

## 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 | <a href="#">pending</a> |
| Train setup on homepage           | 2 months ago | <a href="#">open</a>    |
| Social media integration error    | 2 months ago | <a href="#">open</a>    |
| Ticket #42. Answer to everything. | 2 months ago | <a href="#">open</a>    |
| Zendesk installation error        | 2 months ago | <a href="#">open</a>    |

 **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, there are two tabs: "Public reply" (selected) and "Internal note". A public reply from Matt Daemon says "Yes Matt. Absolutely." and includes a text block explaining that in the Campaign designer, users can use the "Add Task" option to add tasks to a CRM user automatically, and the "Condition" option to check for lead score before adding the task. An "Attach file" link is visible below the reply. A "Show all events" link is also present. Below the reply, another message from Matt Daemon asks, "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, the "Agile CRM" widget is displayed. It features a profile card for "Matt Daemon", a Sales Manager, with a photo, name, title, and phone number (+1800 234 712). Below the profile card, there are "Tags" including "Beta Signup", "Signup", "Social", "Widgets", "Email", "Campaigns", "Paid", "SaaS", and "Campaigns-popup". The "Notes" section includes two entries: one from Scott dated Mar 16, 2014, stating "Needs help on SIP" and "He wants to integrate Agile with his internal PBX system so that his sales reps can call customers. Please assist him on our SIP widget."; and another from Harris dated Mar 14, 2014, stating "Ask for references" and "He is a very happy customer of ours. We an ask him to give some references."

### Related to:

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