

Creating Deskpro Tickets using Google Calendar and Zapier

Matthew Wray - 2022-11-29 - 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 left corner of your Dashboard (a 'Zap' is a term Zapier use to describe each integration you create):



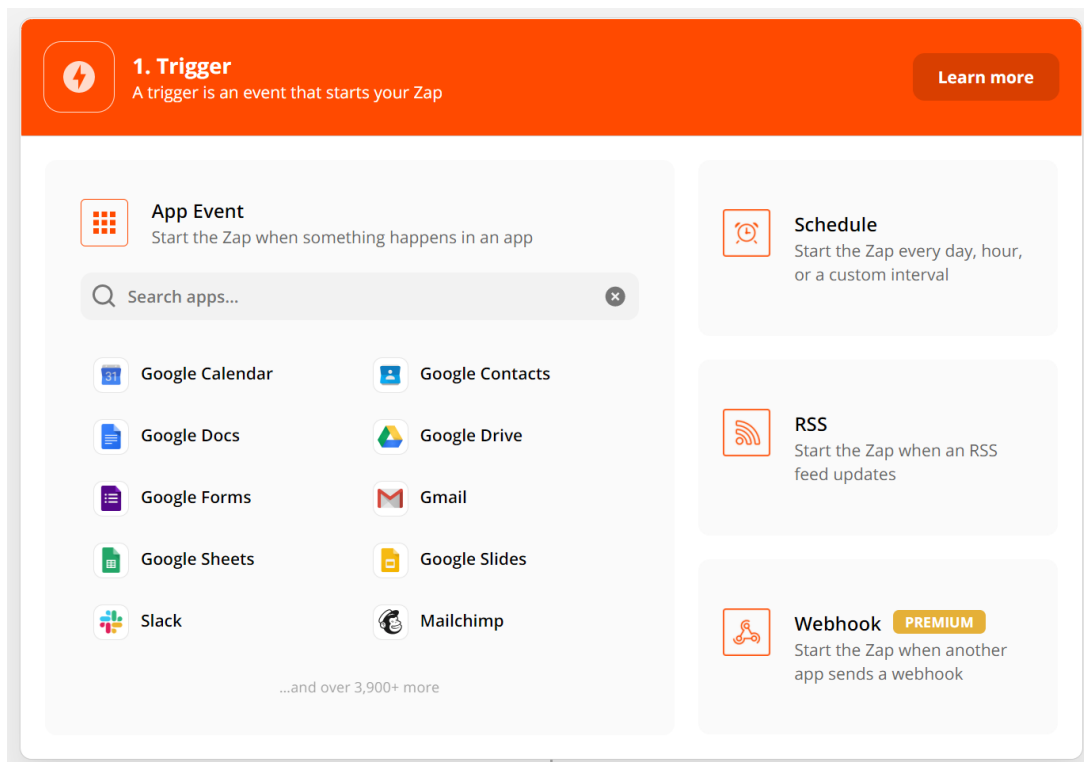
MAKE A ZAP

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.

3) Setup the Google Calendar integration.

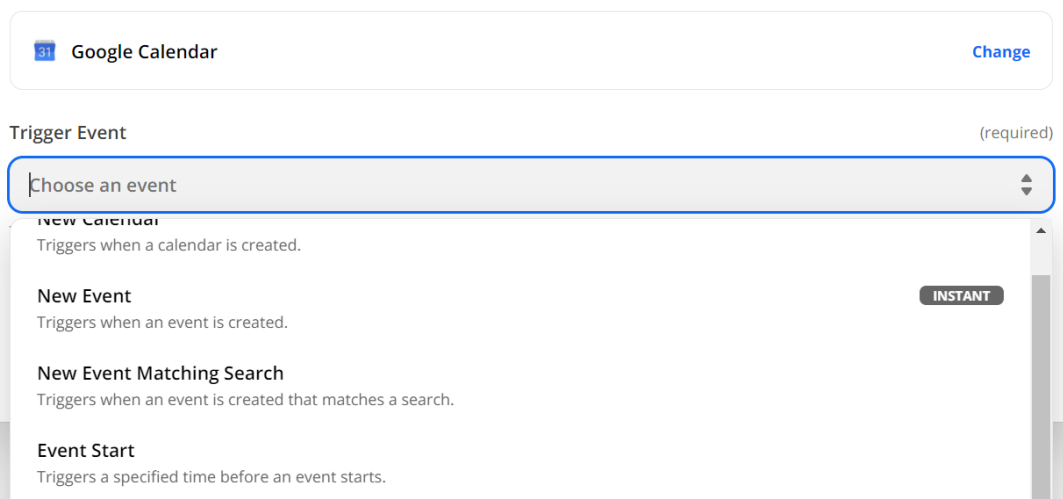


Once you've specified Google Calendar as the app you'll need to specify how this will instigate an action in Deskpro.

a) Choose 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 ^{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)

Days

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...

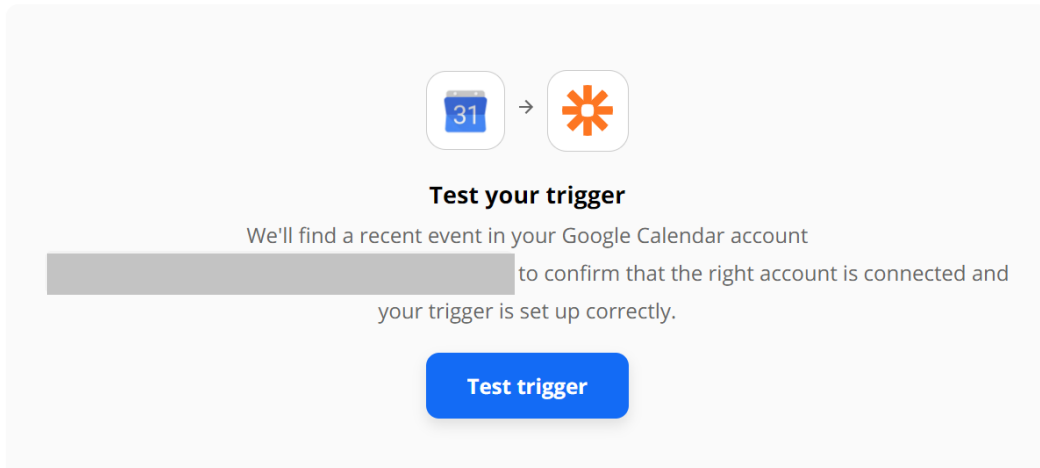
- Specify the calendar under the account.

- 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

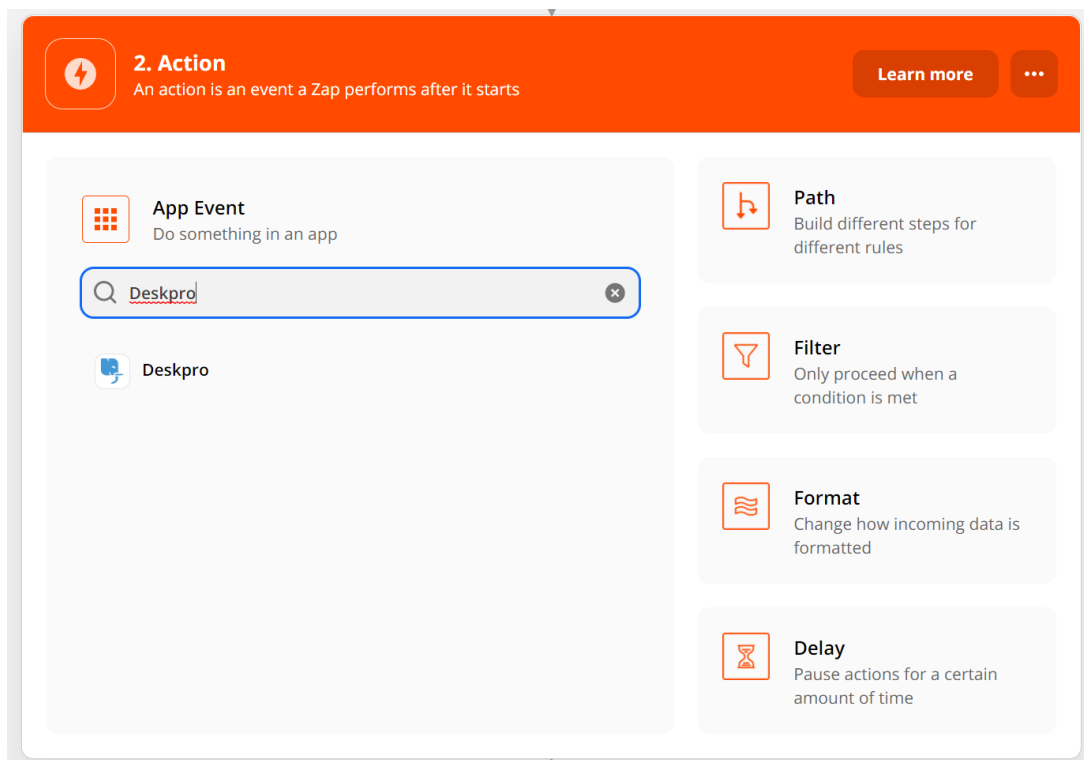
Test trigger



The screenshot shows the 'Test your trigger' step in Zapier. At the top, there is a calendar icon with the number '31' and a Zapier logo icon, connected by an arrow. Below this, the text reads: 'Test your trigger' followed by 'We'll find a recent event in your Google Calendar account'. A grey rectangular box redacts a name, with the text 'to confirm that the right account is connected and your trigger is set up correctly.' below it. At the bottom center, there is a blue button labeled 'Test trigger'.

4) Setup the Deskpro Integration

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:



The screenshot shows the '2. Action' configuration screen in Zapier. The header is orange and contains a lightning bolt icon, the text '2. Action' and 'An action is an event a Zap performs after it starts', a 'Learn more' button, and a three-dot menu. The main area is divided into two columns. The left column has a search bar with 'Deskpro' entered and a search icon. Below the search bar, the 'Deskpro' app is listed with its logo. The right column contains five action options, each with an icon and a description: 'Path' (Build different steps for different rules), 'Filter' (Only proceed when a condition is met), 'Format' (Change how incoming data is formatted), and 'Delay' (Pause actions for a certain amount of time).

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:





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)

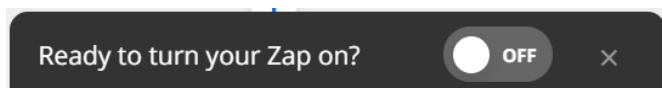
Test & Review

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:

The screenshot shows a Zendesk ticket interface. At the top, the ticket title is "New Starter - John Smith" with ID 9. Below it is the sender's information: "Matthew Wray" with a redacted email address and a "Add CC" button. The ticket status is "Support" and "Awaiting Agent" with a count of 1. There are tabs for "PROPERTIES", "TASKS (2)", and "FOLLOW UPS (0)". Under "PROPERTIES", there are sections for "Agent" (set to "Unassigned" with an "Assign to Me" link) and "Followers" (with an "Add Me" link and an "Add a follower" button). A "Labels" section has an "Add a label" button. Below this is a toolbar with "Lock", "Merge", "Macros", "Remove", and "Actions". The "REPLY" tab is active, showing a rich text editor with "Attach", "Snippets", and various formatting options. At the bottom of the reply area, there are options to "Send Reply as Awaiting User" and checkboxes for "Agent: Me", "Close Tab", and "Email User". Below the reply area are 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 15 days).

Further Reading:

[Automatically adding tasks to tickets](#) .