

<u>Kunskapsbas</u> > <u>Using Deskpro</u> > <u>Creating Deskpro Tickets using Google Calendar and Zapier</u>

# **Creating Deskpro Tickets using Google Calendar** and **Zapier**

Matthew Wray - 2022-11-29 - Kommentarer (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 <u>pricing page</u>).

### 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):

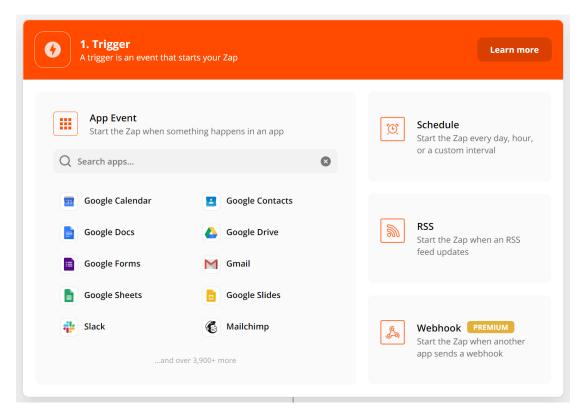
# **MAKE A ZAP**

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.

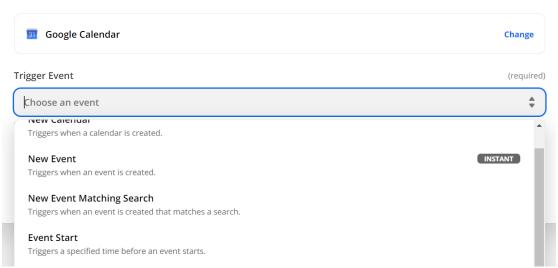


Once you've specified Google Calendar as the app you'll need to specify how this will instigate an action in Deskpro.

### 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.

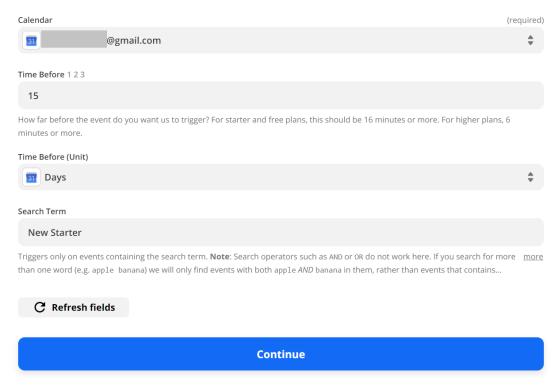
# b) Choose account.

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:

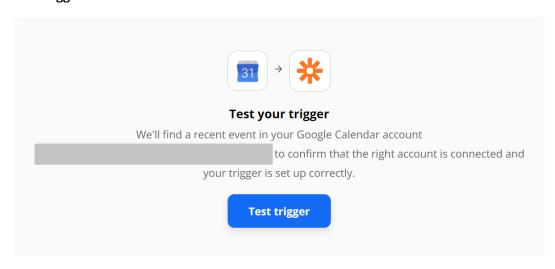
# Set up trigger



- 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.

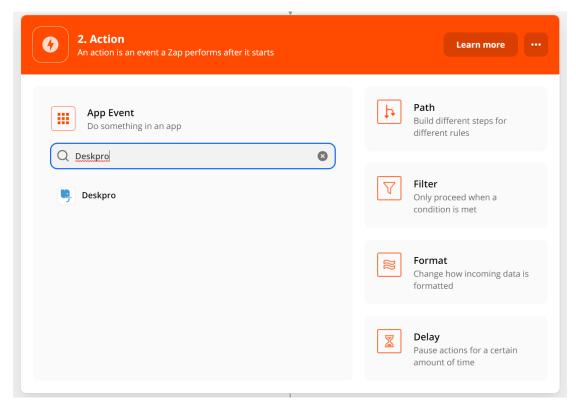
### d) Test trigger

### Test trigger



# 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:



### 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:

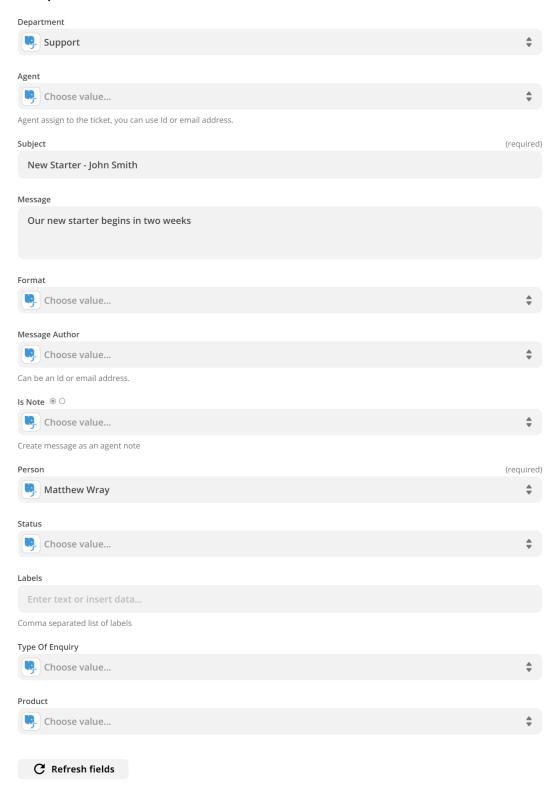
# Allow Zapier to access your Deskpro Account? Platform (required) This is the full domain of your DeskPRO platform. Please include .deskpro.com if you're hosted on the cloud. https:// yoursupport.deskpro.com / API Key (required) You can create a new API key in the Apps / Api Key section of the admin of your Deskpro platform. See here for help. 1:ABCDEFGHIJKLMNOP1234567890 Yes, Continue Cancel

Specify your helpdesk URL and your API key (there's information on generating API keys  $\underline{\text{in our Guides}}$  if needed).

### c) Set up action

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

### Set up action



This will create a ticket where:

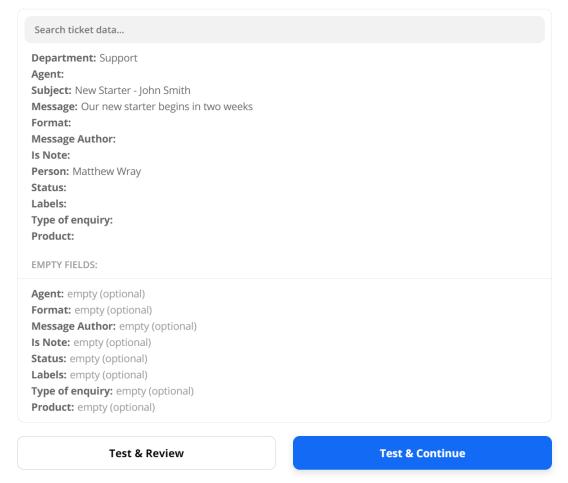
- Department is 'Support'
- Subject line is the event summary
- Message contains 'Our new starter begins in two weeks'
- User on the ticket will be 'Matthew Wray' (Matthew Wray is the owner of the calendar and an existing user in Deskpro).

### d) Test action

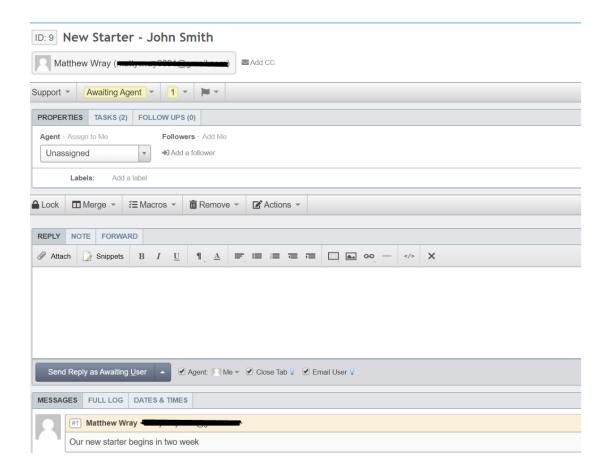
Test action Skip Test



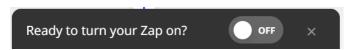
To test Deskpro, we need to create a new ticket. This is what will be created:



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:



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:**

 $\underline{\text{Automatically adding tasks to tickets}} \;.$