

ZenDesk:


[Zendesk](#) is the leading cloud-based customer service software solution trusted by over 40,000 organizations worldwide. Zendesk seamlessly integrates all of your support channels including email, web, chat, and social media.

Zendesk widget for Agile CRM lets you pull your customer tickets and displays them in Agile. You can manage your support tickets within Agile CRM and solve customer issues using the widget.

1. Locate the Widget


Go to the Preferences page and locate the Zendesk integration under the Widgets tab and click +Add button. You can find the FreshBooks widget under Support in the widgets tab.

Customer Support view tickets and chats



Convert chat sessions with potential customers into contacts in Agile along with the conversation.

[Delete](#) [Settings](#)




Zendesk streamlines communication within a ticket that has organized workflow towards resolution of the...

[+ Add](#)

2. Link your Zendesk Account

Fill in your Zendesk account's domain address, Username and Password and click 'Save' button to link your Zendesk account with Agile.

Personal Settings Email Email Templates Notifications **Widgets**





View and respond to support tickets from contact using your Zendesk account.

Enter your Zendesk details

3. Solve Tickets

You can find all the tickets for a customer in the contact details page of the contact. You can create new tickets, manage tickets and also check history of all the tickets related to a customer through the Zendesk widget.


 **Zendesk**

 **Sheldon Cooper**
en-US

[+ New Ticket](#)

Tickets

Zendesk error ticket	2 months ago	pending
Train setup on homepage	2 months ago	open
Social media integration error	2 months ago	open
Ticket #42. Answer to everything.	2 months ago	open
Zendesk installation error	2 months ago	open

 **Zendesk**

View and respond to support tickets from contact using your Zendesk account.

Enter your Zendesk details

[Retrieve Tickets](#)

+ Add Ticket ✕

Add ticket in Zendesk

Subject: *

Message: *

[Send](#)

4. Agile CRM Widget for Zendesk

Have all the information on your contacts at your finger tips. Display the contact details, photo, tags, and notes, all shown in the Agile Widget for Zendesk.

The screenshot displays a Zendesk ticket interface. At the top, a header reads "Adding tasks to my sales reps" with a timestamp of "26 minutes ago" and the sender "matt <matt@hitssports.com>". Below this, a public reply is shown from a user with a profile picture, containing the text "Yes Matt. Absolutely." and a detailed explanation: "In the Campaign designer you can use the Add Task option to add a task to a CRM user automatically. You can use the Condition option to check for lead score before adding the task." A "Public reply" button and an "Internal note" button are visible above the reply. An "Attach file" link is located at the bottom right of the reply box. Below the reply, a "Show all events" link is present. The main body of the ticket shows a message from "Matt Daemon" (26 minutes ago) asking: "Is there a way to automatically add tasks to my sales rep so that they can call all my hot leads?". On the right side, an "Agile CRM" widget is embedded. It features a profile card for "Matt Daemon", Sales Manager, with a phone number "+1800 234 712". Below the profile card, there are several tags: "Beta Signup", "Signup", "Social", "Widgets", "Email", "Campaigns", "Paid", "SaaS", and "Campaigns-popup". The widget also includes a "Notes" section with two entries: one from "Scott" dated "Mar 16, 2014" regarding help on SIP, and another from "Harris" dated "Mar 14, 2014" asking for references.

Related to:

- Agile CRM Blog : [Zendesk Integration now in Agile CRM](#)
- [Agile CRM : ClickDesk Integration](#)
- [Agile CRM : Zendesk Integration](#)