Zapier Helpdesk Integration with Deskpro

2017-03-13 - Lauren Cumming - Kommentarer (0) - Product

The Zapier helpdesk integration with Deskpro is now available on your helpdesk (v5.4 and above).

Zapier is an automation tool that connects all of your various apps together. Now Zapier works with Deskpro too! You can set up automations for events like new tickets, ticket updates, new people, and new organizations. For example, whenever a new ticket enters a certain filter, maybe you want to create a new Trello card.

This also works the other way. Configure Zapier to perform Deskpro actions in response to other apps. For example, when a Wufoo form is submitted, create a ticket in Deskpro.

The Deskpro Zapier integration is in beta, but is now generally available and discoverable from within the Zapier platform itself - simply search for 'Deskpro' in the app directory.

Searching for Deskpro Helpdesk Integration on Zapier
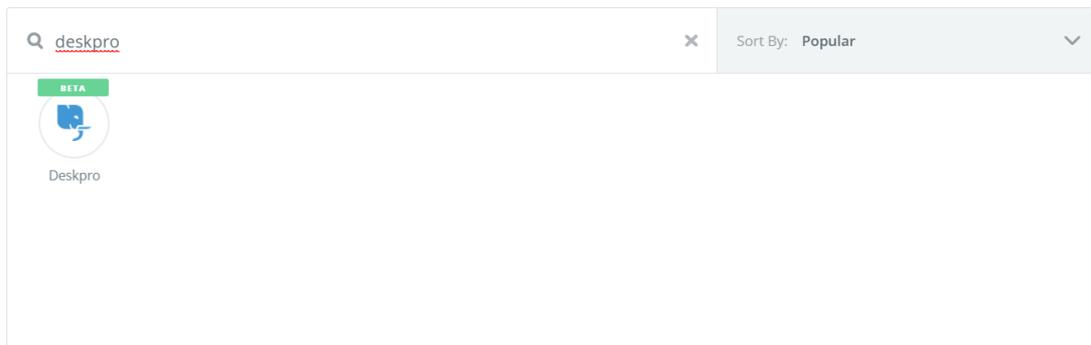
Deskpro Triggers on Zapier

BETA

Select Deskpro Trigger

Search Deskpro Triggers...

○ **New Person**
   Triggers when a new person is created.

○ **New Ticket**
   Triggers when a new ticket is created.

○ **New Organization**
   Triggers when a new organization is created.

○ **New Ticket Reply**
   Triggers when a ticket is answered.

Continue

Deskpro Actions on Zapier

BETA

Select Deskpro Action

Search Deskpro Actions...

CREATE

○ **Create Ticket**
Creates a new ticket.

○ **Create Person**
Creates a new person.

○ **Create Organization**
Create a new organization.

○ **Add Message to Ticket**
Add a new note to an existing ticket.

○ **Update Ticket**
Update an existing ticket.

SEARCH

○ **Find Person**
Finds an existing contact.

Optionally, create one if none are found.

○ **Find Organization**
Find an existing organization.

Optionally, create one if none are found.

○ **Find Ticket**
Finds an existing ticket.

Optionally, create one if none are found.

Continue