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Zapier Helpdesk Integration with Deskpro

2017-03-13 - Lauren Cumming - [Comments \(0\)](#) - [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

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BETA



Deskpro

Deskpro Triggers on Zapier



BETA

Select Deskpro Trigger



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



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Select Deskpro Action

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