ClickDesk CRM - Agile CRM

ClickDesk is an awesome combo of Live-Chat, VoIP & Video, Social Toolbar, Email Help Desk & Web Conferencing - everything that you need to convert your web visitors while keeping them happy.

Agile CRM integrates with ClickDesk to address all your customer tickets right from the CRM. You can collaborate with your team and solve customer tickets with ease.

Here's a detailed setup description of Agile's ClickDesk integration:

1. Locate the widget
Add the widget from ‘+ Manage Widgets’ button on any contact page, or go to Preferences page ---> Widgets and locate the ClickDesk widget under the Customer Support section. Click on the ‘+Add’ button to integrate ClickDesk with Agile.

2. Link your ClickDesk account
Upon clicking the ‘+Add’ button on the widget, a new window opens up. Enter your ClickDesk User Name (Account owner email) and ‘API key’ in the fields shown in the image. (For API key, login to your ClickDesk account & go to Admin Settings ---> ClickDesk API key.) Copy the API key and paste it in the ‘API key’ field shown. Save the details and you are done with the ClickDesk integration.
3. **Answer Live Chats and solve customers tickets**

Open any contact's page in Agile CRM to find all the chats and tickets related to him, in a handy widget on the right side. You can create new tickets, manage tickets and also check history of all the tickets related to a contact through the ClickDesk widget. Agile is now the new generation ClickDesk CRM.
Related Links:

ClickDesk Integration - Agile CRM
Zendesk Integration - Agile CRM (blog)
HelpScout Integration - Agile CRM