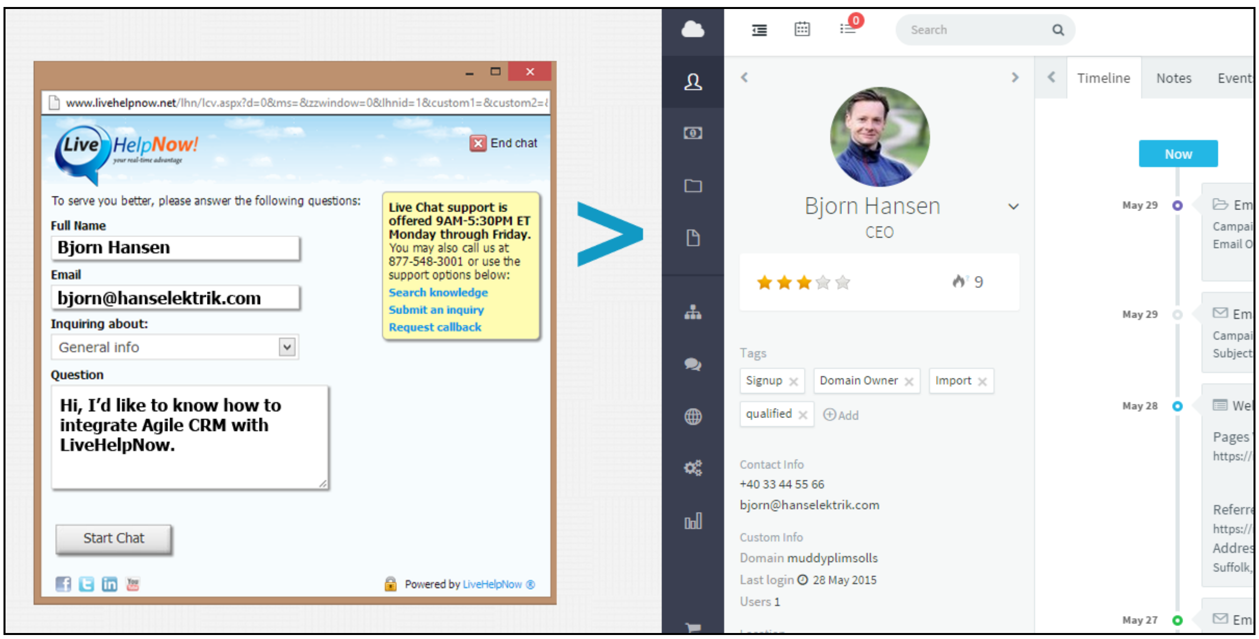
Setup LiveHelpNow to work with Agile CRM

Agile CRM can be easily integrated with many applications/service providers that collect customer information. This customer information can be pushed into Agile's contact database as a new contact. This allows efficient gathering of leads and setting up campaign-ready contacts for further communication, relationship building or marketing.

LiveHelpNow is a live support software that bundles live chat, email ticketing, calling and a knowledge base into a system that can be added to any website. New customers looking for support or assistance can easily find someone to talk to.

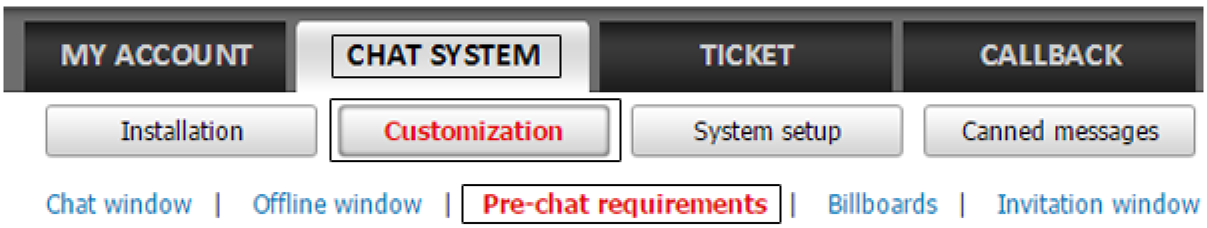


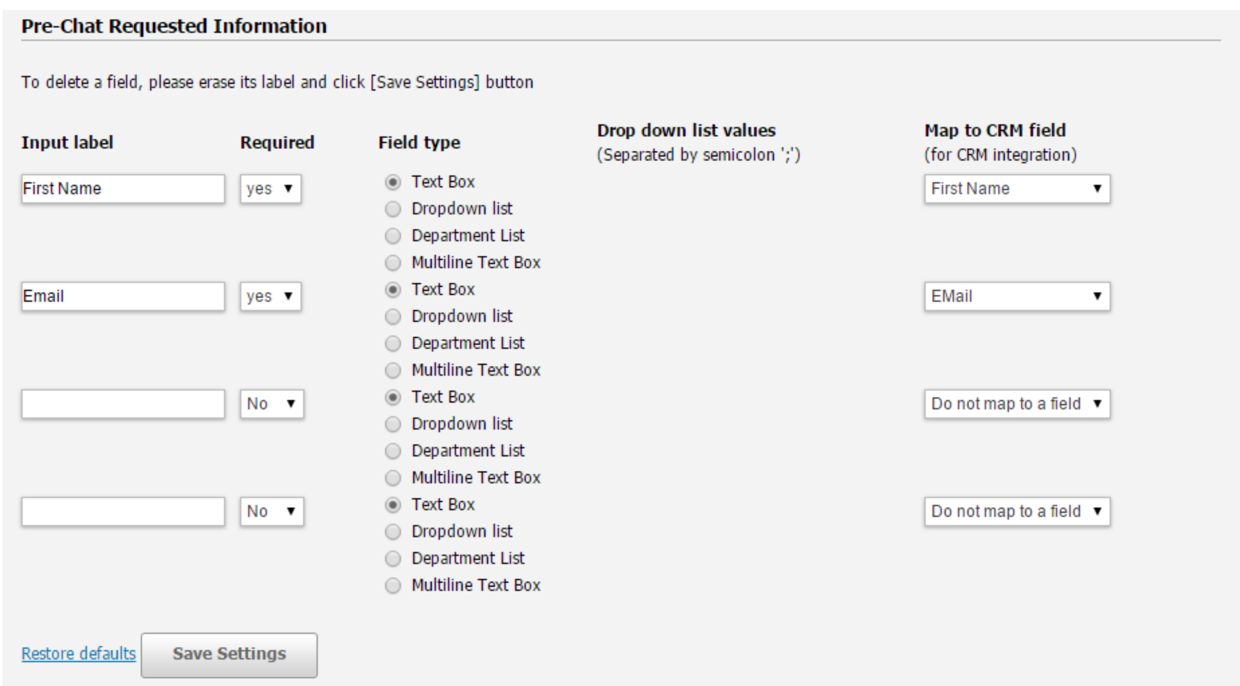
When LiveHelpNow is integrated with Agile CRM, any new visitors taking support with LiveHelpNow are pushed to Agile CRM as new contacts. This makes lead collection much easier and allows your business to focus purely on the next steps of communications with new contacts.

This guide is an easy step-by-step guide on how to integrate Agile CRM with LiveHelpNow.

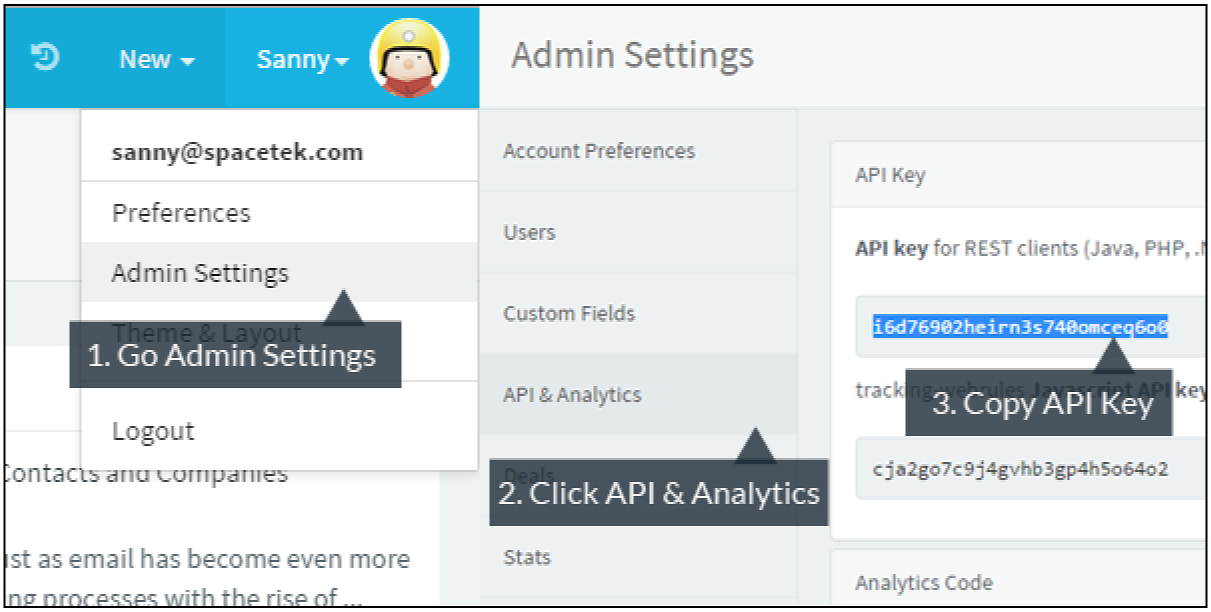
Step 1: Pre-Chat Information Settings are details that are collected before a visitor begins a support request. The Pre-Chat Requested Information Settings is located at *Admin->Chat System->Customization->Pre-Chat requirements.*

Choose the details you would need to collect from a visitor in the Input Label section. Against it, map it to the field it should show up under Agile CRM.

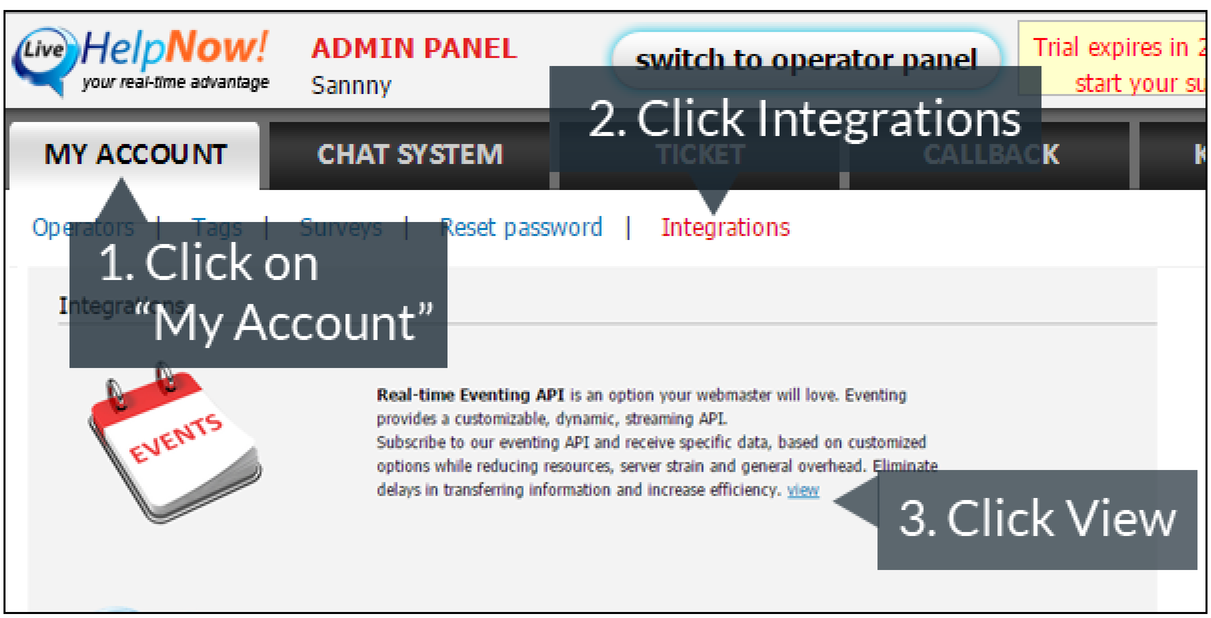




Step 1: Login to Agile CRM, Go to *Admin Settings*. Click the *API and Analytics* section and copy the *API Key* for REST clients.

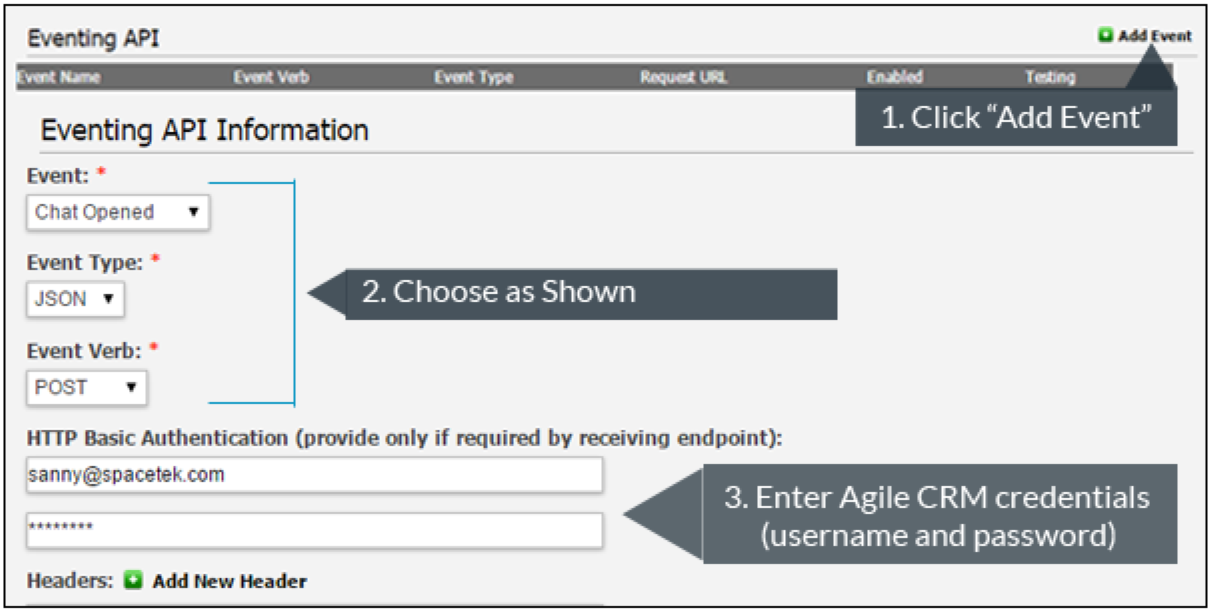


Step 2: Login to your LiveHelpDesk administrator panel, go to *My Account* -> *Integrations* and click on *Eventing API*.

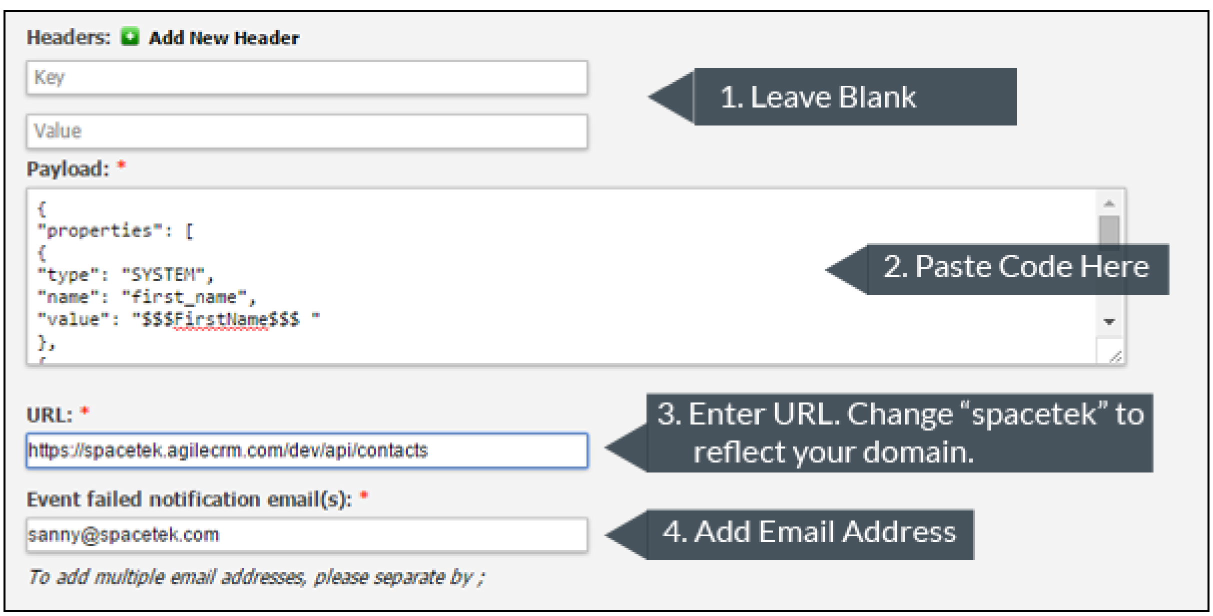


Step 3: Login to your LiveHelpDesk administrator panel, go to *My Account -> Integrations* and click on *Eventing API*.

- Click on *Add Event.*
- Select *ChatOpened* Event.
- Select *JSON* for Event Type.
- Select *POST* for Event Verb.



Step 4: On the same page leave the Headers fields blank. Copy the code below the image and paste it in the box as shown. Add the URL to where contacts need to be pushed. Then add an email address to receive failed notifications.



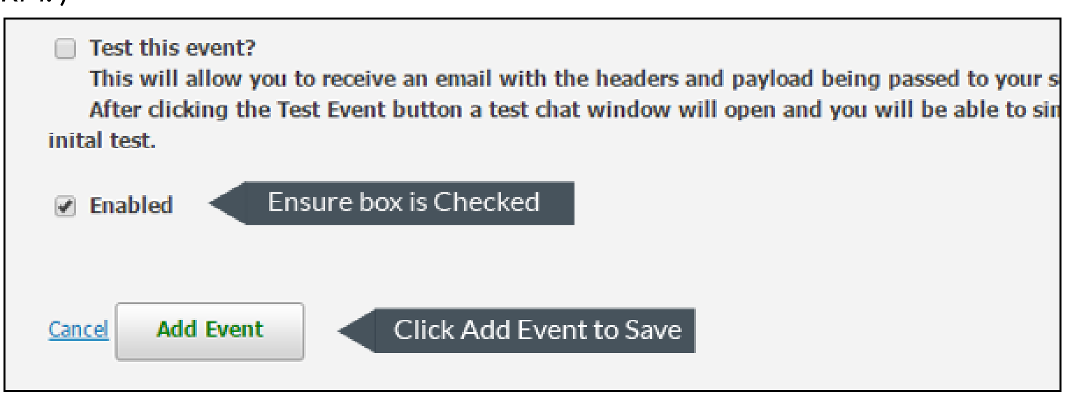
Code to be pasted in the Payload Box:

```
{
"properties": [
{
"type": "SYSTEM",
"name": "first_name",
"value": "$$$FirstName$$$ "
},
{
"type": "SYSTEM",
"name": "last_name",
"value": "$$$LastName$$$"
},
{
"type": "SYSTEM",
"name": "email",
"subtype": "",
"value": "$$$Email$$$"
}
]
}
```

The `$$$FirstName$$$` and the `$$$LastName$$$` label in the code above indicates that you're collecting the user's Name in the Pre-Chat Requested Information Settings. This is mapped to "Full Name" CRM Field.

Similarly, the `$$$Email$$$` label in the code assumes that you're collecting the user's Email in the Pre-Chat Requested Information Settings. This is mapped to "Email" in CRM.

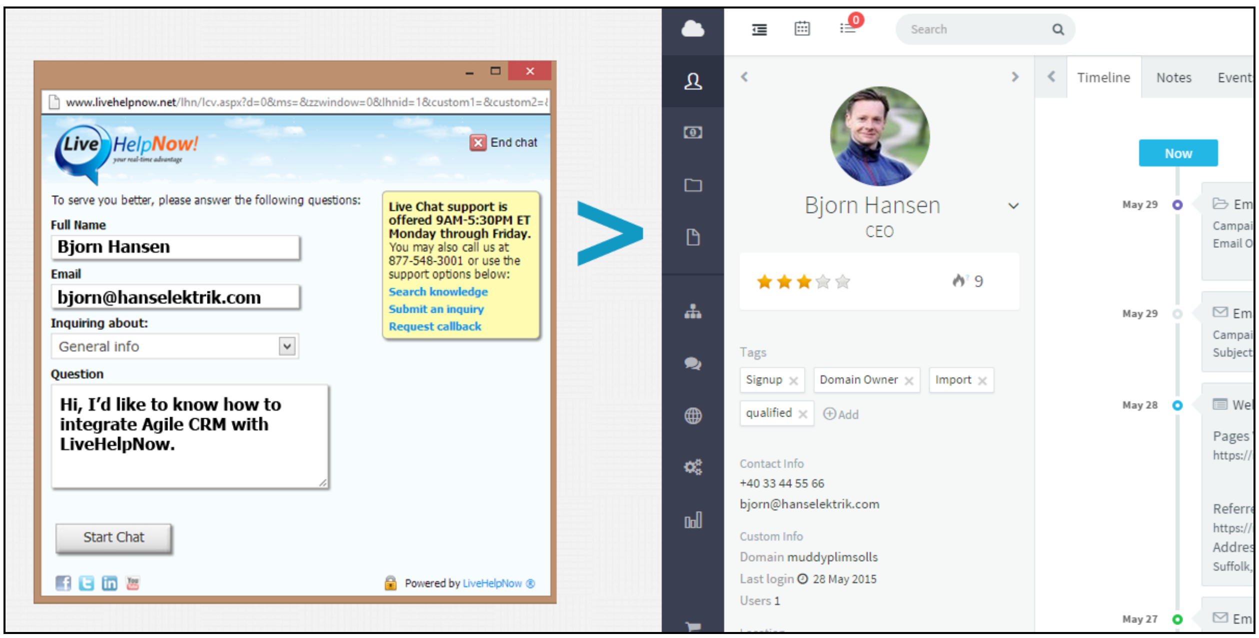
Step 5: Click on Add Event to save the Event. (*A simulation of how this integration works is possible - choose the checkbox "Test this event" to see a test contact being pushed into Agile CRM.*)



And we're done. Now whenever a visitor utilizes the LiveHelpNow support system and enters his "First Name" and "Email" (in this example), the visitor gets pushed into Agile CRM as a new contact.

Our visitor was *Bjorn* with the email bjorn@hanselektrik.com. As soon as Bjorn put in details to use support, his details were pushed into Agile as a new contact.

Over time, Spacetek built a great relationship with Bjorn. Now they have his last name, mobile number and even a photo.



For other integrations and plugins:
https://www.agilecrm.com/plugins

Contact Us:
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care@agilecrm.com

AgileCRM

Thank you for choosing Agile CRM