



Public Information

Integrating Zendesk to CommzGate

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The following integration will allow your Zendesk agents to easily trigger an SMS, WhatsApp or Push notification alert to a customer.

Prerequisites

You must have an CommzGate account with API credentials enabled. If you do not already have one, you can get an account here at <https://portal.commzgate.com/app/signup.php>

If you are unsure how to setup your API account, see this:

<https://support.commzgate.com/hc/en-us/articles/201321279-Set-up-a-Cloud-API-account>

A- Configure the CommzGate Extension on Zendesk

1. Login to Zendesk
2. Click Settings -> **Extensions**
3. Click Targets tab -> click add target
4. After clicking add target, please click on URL target
5. You will then have to fill the required values as follows:
 - Title: Name your target as desired (eg. CommzGate CloudSMS)
 - URL:
`https://www.commzgate.net/gateway/SendMessage?ID=COMMZGATE_API_ID&Password=COMMZGATE_API_PASSWORD&Type=AUTO&Sender=YOUR_BRAND&Mobile={{ ticket.requester.phone }}`
 - For Method, please use POST
 - For Attribute Name, please enter 'Message'
 - Basic Authentication, please leave blank as your credentials are being set in the URL field

URL target

Title

Url
The target URL, including protocol (https or http is OK) and path.
Valid examples:

- `http://somedomain/a/path`
- `http://somedomain/a/path?source=zendesk`
- `http://somedomain/a/path?id={{ticket.external_id}}&status={{ticket.status}}`

Method

Attribute Name
The name of the message attribute
If the name of the message attribute is **value**, for example, your **Notify Target** action message will be appended to the target URL as
`http://somedomain/a/path?value=message+with+placeholders+evaluated`

6. To check if all the details are correct, click on Test Target and then Submit. You should get a success response if the CommzGate credentials are correct. Once you have successfully tested it you can go ahead and create the target.

B- Configure Zendesk Triggers

7. To configure Zendesk to send your SMS notifications using a trigger, click Triggers under Business Rules: Click Add Trigger and configure the trigger.
8. Populate the Conditions fields that you want to be true for the Trigger and set up the action to be performed. In this case, the action will be 'Notifications: Notify target' and you will select the previously created CommzGate Target.

9. You can populate the message field with the text that you want to be sent, using Zendesk placeholders as desired. Below is an example we had created.

Actions

Actions that will occur if global conditions are satisfied

Notify target CommzGate

Message

Dear {{ticket.requester.first_name}},

RE: {{ticket.title}}

Your bill is urgently overdue. Please make payment ASAP.

[View available placeholders](#)

Add action

Cancel

Save

10. If you are using the {{ticket.requester.phone}} placeholder in your target, you must ensure that the phone number field is correctly populated in the Zendesk user profile (using the international format, ie. +65, +61).
11. You can now send an SMS from within Zendesk using the CloudSMS API! The recipient configured in your target (eg. the ticket requester) will receive an SMS via the CloudSMS API.

If you require support, please contact us at supportdesk@commzgate.com!