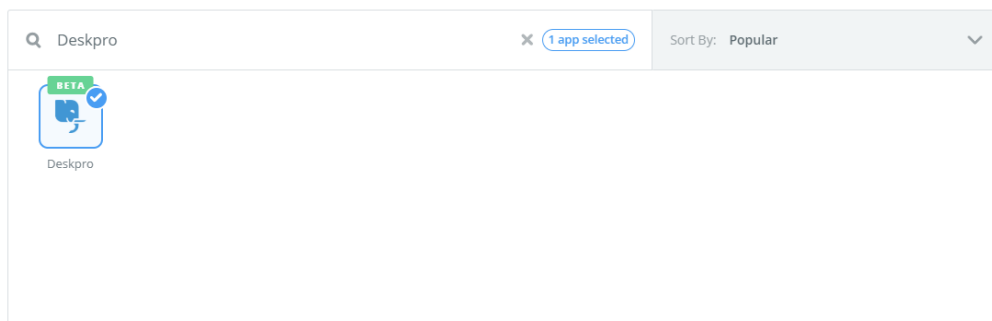
Using Zapier allows you to create powerful integrations, called Zaps, between Deskpro and other applications. For example, we'll be using this article to demonstrate how to add new Deskpro tickets to Google Sheets - but there are thousands of other possibilities.

You can also configure Zapier to trigger actions within Deskpro in response to events in other applications too.

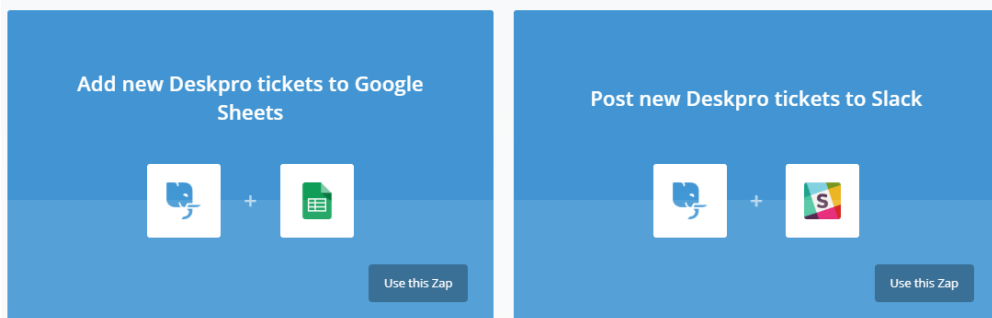
To create a Zap that adds new Deskpro tickets to Google Sheets:

1. Create a [Zapier](#) account and sign in
2. Navigate to <https://zapier.com/apps/integrations>, and search for Deskpro in the search bar.
3. Select Deskpro from the results. You will now see a list of popular Zaps for Deskpro.

Pick Apps to Explore Workflow Ideas

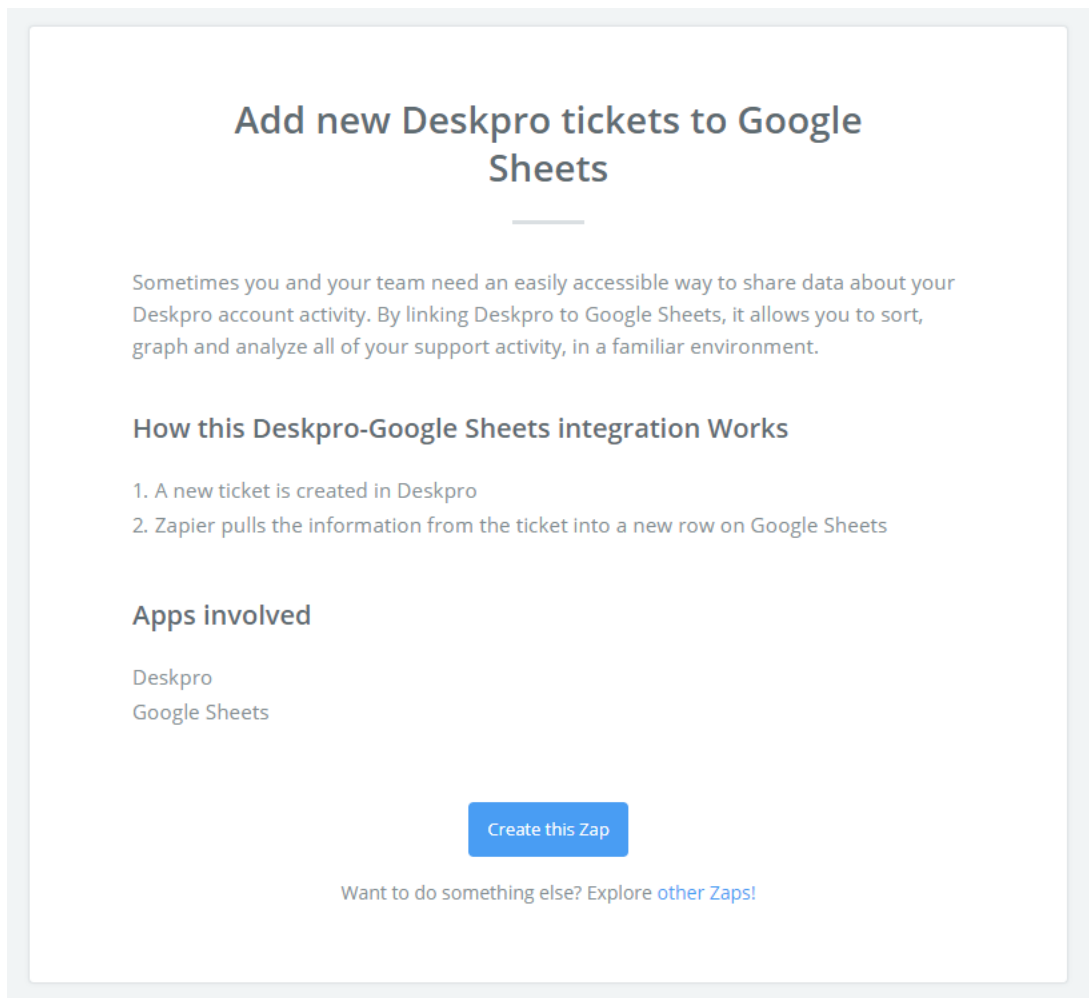


Popular Zaps For Deskpro



4. Find the **Add new Deskpro tickets to Google Sheets** Zap, and click **Use this Zap**

5. Now click on **Create this Zap**



The screenshot shows a Zapier interface for creating a Zap. At the top, the title is "Add new Deskpro tickets to Google Sheets". Below the title is a short paragraph explaining the integration: "Sometimes you and your team need an easily accessible way to share data about your Deskpro account activity. By linking Deskpro to Google Sheets, it allows you to sort, graph and analyze all of your support activity, in a familiar environment." Underneath is a section titled "How this Deskpro-Google Sheets integration Works" with two steps: "1. A new ticket is created in Deskpro" and "2. Zapier pulls the information from the ticket into a new row on Google Sheets". Below that is a section titled "Apps involved" listing "Deskpro" and "Google Sheets". At the bottom center is a blue button labeled "Create this Zap". Below the button is a link: "Want to do something else? Explore [other Zaps!](#)".

6. Now click **Continue**

7. Now click **Connect** to link your Deskpro account to Zapier

8. Enter your helpdesk URL, and then your API Key. This can be found in the Admin Interface under **Admin > Apps > API Keys**.

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.

9. Under **Admin > Apps > API Keys** Click **+ New API Key**, enter a description, and set yourself as the agent in the dropdown menu, and click **Save**.

[API Key Info](#) | [API Tags](#)

Description

Used as note for this API key. You could use this field as a reminder of what this API will be used for.

API Key Code

Hourly limit

Daily limit

API Key Type

All API requests are executed in the context of a particular agent. The agent account used defines what can be performed using the API. For example, if an agent does not have permission to edit tickets then an API key for that agent won't be able to edit tickets using API requests either.

Superuser keys are special API keys that allow you to specify the agent context whenever you make an API request rather than pre-defining it here. These are very powerful because it means, for example, you could easily perform actions as an admin user with full permissions.

Normal API Key
 Superuser API Key

Agent:

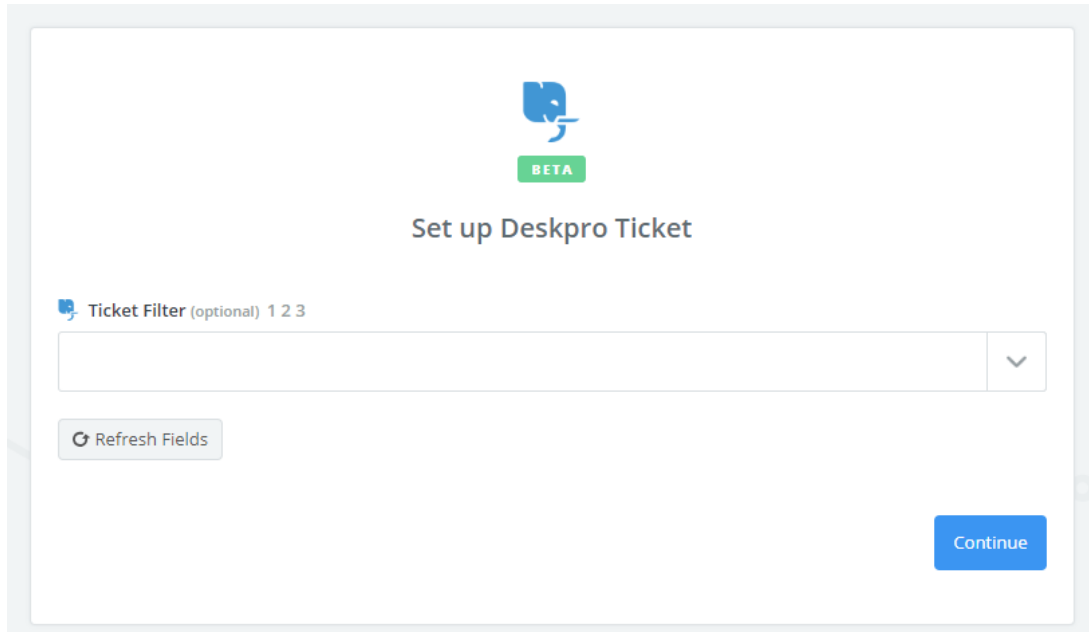
Required. Select the agent that this API key will be bound to. All API requests will be executed in the context of this agent.

10. The API Key will now be generated. Copy and paste this into Zapier, and click **Yes**,

continue to complete the connection.

11. Deskpro and Zapier will now be connected. Click **Save + Continue**.

12. Zapier will now attempt to test its connection to Deskpro by fetching a ticket. When prompted with the optional Ticket Filter, ignore and click **Continue**, then click **Fetch & Continue**.

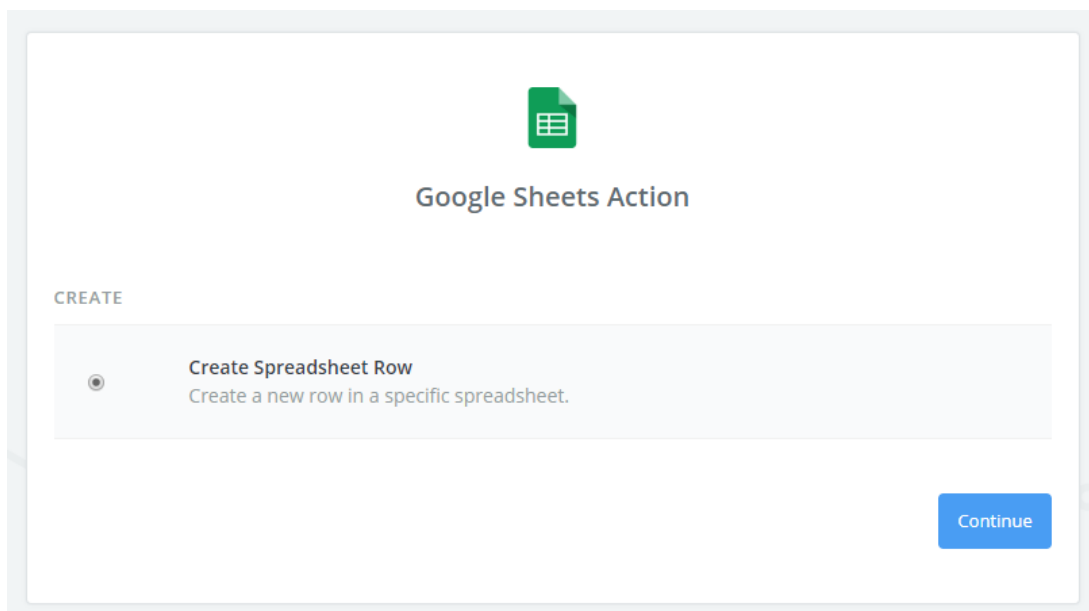


The screenshot shows the 'Set up Deskpro Ticket' configuration screen. At the top center is the Deskpro logo, a blue speech bubble with a white 'd' and a checkmark, with a green 'BETA' badge below it. The title 'Set up Deskpro Ticket' is centered below the logo. Underneath, there is a section labeled 'Ticket Filter (optional) 1 2 3' with a small blue icon. Below this is a large, empty text input field with a dropdown arrow on the right. A 'Refresh Fields' button with a circular arrow icon is located below the input field. A blue 'Continue' button is positioned in the bottom right corner of the configuration area.

13. Now Zapier will determine the action in response to the event. It works a lot like Triggers in this way. **Create Spreadsheet Row** should already be pre-selected. Click **Continue**.

14. Click **Connect**, this time to connect Google Sheets with Zapier. Follow the pop-up instructions from Google to connect with Zapier.

15. Click **Save + Continue**.





The screenshot shows the 'Google Sheets Action' configuration screen. At the top center is the Google Sheets logo, a green document icon with a white grid. The title 'Google Sheets Action' is centered below the logo. Underneath, there is a section labeled 'CREATE'. Below this is a single action option: 'Create Spreadsheet Row' with a radio button selected to its left. Below the action name is the description 'Create a new row in a specific spreadsheet.' A blue 'Continue' button is positioned in the bottom right corner of the configuration area.


16. Now connect your desired spreadsheet to Zapier. This is the one that will be populated with new tickets from Deskpro. In the spreadsheet itself, you can create a number of headers which Zapier will populate with the Deskpro properties you can define. [This article](#) provides more information regarding setting up your Google Sheet appropriately.


17. For this example, we've used Ticket ID and Date as headers in the Google Sheet, and mapped them using Zapier to the corresponding Deskpro ticket properties. You can use any set up you wish. Click **Continue**.


	A	B
1	Ticket ID	Date
2		
3		
4		
5		
6		
7		
8		
9		
10		



Set up Google Sheets Spreadsheet Row

Setup Preview [Learn more](#) ON 

 Spreadsheet (required)
Test ▼

 Worksheet (required)
Sheet1 ▼

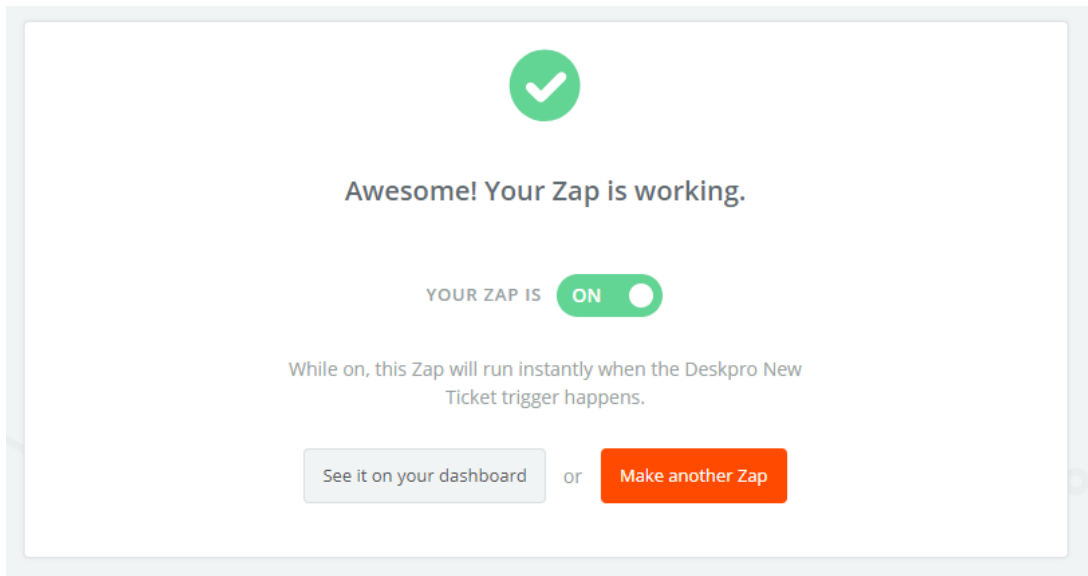
 Ticket ID (optional)
Step 1 3 ☰

 Date (optional)
Step 1 2017-11-01T12:03:26+0000 ☰

18. Now **Send Test To Google Sheets**. As you can see, the Google Sheet has been updated with dummy data.

	A	B
1	Ticket ID	Date
2		3 2017-11-01 12:03:26+0000
3		
4		
5		
6		
7		
8		
9		

19. Click **Finish**. Your Zap will turn on automatically.



This is just one of thousands of possible Zaps you can create to integrate Deskpro with other software in powerful ways. Now that you're familiar with how it's done, try experimenting with other combinations. If you discover something cool or useful, be sure to get in touch and share it with us - we'd love to hear about it!