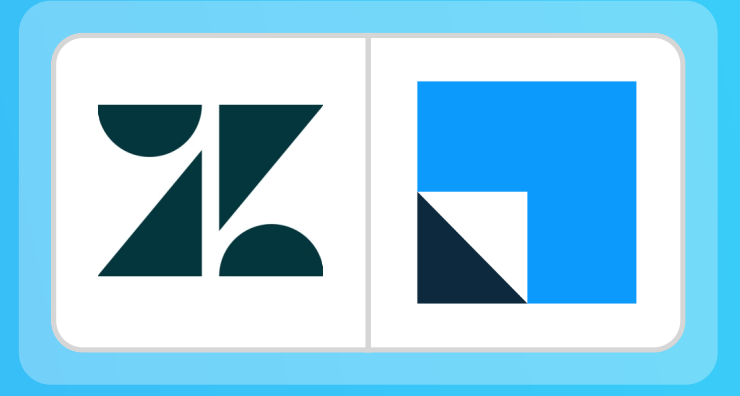


Customise Your Customer Experience



What is Support Desk?

A support desk is a software service tool for providing better and quick support to your customers and for internal business use. It offers a set of tools for support agents enabling them to engage with customers through multiple channels, log and categorise calls, assign tasks, monitor progress and much more.

Ticketing Platform

Why use Support Desk?

Meet and delight your customers effortlessly : Simplifies every experience providing support anywhere, so customers can always reach you. Offer real-time assistance remotely through various channels (over messaging, live chat, social, email, or voice).

Make every agent a customer champion : Enable your agents to have better community and knowledge base, give your agents more context and automation to proactively understand customer needs and offer the next-best-action.

Improve and increase your support service : Use automations and AI-powered bots to achieve speed in delivering remarkable customer service, personalise the experience for each customer, even as you scale.

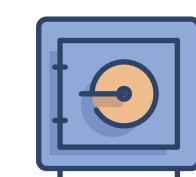
Enabled various industries to engage in more meaningful conversations with their customers across every channel at scale effortlessly.



EduTech



Education



Banking



Insurance



Financial Services



90%

retention rate of customers

+



30%

more accounts per agent



300%

increase in revenue with live chat



25%

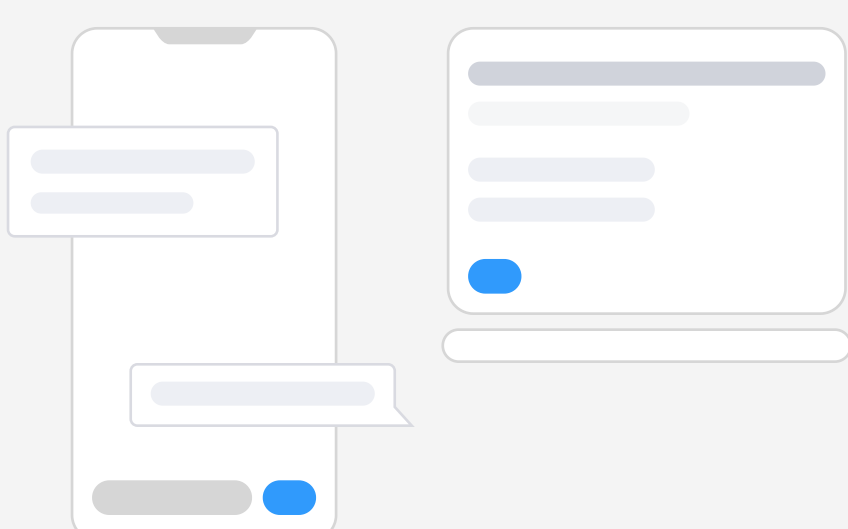
reduction in ticket volume

Source: <https://www.zendesk.com/why-zendesk/customers>

How does Support Desk Work?

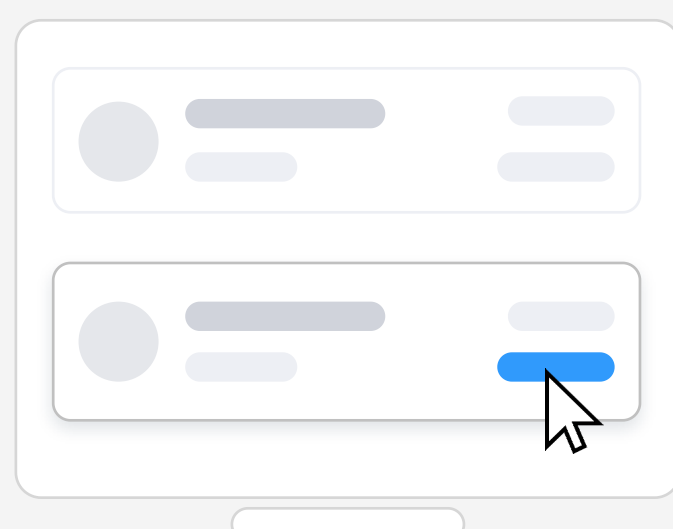
1

Customer Engagement channels.



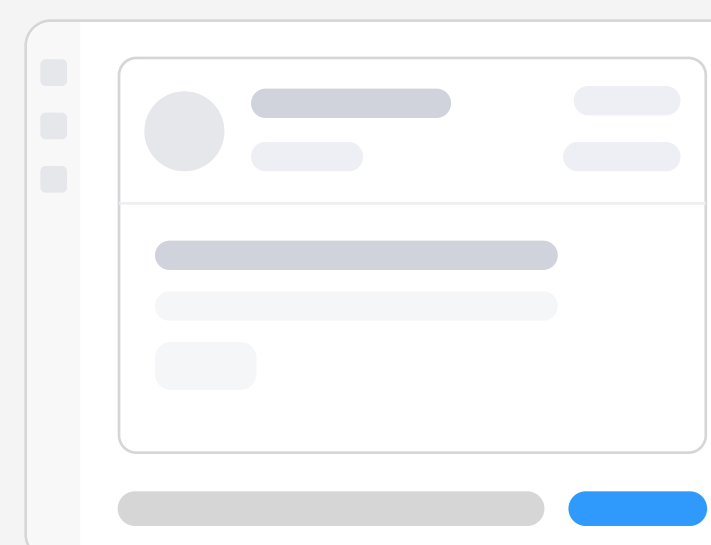
2

Manage Tickets and provide solutions.



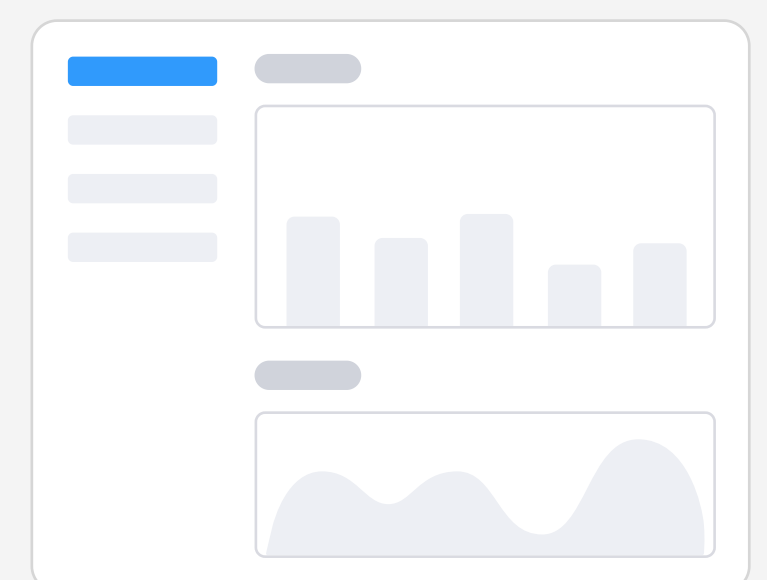
3

Respond and Resolve.



4

Support activity Reports.



LeadSquared's Zendesk Connector

With Zendesk Ticketing Connector in LeadSquared, tracking your customers tickets becomes easier. Engage in more meaningful conversations every day, with every customer. Give agents more context to proactively understand customer needs and offer the next best action. Create, prioritise, and categorise tickets and leverage the power of your entire organisation to deliver customer delight.

Features and Benefits

- **View Support tickets for leads:** Real time view of tickets for a particular lead.
- **View Ticket conversations:** View ticket conversations, notes and comments in LeadSquared to help sales team analyse and improve on customer satisfaction.
- **Resolve tickets faster:** Sales team can add notes/comments along with having an ability to update the ticket to resolve issues faster.
- **Ticket List View:** Analyse tickets in bulk view with filters and sorting capability to identify key support issues.
- **Raise New Issues:** Sales team will be able to create tickets for leads through LeadSquared platform.
- **Sync Historical tickets:** Sync historical support tickets seamlessly from Zendesk to LeadSquared.

What can the integration do?

- **Seamless experience:** Your sales rep don't have to toggle between software tools, will have complete details on Lead in Lead squared platform for day-to-day operations.
- **More context & better support:** Helps your sales rep to get more context on the previously raised issues or clarifications raised by customers with his/her conversation history to provide more meaningful support.
- **Engage your Sales Team:** Sales rep can communicate or notify with the support team on the customer needs and provide solutions together.
- **Real-time notifications:** Sales rep can get the status and details of tickets for their assigned Lead as notifications via automations triggers.

Setting up Zendesk Connector with LeadSquared

Further are the simplified instructions on how to use the LeadSquared's 'Zendesk Connector'.

For a detailed walkthrough please visit:

<https://help.leadSquared.com/zendesk-connector/>



Introduction To Connector

To utilise the connector features, the Admin must configure the connector using the Zendesk credentials. In the configuration, the admin will be able to define a set of Zendesk fields required to capture in the LeadSquared platform as Support Ticket Activity, this configuration is editable. By default, a set of Zendesk fields are captured into the LeadSquared platform in Support Ticket activity as specified below, additional custom fields can be added in the connector configuration UI.

Default Zendesk Fields Captured In LeadSquared are:

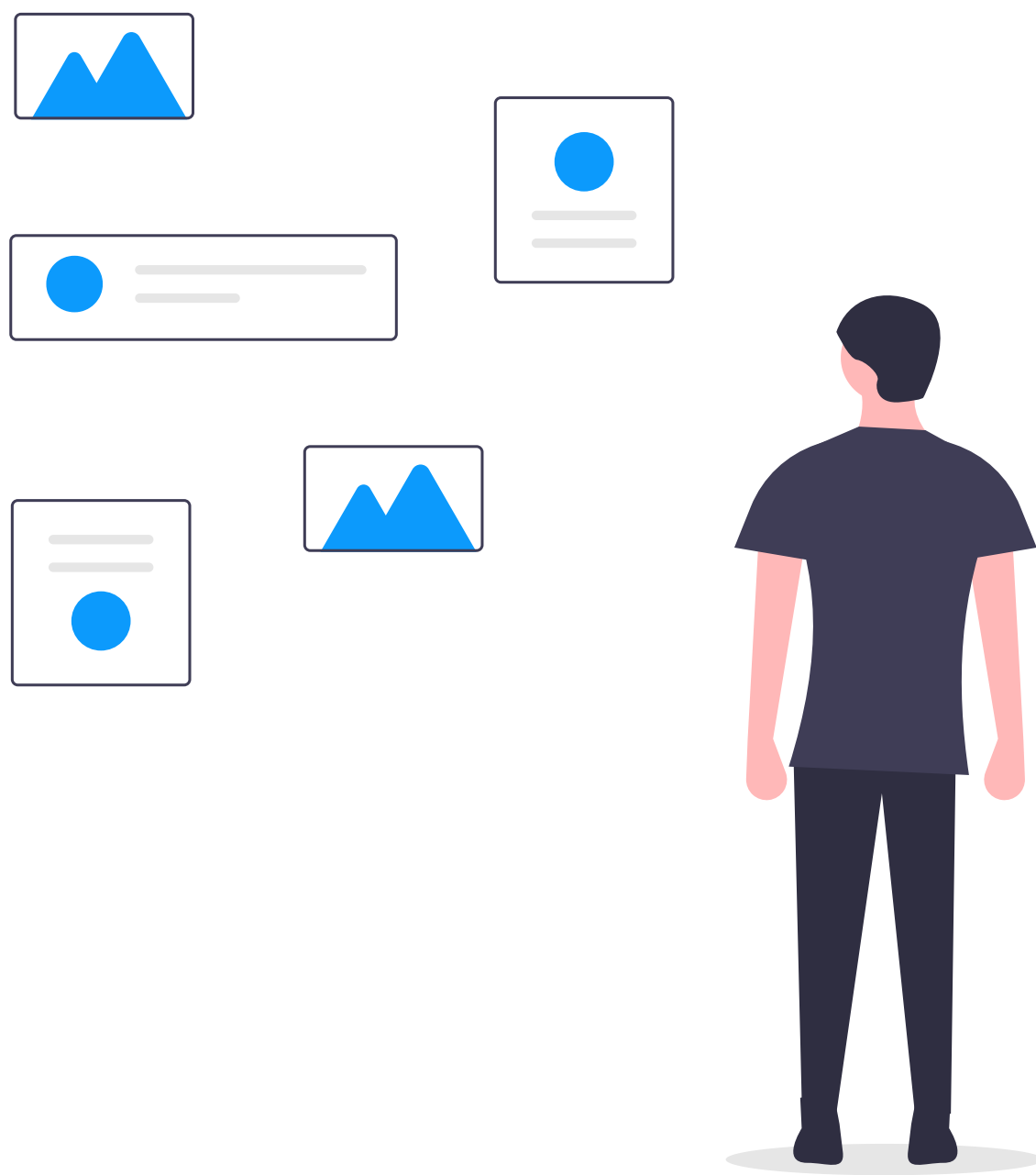
TicketID	Subject	Description	Status
Priority	Agent	Agent Email	Due By
Created At	Updated At	Latest Public Comment	Latest Private Comment
Ticket Tag	Ticket URL	Ticket Source	Ticket Type
Last Comment Date	Last Comment Type *	Last Responded By *	Last Action *
Group	Connector Provider ID *	Connector Provider Name *	

*Custom Definition

- Last Comment Type : Public and Private note.
- Last Responded By : AGENT_RESPONSE, CUSTOMER_RESPONSE, SLA, NEW.
- Last Action : Update or Create.
- Connector Provider ID : Unique ID for connector in Leadsquared platform.
- Connector Provider Name : Provider name of ticketing system, Zendesk.

Additional Leadsquared Fields Mappings:

- Owner**(Activity Owner): This is assigned based on email match of Zendesk Agents and LeadSquared Users, if the agent doesn’t exist in LeadSquared, “system” is assigned as the activities owner.
- Note:** This field in LeadSquared is mapped to “Subject” field of Zendesk.



Note: Sales users will be able to see all the Support tickets of the leads which are assigned or shared to them.

Sales Managers will be able to see all the tickets for all the Leads. The leads are shared with Sales user automatically based on Zendesk agent assignment.

Accessing Zendesk Tickets

Manage your Zendesk tickets through our regimented Smart Views

1. Create Tickets On Smart Views

Navigate to Leads > Smart Views > Click on any Leads Action > Custom Actions > Create Ticket.

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

My Contacts10,493Details

Open Tickets55

Today's Open Tickets55

Closed Tickets6

High Priority Tickets19

Last Updated : Just now | Refresh

Search LeadsAny StageAny SourceAny OwnerLast ActivityAll Time

Lead Name	Phone Number	Lead Score	Lead Stage	Owner	Modified On	Actions
Mrinal Deep	+91-9980183621	12	Prospect	System	12/02/21 08:33 AM	
manas galipalli	+91-9844582144	56	Prospect	System	12/02/21 08:33 AM	
Karen	+91-9889898909	16	Prospect	System	12/02/21 08:33 AM	
Vinay B T	+91-8892045956	32	Prospect	Vinay B T	12/02/21 08:33 AM	
Sumana R P	+91-8892045372	8	Prospect	System	12/02/21 08:33 AM	
Suraj	+91-9808989089	4	Prospect	System	12/02/21 08:33 AM	
Anil	+91-8989876908	32	Prospect	Anil	12/01/21 02:55 AM	

Create TicketWhatsApp

EditEdit+New Sales ActivityAdd TaskAdd ActivityAdd OpportunitySend EmailCustom ActionsMessagingChange OwnerChange Stage

After clicking on Create Ticket, you will be redirected to the Create Ticket form where you can mention the ticket details and create a ticket. Once you create the ticket then it will be automatically synced in Zendesk as well.

Create Ticket

Emailmrinal.deep98@gmail.com

Phone

Mobile

Subject*Lead status is not getting updated.

Description*When a lead is moved from one stage to another the status of the lead does not get updated.

Status*Open

Type*Question

Priority*Low

Group*Support

Assignee*MG Manas Galipalli

Products

Multiline Field

Create Ticket



2. Manage Tickets Through Smart Views

Sales or Support team would be able to see all the tickets in Smart View. They can update the tickets by clicking on **Actions > Custom Actions > Update Ticket**.

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

Open Tickets57Details

Today's Open Tickets57

Resolved Tickets6

High Priority Tickets18

Closed Tickets6

Last Updated : Just now Refresh

Actions

Search Activities

Any Stage

Any Status

Any Owner

Activity Date

All Time

	Lead Name	Phone Number	ticketID	Priority	Agent Name	Status	Actions
<input type="checkbox"/>	Manas	+91-9900991299	262	low	Manas Galipalli	open	<div>Update TicketView Details</div>
<input type="checkbox"/>	Sumana R P	+91-8892045372	261	medium	Manas Galipalli		<div>Update TicketView Details</div>
<input type="checkbox"/>	Vinay B T	+91-8892045956	259	urgent	Manas Galipalli		<div>Update TicketView Details</div>
<input type="checkbox"/>	Karen	+91-9889898909	258	low	Manas Galipalli	open	<div>Update TicketView Details</div>

Once User clicks on Update ticket, User can update the ticket in LeadSquared itself and it will automatically get synced in Zendesk as well.

Update Ticket

(TICKET ID: 182)

Emailvinay@lsqm.in

Phone98 9898 9898

Mobile91 2345 5678

SubjectScreen's not updating

DescriptionHi, my screen is frozen. Needs to be fixed ASAP.

StatusPending

TypeIncident

PriorityUrgent

GroupSupport

AssigneeHS Harshit Shrivastava

DateField15/12/2021

Update Ticket



3. Access Tickets From Lead Section

Navigate to **Leads > Manage Leads > Select a Lead > Support Tickets tab**. You will be able to see all the ticket(s) in the Support Tickets sections

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Manage Leads

Search Leads

Advanced Search

Tags

Actions

Collapse Panel

Lead Stage

Lead Sour...

Owner

Date Range

Last Activity

All Time

Lead Name	Lead Score	Lead Stage	Owner	Modified On	Actions
<input type="checkbox"/> ☆ Vinay B T	32	Prospect	Vinay B T	12/02/21 09:48 PM	
<input type="checkbox"/> ☆ Shirish	4	Prospect	System	12/02/21 09:47 PM	
<input type="checkbox"/> ☆ Manas galipalli	56	Prospect	System	12/02/21 09:47 PM	
<input type="checkbox"/> ☆ Will Smith	4	Prospect	System	12/02/21 09:47 PM	
<input type="checkbox"/> ☆ Anil	24	Prospect	System	12/02/21 09:47 PM	
<input type="checkbox"/> ☆ Ruchir	4	Prospect	System	12/02/21 09:46 PM	
<input type="checkbox"/> ☆ Sachin	12	Prospect	System	12/02/21 07:41 PM	
<input type="checkbox"/> ☆ Mrinal Deep	16	Prospect	System	12/02/21 07:10 PM	
<input type="checkbox"/> ☆ Manas	4	Prospect	System	12/02/21 02:45 PM	

Quick Add Lead

Add New Lead

Add New Lead

Import Leads

Import Lead Tags

Quick Filters

Starred Leads

Engaged Leads

Leads who visited website in the last 7 days

Leads with activity in last 7 days

New Leads in last 7 days

After clicking on a particular lead, you will be redirected to the Lead details page and there you can find the **Support Tickets** tab as shown below

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Lead Details

Back

Vinay

Prospect

vinay@lsqm.in

8

0

--

Lead Score

Disengaged

Lead Quality

Lead Properties

OwnerSystem

Lead Source

Lead Age0 Days

Tags

No tags associated with lead

Add a tag

Activity

Note

Opportunity

Task

Send Email

Lead Actions

Activity History

Support Tickets

Lead Details

Opportunities

Tasks

Status

All

Priority

All

Owner

All

Date Filter

Last 7 Days

Search by Subject and TicketID

Sort By : createdAt

1-2 of 2

SC

Pending

Screen's not updating #TKT182

Hi, my screen is frozen. Need...

Created On : 15 Dec | 01:44 PM

Urgent

harshit.shrivastava@leadsqu...

Comments

AP

Pending

App not working #TKT181

Hi, my app stopped working. ...

Created On : 15 Dec | 01:43 PM

Normal

harshit.shrivastava@leadsqu...

Comments

Filter Tickets by

1. Ticket Status
2. Ticket Priority
3. Ticket Owner
4. Date

(All the above attributes can be changed according to the need)

Ticket listing

Ticket Overview

An overview of a ticket can be found by looking at the attribute associated with a ticket.

The screenshot shows the 'Support Tickets' tab in the LeadSquared interface. A callout box highlights a specific ticket with the following attributes:

- Ticket Status:** Pending
- Ticket Name:** A new test for responded by #TKT366
- Ticket Description:** Description of the ticket
- Ticket creation date:** Created On : 09 Dec | 12:09 PM
- Ticket Priority:** Low
- Assignee:** manas.galipalli@leadsquared.c
- Comments:** View the replies/comments from the customer. (Includes a 'Comments' link and a 'Customer Responded' indicator)

Ticket Detailed View

1. From the tickets listing page in lead Support Tickets tab, you should click on the **Comment** to view more details for that ticket

The screenshot shows the 'Ticket Detailed View' for a ticket with the subject 'Screen's not updating'. It displays two comments:

- Manas Galipalli:** Reported via email . an hour ago (15-Dec-2021 | 4:47 PM). Notified To : vinay@lsqm.in. Message: 'Hi, PFA the mentioned screen. It's working fine now.' Includes an attachment 'Updated_Error Scr...'.
- Unknown User:** Reported via email . 4 hours ago (15-Dec-2021 | 1:44 PM). Notified To : vinay@lsqm.in. Message: 'Hi, my screen is frozen. Needs to be fixed ASAP.'

A callout points to the 'Unknown User' comment, stating: 'View of your Customer's response.'

Ticket Detailed View

2. Ticket details can also be seen through Smart View, navigate to **Lead > Smart Views > Actions > Custom Actions > View Details**.

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

Open Tickets63Details

Today's Open Tickets57

Resolved Tickets6

High Priority Tickets19

Closed Tickets6

Last Updated : Just now | Refresh

Search ActivitiesAny StageAny StatusAny OwnerActivity DateAll Time

	Lead Name	Phone Number	ticketID	Priority	Agent Name	Activity Modified On	Status	Actions
<input type="checkbox"/>	Vinay B T	+91-8892045956	256	medium	Manas Galipalli	12/02/21 11:33 PM	open	<div>Update TicketView DetailsEditCustom Actions</div>
<input type="checkbox"/>	Vinay B T	+91-8892045956	253	low	Manas Galipalli	12/02/21 11:16		
<input type="checkbox"/>	Mrinal Deep	+91-9980183621	272	low	Manas Galipalli	12/02/21 10:09		
<input type="checkbox"/>	Mrinal Deep	+91-9980183621	271	low	Manas Galipalli	12/02/21 09:59 PM	open	
<input type="checkbox"/>	Anil	+91-9889898909	270	low	Harshit Shrivastava	12/02/21 07:50 PM	open	

The Ticket’s details will be opened in a pop-up when navigated from **Lead > Smart views**.

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

My Contacts

Last Updated : Less than a minute

Search Activities

Lead Name

Vinay

Vinay

New N

Alisa Martin

Mrinal

Vinay T

Himani

Show251 - 7 of 7

View Details

(2 Comments)

Status : Pending Priority : Urgent Edit Ticket

Sort By : Newest First Customer Responded Reply from LeadSquared

Reply Note Refresh

SUBJECT: Screen's not updating

Manas Galipalli

Reported via email . 2 hours ago (15-Dec-2021 | 4:47 PM)

Notified To : vinay@lsqm.in

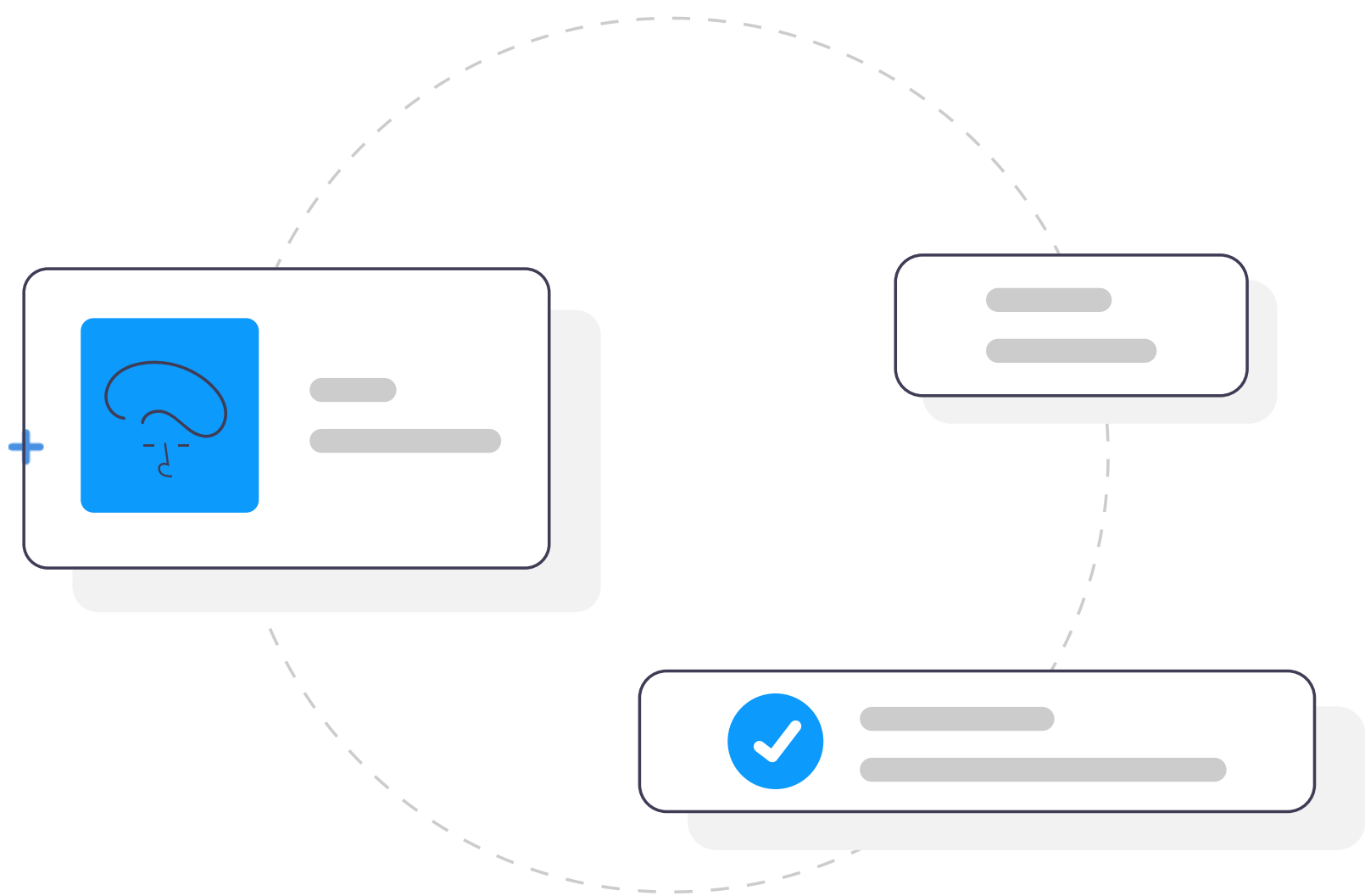
Hi, PFA the mentioned screen. It's working fine now.

Updated_Error Scr...

Unknown User

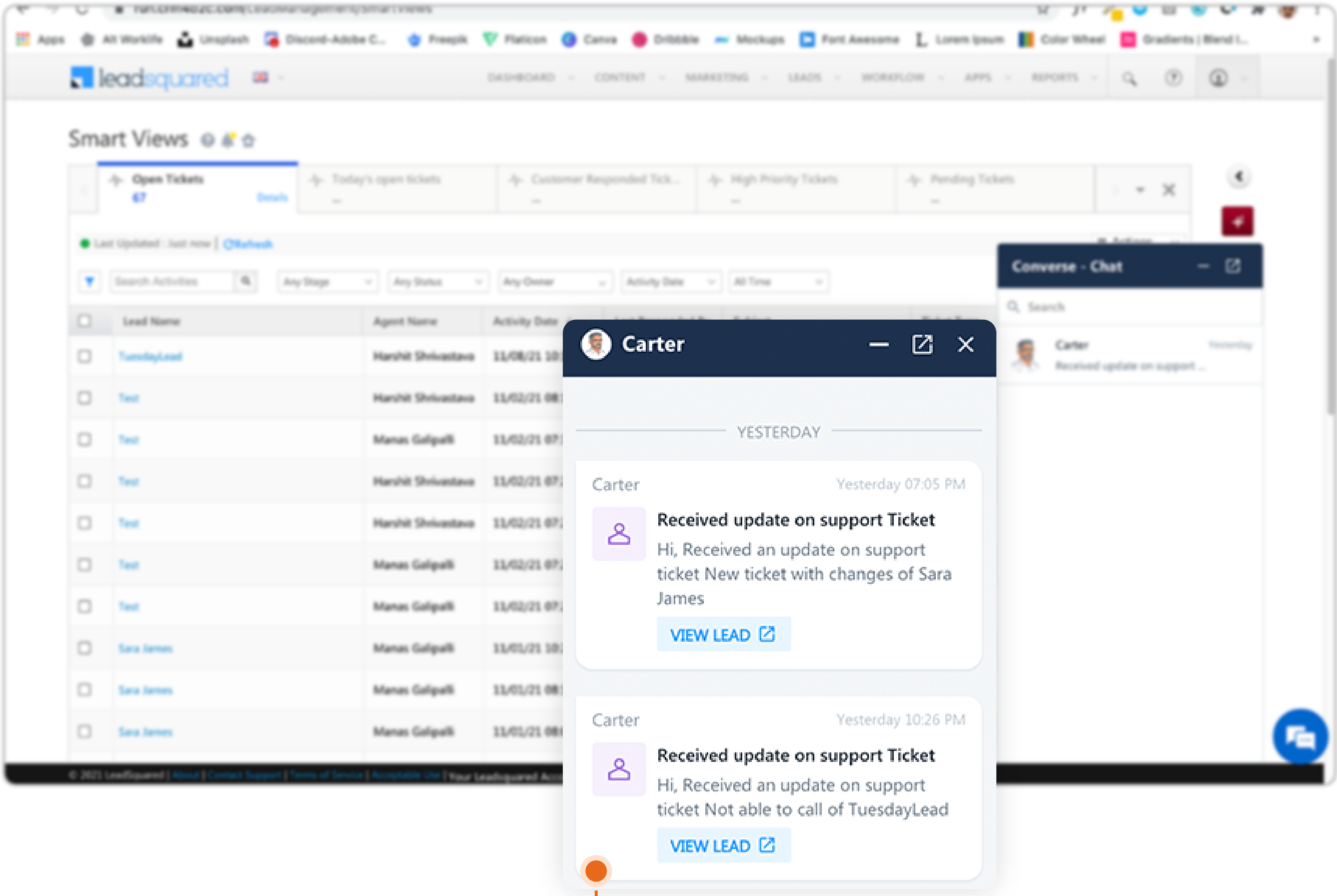
Reported via email . 5 hours ago (15-Dec-2021 | 1:44 PM)

Notified To : vinay@lsqm.in

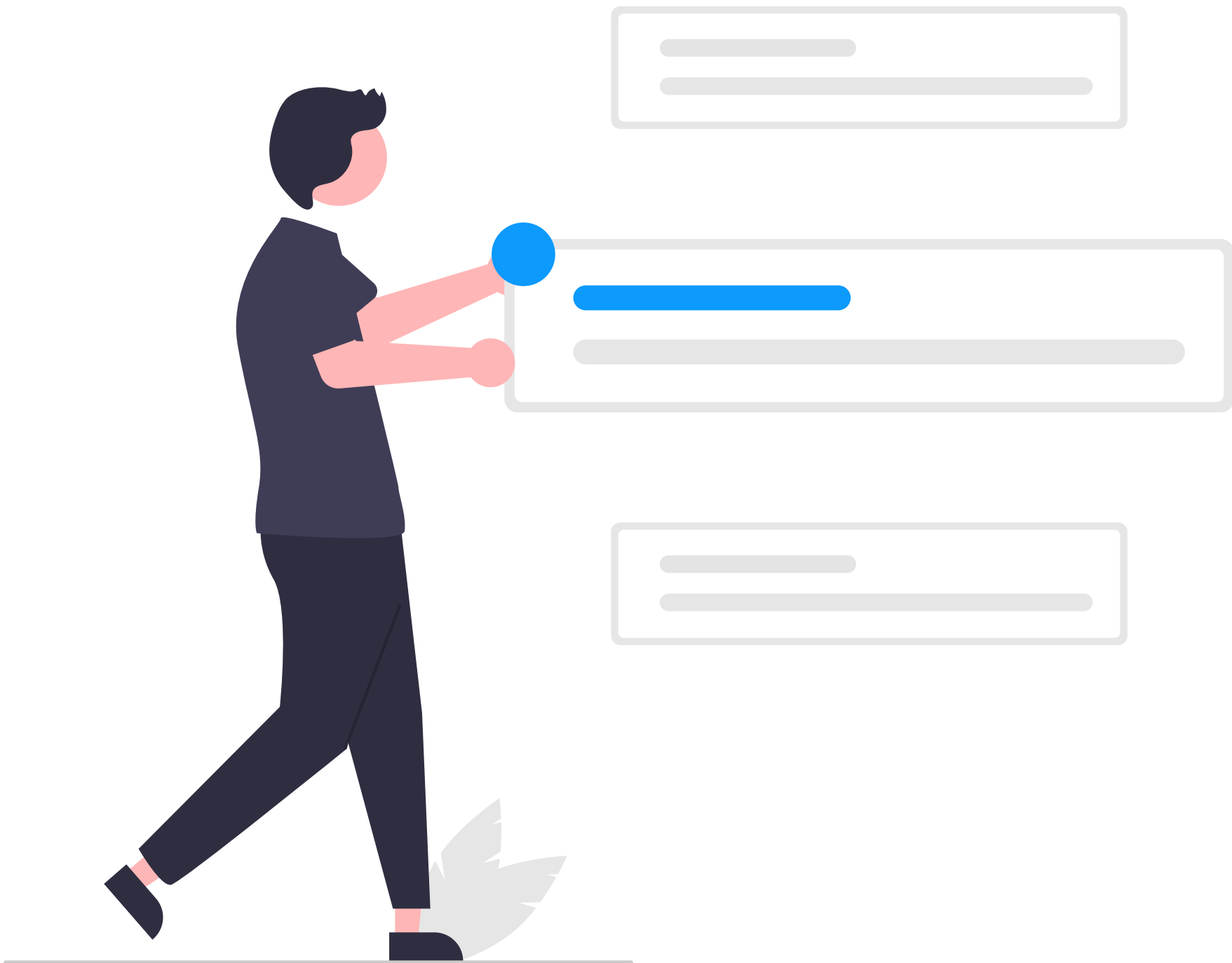


4. Support Tickets updates on Converse

Configuring Converse chat will allow the user to get **Notifications(nudges)** on **Carter** whenever a Support ticket is created or updated.



Notifications:
Carter showing updates on the ticket



5. Responding to ticket

Navigate to **Leads > Manage Leads > Select a Lead > Support Tickets tab**. You will be able to see all the ticket(s) in the Support Tickets sections.

5.1 Reply

- 1. Reply will allow to respond to the customer **through email**.
- 2. You can also attach file(s) while replying to the quote or while adding the note.
(The only requisite is that the attachments should be less than 6 MB)

ActivityNoteOpportunityTaskSend EmailLead Actions

Activity HistorySupport TicketsLead DetailsOpportunitiesTasks

(1 Comments)Status : NewPriority : LowEdit Ticket

Sort By : Newest FirstCustomer RespondedReply from LeadSquaredReplyNoteRefresh

SUBJECT : last responded by testing

REPLYCcBcc

From : Select...

B Normal T FontListBulletedListNumberedListLinkImageGIFVideoAudioSend

ASend

5.2 Add a Note

Upon clicking the “**Add a Note**” button the user will be able to add a note with respect to tickets, this would be visible to the agents only.

ActivityNoteOpportunityTaskSend EmailLead Actions

Activity HistorySupport TicketsLead DetailsOpportunitiesTasks

(1 Comments)Status : NewPriority : LowEdit Ticket

Sort By : Newest FirstCustomer RespondedReply from LeadSquaredReplyNoteRefresh

SUBJECT : last responded by testing

NOTE

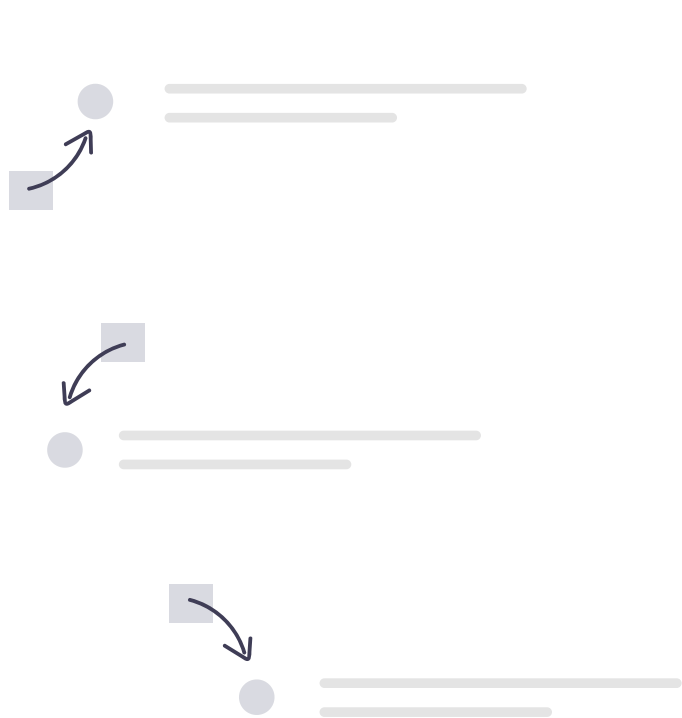
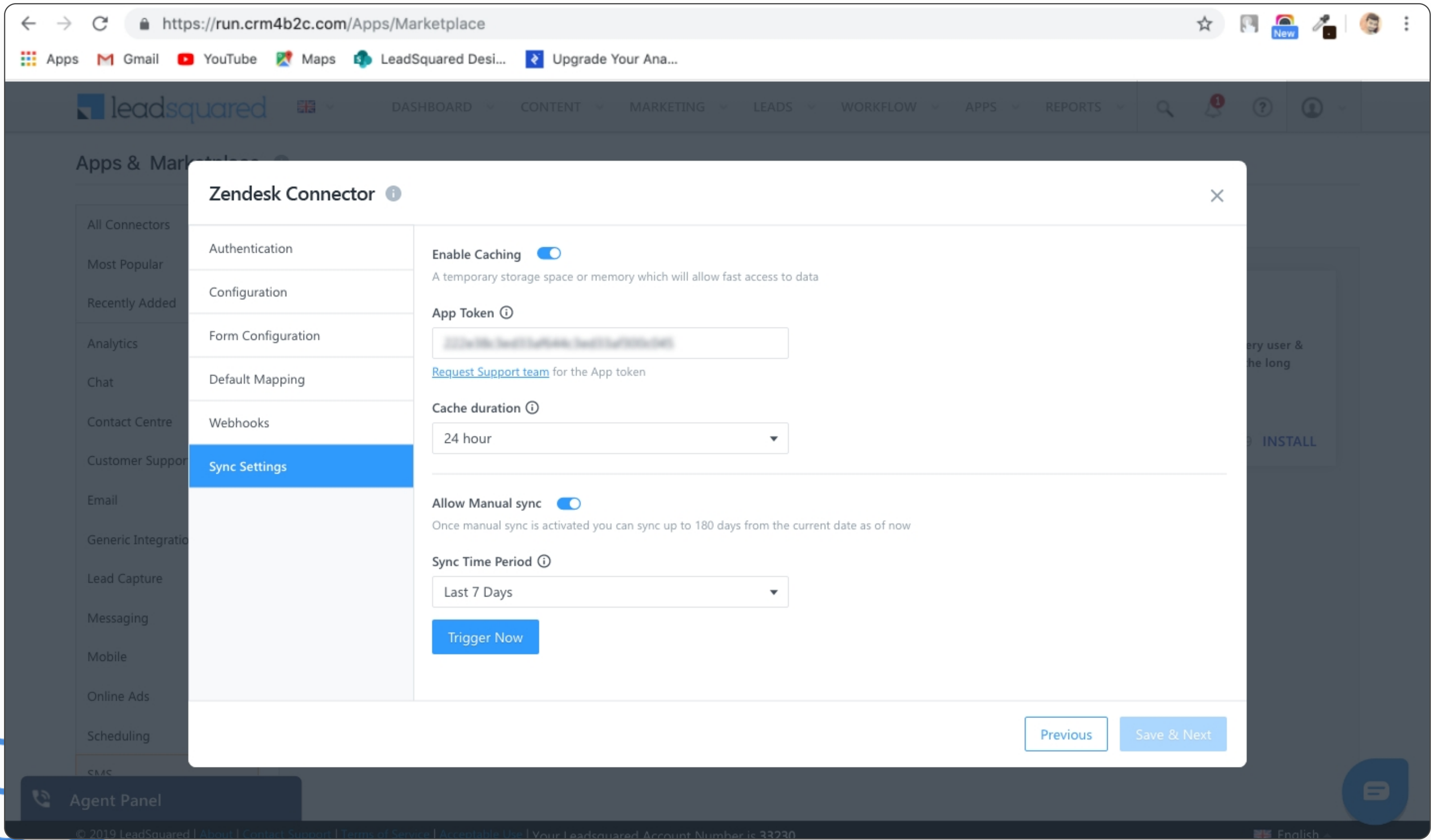
B Normal T FontListBulletedListNumberedListLinkImageGIFVideoAudioSend

Click Here or Drag & Drop files here. (Attach files < 6MB)

ASend

⚙️ Cache Utilisation

Allows to utilise cache and improves the performance by leveraging the App token. To enable cache navigate to **connector configuration screen > Sync Settings**. Enable Caching and enter valid Token (**reach out to support@leadsquared.com**) to get the Cache Token and enter duration off caching.



Merge Tickets

Multiple secondary tickets can be merged into a single primary ticket. Select the tickets which you want to merge from Manage Activities or Smart views then click on **Smart Views > Grid Actions > Custom Actions > Merge Ticket**.

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

Open Tickets303Details

Today's Open Tickets...

Closed Tickets...

High Priority Tickets...

Resolved Tickets...

Last Updated : Less than a minute agoRefresh

Search Activities

Any Stage

Any Status

Any Owner

Activity Date

All Time

	Lead Name	ticketID	Ticket Status	Priority	Agent Name	
<input type="checkbox"/>	Saurabh	937	open	low		
<input checked="" type="checkbox"/>	Vinay	426	open	low	Harshith S	
<input checked="" type="checkbox"/>	manas galipalli	403	open	medium	Manas Galipalli	
<input checked="" type="checkbox"/>	Saurabh	928	open	medium	Harshith S	
<input type="checkbox"/>	rajat.sorot@pragmaapps.com	927	open	low	Manas Galipalli	
<input type="checkbox"/>	Saurabh	922	open	low	Manas Galipalli	
<input type="checkbox"/>	Piyush	921	open	low	Manas Galipalli	
<input type="checkbox"/>	Saurabh	908	open	low	Manas Galipalli	
<input type="checkbox"/>	nagashree.hn@leadsquared.com	919	open	low	Manas Galipalli	
<input type="checkbox"/>	only mobile	920	open	low	Manas G	

Actions

Merge Ticket

Bulk Ticket Update

Bulk Update

Export Activities

Select Columns

Reset all Filters

Custom Actions

Converse - Chat

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Search to add ticket(s) with Ticket ID or Email ID. Once you have added or removed ticket for merge click on “Continue”

Merge Ticket

Search ByTicket ID932

test2 #932
testing desc · Created On : 30 Mar | 09:10 AM

Open

Primary

zendesk change contact #426

Testing 123456 · Created On : 15 Dec | 06:12 AM

harshit.shrivastava@leadsquar...

Open

Medium

TEsting on account #403

TEsting on account · Created On : 10 Dec | 06:46 PM

manas.galipalli@leadsquared.c...

Continue



en

en



ce the

Bulk Ticket Update

This allows to update fields of multiple tickets through Bulk update. To configure Bulk ticket goto **Form Configuration** in the connector’s setting.

Configure Zendesk Connector

Authentication

Configuration

Form Configuration

Default Mapping

Webhooks

Sync Settings

Create Ticket

Update Ticket

DEFAULT FIELDS

Ticket ID

Requester

CONFIGURABLE FIELDS

Select the fields which should be present while creating a ticket

Label	Key	Hide/Visible	Editable?	Required?	Bulk Update
Subject	subject	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Type	ticket_type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Source	source	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Previous

Save & Next

Select tickets from Manage Activities or Smart views and click on **Grid Action > Custom Actions > Bulk Ticket Update**

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

Open Tickets302

Today's Open Tickets

Closed Tickets

High Priority Tickets

Resolved Tickets

Last Updated : Less than a minute ago | Refresh

Search Activities

Any Stage

Any Status

Any Owner

Activity Date

All Time

	Lead Name	ticketID	Ticket Status	Priority	Agent Name
<input type="checkbox"/>	Saurabh	937	open	low	
<input checked="" type="checkbox"/>	Vinay	426	open	low	Harshith S
<input checked="" type="checkbox"/>	Saurabh	928	open	medium	Harshith S
<input checked="" type="checkbox"/>	rajat.sorot@pragmaapps.com	927	open	low	Manas Galipalli
<input type="checkbox"/>	Saurabh	922	open	low	Manas Galipalli
<input type="checkbox"/>	Piyush	921	open	low	Manas Galipalli
<input type="checkbox"/>	Saurabh	908	open	low	Manas Galipalli
<input type="checkbox"/>	nagashree.hn@leadsquared.com	919	open	low	Manas Galipalli
<input type="checkbox"/>	only mobile	920	open	low	Manas Galipalli
<input type="checkbox"/>	Nagashree N	919	open	low	Manas G

Actions

Bulk Update

Export Activities

Select Columns

Reset all Filters

Custom Actions


Merge Ticket

Bulk Ticket Update

Converse - Chat



A 20x6 grid of blue dots. There are 20 rows and 6 columns of dots, totaling 120 dots. The dots are arranged in a regular grid pattern.



After filling

After filling a

After filling a

After filling a

Support Ticket Logs

The Bulk Ticket Update activity can be traced from Support Ticket Logs, to open the tickets logs/report click on Apps > Support Ticket Log

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Smart Views

Open Tickets301

Today's Open Tickets

Closed Tickets

High Priority Tickets

Resolved Tickets

Last Updated : Less than a minute ago | Refresh

Search Activities

Any Stage

Any Status

Any Owner

Activity Date

All Time

	Lead Name	ticketID	Ticket Status	Priority	Age	Actions
<input type="checkbox"/>	Saurabh	937	open	low		
<input type="checkbox"/>	Saurabh	928	open	medium	Har	
<input type="checkbox"/>	rajat.sorot@pragmaapps.com	927	open	low	Ma	
<input type="checkbox"/>	Saurabh	922	open	low	Ma	
<input type="checkbox"/>	Piyush	921	open	low	Ma	
<input type="checkbox"/>	Saurabh	908	open	low	Ma	
<input type="checkbox"/>	nagashree.hn@leadsquared.com	919	open	low	Ma	
<input type="checkbox"/>	only mobile	920	open	low	Ma	
<input type="checkbox"/>	Nagashree N	919	open	low	Ma	
<input type="checkbox"/>	Saurabh	918	open	low	Ma	

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Manage Lapps

Apps Marketplace

Google/Outlook Calendar

Facebook/Instagram Lead Ads

Configure Textlocal App

Manage Template-Textlocal App

Configure Gupshup All

Manage Template-Gupshup All

Universal SMS App

Support Ticket Logs

Adwords Lead Form Report

WhatsApp Templates

WhatsApp Reports

Facebook Retargeting

Con

Converse - Chat

Logs and Reports Screen

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DASHBOARDCONTENTMARKETINGLEADSWORKFLOWAPPSREPORTS

Support Ticket Logs

Timezone : Mumbai, Kolkata, Delhi (GMT +5:30)

TodayYesterdayLast 7 daysCustom Date

Bulk Tickets Update

Status, detailed activity and others

AllErrorFailurePartialSuccess

Request ID	Request By	Created On	Updated On	Status	Action
49d19dfc-5f8c-4b24-94c5-d963ff3c...	vinay_33486@lsqm.in	30-Mar-2022 12:42 PM	30-Mar-2022 12:42 PM	SUCCESS	
3d55f469-b082-45bb-ac98-f3e9755...	vinay_33486@lsqm.in	30-Mar-2022 01:38 PM	30-Mar-2022 01:38 PM	SUCCESS	
35ba23d4-1387-43a2-8554-e38879...	vinay_33486@lsqm.in	30-Mar-2022 01:57 PM	30-Mar-2022 01:57 PM	SUCCESS	
62602058-e2be-4628-9be5-69de37...	vinay_33486@lsqm.in	30-Mar-2022 02:00 PM	30-Mar-2022 02:00 PM	PARTIAL	
6c601b28-d4ef-4831-b84a-b2da0e6...	vinay_33486@lsqm.in	31-Mar-2022 02:01 PM	31-Mar-2022 02:01 PM	SUCCESS	
b5605103-f2ab-4f47-9b42-111a5e78...	tanay33846@mailinator...	01-Apr-2022 01:04 AM	01-Apr-2022 01:04 AM	PARTIAL	

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Converse - Chat

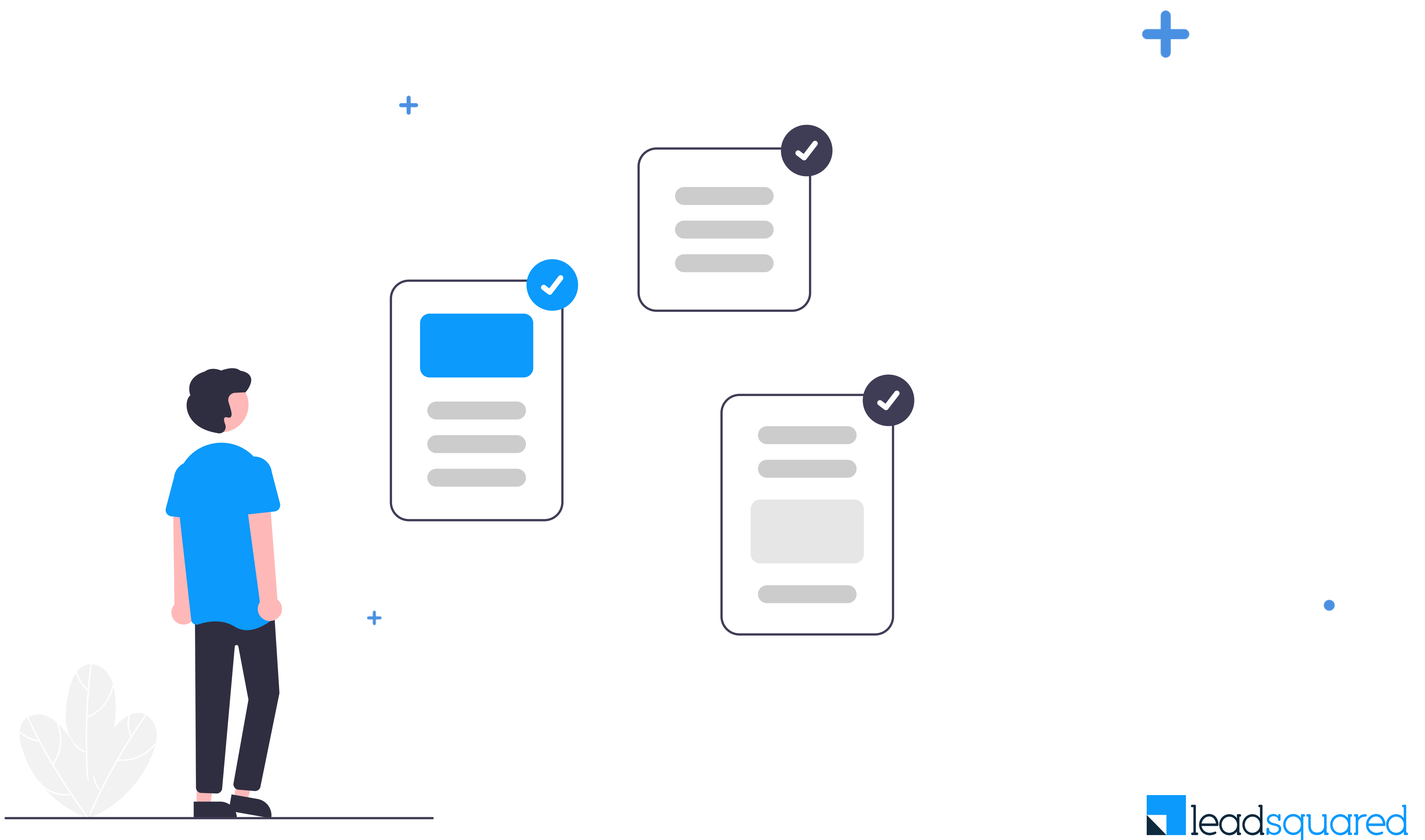
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English



Prerequisites

- 1 Email ID, Phone number and Mobile Number should be the unique key in the LeadSquared account.
- 2 Lead share via API should be enabled in the LeadSquared account.
- 3 For any Zendesk custom ticket field, we can sync only within 200 characters in the LeadSquared platform.
- 4 Zendesk connector is only supported in new LeadSquared Accounts that have more than 30 activity fields
- 5 To enable caching in the Sync settings in the Connector configuration page, contact support@leadsquared.com to obtain a Cache App token; This setting will utilize cache and improve performance.



Frequently Asked Questions

How can I install Zendesk connector?

Visit LeadSquared marketplace and search for “Zendesk” connector, install by clicking on the install button. After installation you can configure the connector.

How do I allow my users to respond to a ticket from LeadSquared?

On the Leads detail page, your user will be able to select “**Support Tickets**” custom tab where they would be able to access list of all the tickets against a selected lead and would be able to look at the conversations and respond to them from the same screen. Navigate to **Leads > Manage Leads > Select a Lead > Support Tickets > Select a Ticket > Reply**.

How do I reassign a ticket to other user?

You can only reassign ticket(s) to a user who is also a Zendesk agent. To reassign, select a user in the ticket conversation screen and click update button.

Navigate to **Leads > Manage Leads > Select a Lead > Support Tickets > Select a Ticket > Conversation Screen**.

How many days of historical tickets can be synced?

Maximum 15 days of historical tickets can be synced via connector. For more than 15 days please contact support@leadsquared.com for manual sync. To trigger ticket sync please navigate to **Zendesk Configuration Screen > Sync Settings > Enable “Allow Manual sync”** and select preferred **Sync Time** period and click on **Trigger Now**.

Is this a paid connector?

This is a paid connector. Please contact sales@leadsquared.com to get a quote.

“Customer support is the only pure route to what’s going on with the customer.”



For a detailed documentation about the product, please visit : <https://help.leadsquared.com/zendesk-connector/>

Need help? Get in touch with LeadSquared’s support. Mail us at support@leadsquared.com