

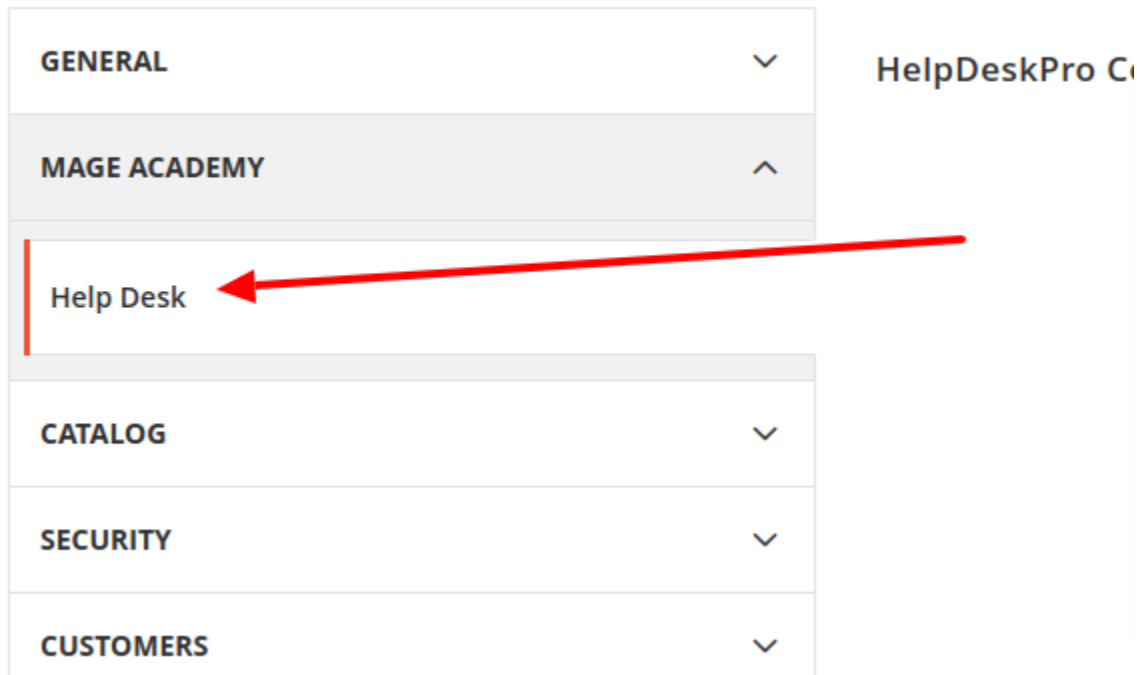


MageAcademy HelpDeskPro

(Connect with Zendesk)

User Guide

Configure Helpdesk Pro







Go to Stores > Configuration > MageAcademy > HelpDesk as per screenshot.

HelpDeskPro Configuration

Ticket Reference Number Length [store view]

Max character will be 20

Ticket Priority [store view]

Ticket Priority	Color Code	Action
<input type="text" value="Low"/>	<input type="text" value="#ff00ff"/>	
<input type="text" value="Normal"/>	<input type="text" value="#ff0000"/>	
<input type="text" value="High"/>	<input type="text" value="#ff0000"/>	
<input type="text" value="Urgent"/>	<input type="text" value="#ff0000"/>	
<input type="button" value="Add"/>		

You will get configuration as above

Ticket Priority : Add Ticket Priorities as per your requirements.

Color Code : Set Color Code for each ticket.

Zendesk Configuration

Zendesk Configuration

Enable <small>[store view]</small>	Yes
Sub Domain <small>[store view]</small>	mageacademysupport <small>Your zendesk subdomain. Example -: https://{examplesubdomain}.zendesk.com</small>
Tag <small>[store view]</small>	orders <small>Assign tags to ticket (example : orders)</small>
Email <small>[store view]</small>	kvhsolutions@gmail.com <small>Your Zendesk account email</small>
Password <small>[store view]</small> <small>Your Zendesk account password</small>
Ticket Reference Number Field Id <small>[store view]</small>	360023271998 <small>Ticket Reference Number Field Id</small>
Magento Order Increment Id Field Id <small>[store view]</small>	360023472437 <small>Magento Order Increment Id Field Id</small>
Debug <small>[store view]</small>	No <small>It will log the request and response in var/log/zendesk_api.log</small>

Enable : Yes / No (You can decide to send your ticket to zendesk or not)

SubDomain : This will be your zendesk subdomain, which you will get after register on zendesk

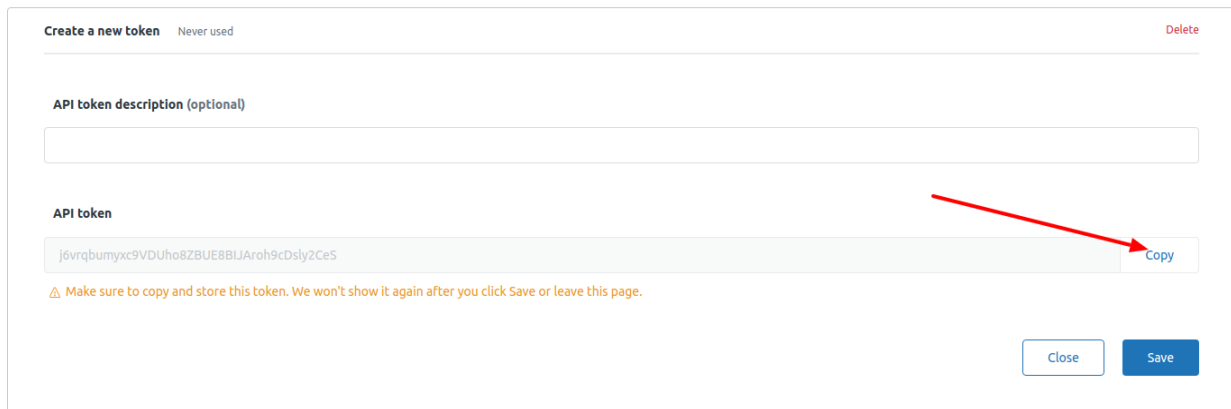
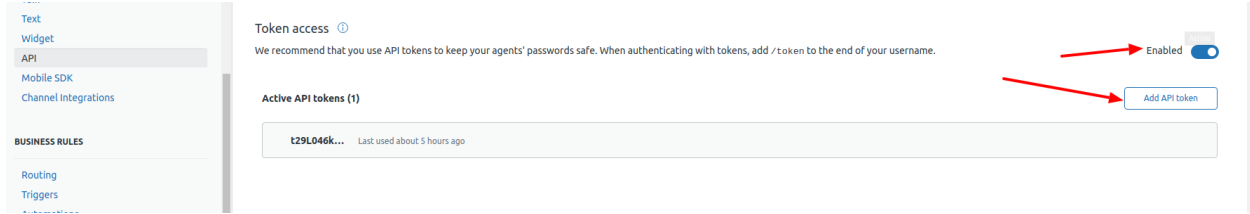
Check below screenshot to get subdomain

The screenshot shows the Zendesk configuration interface. On the left is a sidebar with navigation links: Triggers, Automations, Service Level Agreements, Answer Bot, and a SETTINGS section containing Account, Subscription, Security, Schedules, Tickets, Agents, Customers, and Benchmark Survey. The main content area displays the 'Subdomain' configuration. It includes a description: 'Use this setting to map one of your own domain names to Zendesk. For example, use support.mybus mageacademysupporthelp.zendesk.com. Learn more'. Below this is an 'Important' note: 'When you enter a domain name, it will be used immediately. You must create the proper CNAME DNS administrator knows how to do this.' The 'Subdomain' field is set to 'mageacademysupporthelp.zendesk.com', with a red arrow pointing to the 'mageacademysupporthelp' part. Other sections visible include 'Zendesk Support multibrand' with information about upgrading to the Support Enterprise plan.

Tags : You can classify your tickets using tags

Email : Your zendesk registered email id

Password : Your zendesk api token, please check below screenshot to get this



Copy your token and save it safe place for future.

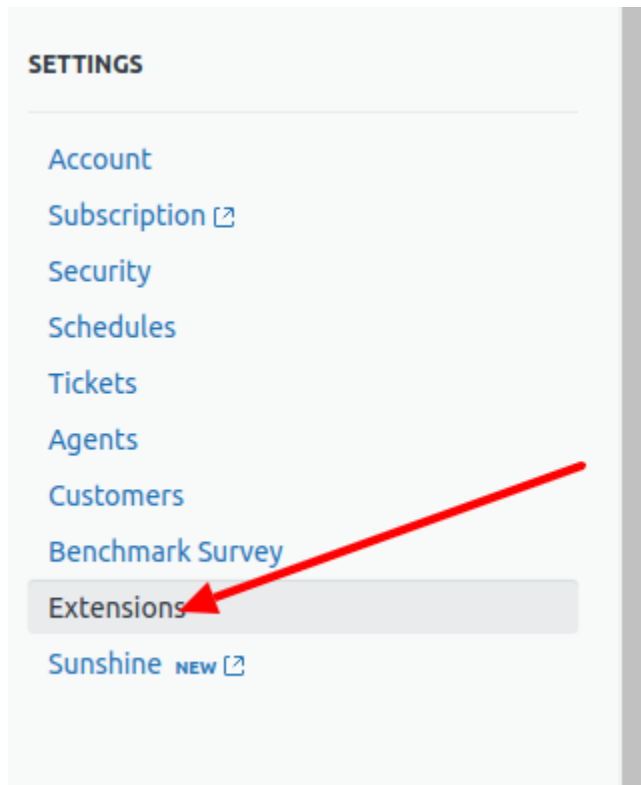
Ticket Reference Number Field Id : This is custom field id which you will create in zendesk.

Magento Order Increment Id Field Id : This is custom field id which you will create in zendesk.

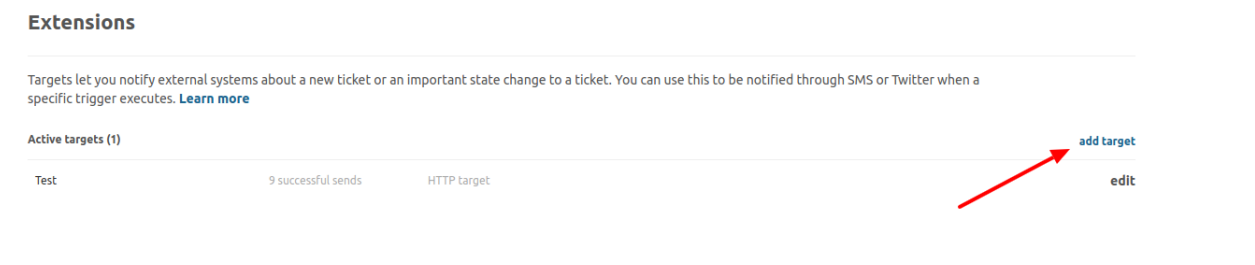
The screenshot shows a list of custom fields in Zendesk. The left sidebar contains navigation options: Macros, Tags, Ticket Fields, Ticket Forms, Context Panel, and Dynamic Content. The main area shows a table of fields. Two red arrows point to the 'Subject' and 'Ticket Reference' rows.

Group	System field	360024873698	Drop-down	2021-07-24
Priority	System field	360024873678	Drop-down	2021-07-24
Type	System field	360024873658	Drop-down	2021-07-24
Status	System field	360024873638	Drop-down	2021-07-24
Description	System field	360024873618	Multi-line	2021-07-24
Subject	System field	360024873598	Text	2021-07-24
Order Number		360025037857	Text	2021-07-24
Ticket Reference		360024873738	Text	2021-07-24

Setup Webhook



Login to Zendesk
Go to Settings > Extensions



Click on add target

Select target to add



Campfire

Campfire target >

Push updates to your Campfire account.



Clickatell
my message, my system

Clickatell target >

Send SMS messages using a Clickatell account.

http://

HTTP target >

Compose custom JSON, XML, and form-encoded HTTP requests to 3rd party services.

yammer

Yammer target >

Push updates to your Yammer account.







Email target >

Send emails to specific addresses.

Click on HTTP Target

HTTP target

Title	<input type="text" value="Test"/>	
Url	<input type="text" value="https://magento-633198-2059343.cloudwaysapps.com/"/> <small>The target URL, including protocol (https or http is OK) and path. Valid examples:</small> <ul style="list-style-type: none">• http://somedomain/a/path	
Method	<input type="text" value="POST"/>	
Content type	<input type="text" value="Form encoded"/>	
Basic Authentication	<input type="checkbox"/> Enabled <small>Add credentials if the target needs username/password authentication.</small>	

Title : Enter any title

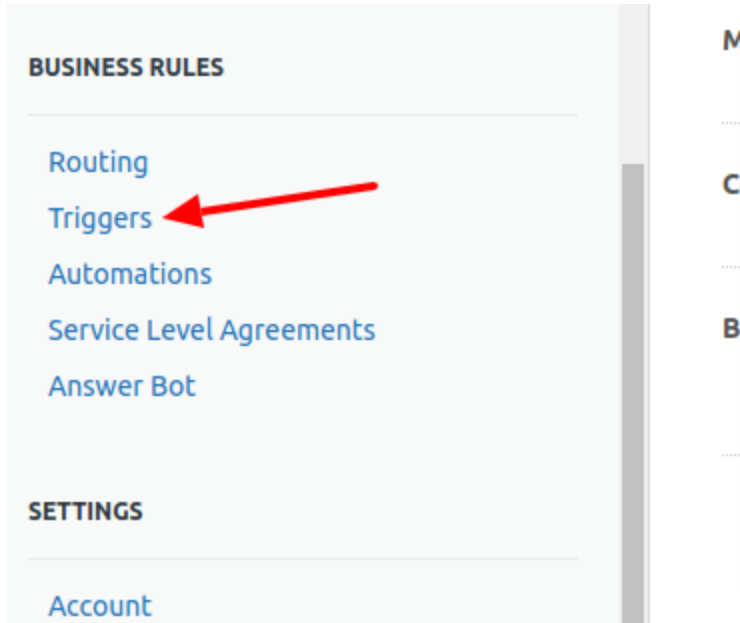
Url : enter {{yourdomain}}/helpdeskpro/tickets/responsehandler

Method : POST

Content Type : Form-encoded

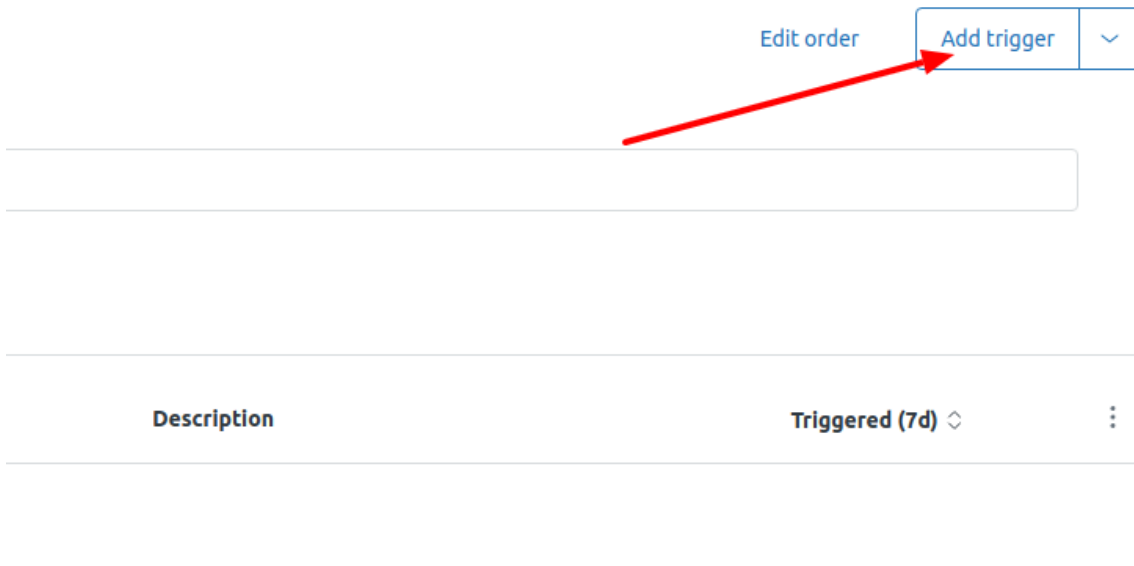
Select create target and save

Now we will set Triggers



Go to Business Rules > Triggers

t is created or updated. Popular triggers include notifying customers when a new reply. [Learn about triggers](#)



Click on Add Triggers

< Test

Active Last updated Jul 24, 2021, 11:26 AM



Trigger name

Test

Description

Enter an optional description

Category

Notifications

Conditions

Conditions that must be met for the trigger to run

Meet ALL of the following conditions

Update via



Is not



Web service (API)



Add condition

Meet ANY of the following conditions

Status	Changed	
Comment	Is	Public
Priority	Changed	

[Add condition](#)

Actions

Actions that will occur if global conditions are satisfied

Notify target	Test
Request x-www-form-urlencoded parameters	
ticket_id	{{ticket.id}} ×
status	{{ticket.status}} ×
priority	{{ticket.priority}} ×
comment	{{ticket.latest_comment}} ×
user	{{current_user.email}} ×

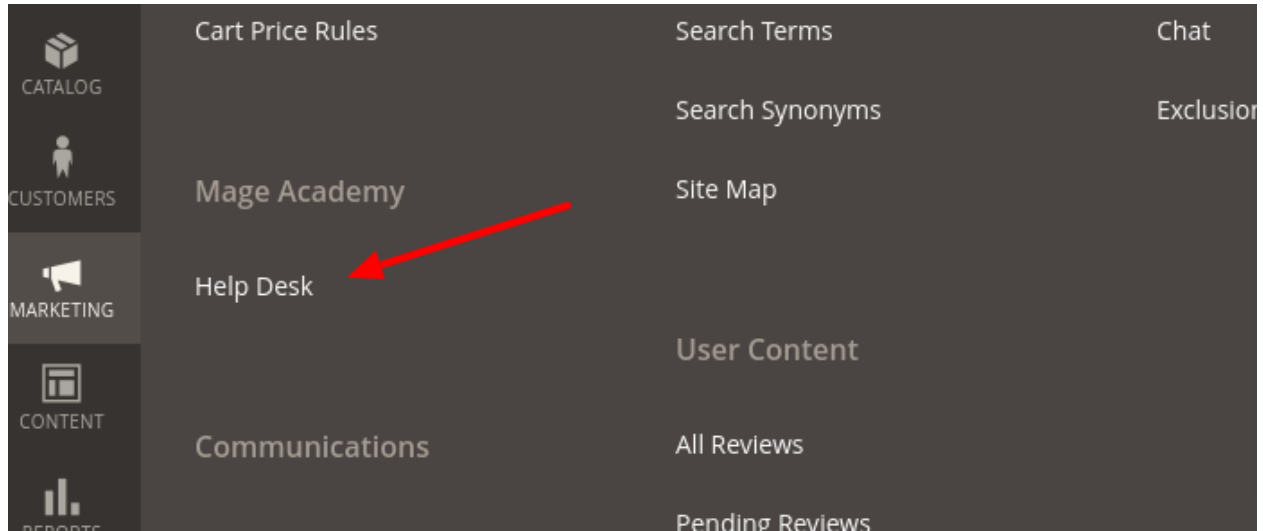
[Add parameter](#)

Define the conditions as per screenshot,
In Action , Select Notify Target and set parameters as per screenshot.

How it works on Frontend?

1. Customer Needs to Login to Create Support Ticket
2. Customer can fill the required information

- Admin Can See the tickets in admin panel.
- Admin can see the tickets from zendesk
- Admin can reply from zendesk and comment will be updated in magento using webhook



You can find HelpDesk under Marketing Menu.

Support Tickets

43 records found

20 per page 1 of 3

ID	Customer Name	Subject	Ticket#	Created Date	Priority	Status	Action
43	Hitesh Agrawal	Test	Q4N9AbVFBm	Jul 23, 2021 5:27:24 AM	Normal	Open	View Ticket
42	Hitesh Agrawal	Hitesh Agrawal	OgzBSSEMa1	Jul 23, 2021 4:01:01 AM	Normal	Closed	View Ticket
41	Hitesh Agrawal	Test	WVRHZL4sN	Jul 13, 2021 9:59:40 AM	Normal	Closed	View Ticket
40	Hitesh Agrawal	Test	8lINyk4RF	Jul 13, 2021 9:58:23 AM	High	Open	View Ticket
39	Hitesh Agrawal	Test	BZA1hHIDh4	Jul 13, 2021 9:58:08 AM	High	Open	View Ticket
38	Hitesh Agrawal	Test	O719MrJfm	Jul 13, 2021 9:56:31 AM	High	Open	View Ticket
37	Hitesh Agrawal	Test	OREORLQBe	Jul 13, 2021 9:56:00 AM	High	Open	View

You can get tickets raised by customer here and click on View Ticket to go to Ticket Details

#Ticket Id :Q4N9AbVF8m



Ticket Information

Ticket Id	Q4N9AbVF8m
Status	Open
Subject	Test
Order#	00000009
Customer Name	Hitesh Agrawal
Priority	Normal
Description	Test

Status

Open ▾

Priority

Normal ▾

Message

Submit

Message History

admin admin | Jul 23, 2021, 5:27:43 AM
test

You can reply to customer and change status and priority from here. Also you can see replies of customer in Message History.