

Horizon

Integrator CRM Zendesk Add-in Guide



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Introduction

This page will guide you through configuration and basic use of the Horizon Integrator Zendesk Add-in. It is expected that you are already familiar with the Address Book, Call History and Preview window, and the basic concepts of integration and screen popping using the Add-ins. See the 'User Guide' for these topics.

Zendesk and the database used to store your contact data should already be installed and working normally before proceeding with this integration.

Horizon Integrator must also be installed already with the initial configuration completed. If this is not the case, please see the 'Technical Installation Guide' or consult your system administrator.

Information You'll Need

Zendesk subdomain


Zendesk username and password

Configuration

Right-click the Horizon Integrator tray icon in the system tray menu and then left-click the 'Configuration' option from the menu that pops up, this will open the 'configuration' screen.

In the 'Integration' area, click the 'Add new' button, select 'Zendesk' from the 'Type' dropdown box and then click the 'Set' button.

On the Configuration group, enter the Zendesk subdomain, username and password.



Configuration	
Subdomain:	d3v-ctipartner
Email:	example@ctipartner.com
Password:	••••••••
<input checked="" type="checkbox"/>	Fuzzy number matching (slower)
<input type="checkbox"/>	Talk Partner Edition popping



Note: Subdomain should not be the full URL address. For example, if the URL was "https://d3v-ctipartner.zendesk.com", the subdomain would be "d3v-ctipartner". You can find out your subdomain by going on Zendesk Settings > Settings > Account > Subdomain.

Note: Zendesk API "Password Access" needs to be enabled. To do this, go onto Zendesk Settings > Channels > API > Password Access.

Click the 'Save' button to store the information you've entered and apply the configuration.

Talk Partner Edition Popping Option

Uncheck the 'Talk Partner Edition popping' box to use core API screen popping. This will screen pop into a new tab on your web browser.

Check the 'Talk Partner Edition popping' box to use the Talk API screen popping. This will screen pop to the existing open Zendesk browser window. Please note, this requires the Talk partner edition license on Zendesk.

Testing

To test if the configuration worked, enter a phone number from your Zendesk account into the 'Telephone' box in the 'Integration test' area and click the 'Search' button. The results will be displayed after a few seconds.

If the test does not work, go to the 'Log' page of configuration and turn on logging, then do the test again and see if there are any errors in the log.

Dialing configuration

To dial out from within Zendesk, dialing needs to be configured correctly.

Right-click the Horizon Integrator tray icon in the system tray menu and then left-click the 'Configuration' option from the menu that pops up, this will open the 'configuration' screen. In the 'General' group, click on the 'Dialing' option.

Type	Application/Domain	Form/Page	Textbox
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Please see the following link to make sure that the web dialing feature is enabled before progressing: <http://integrator.unlimitedhorizon.co.uk/help/help.php?item=1119&lang=uk>

You can refine the criteria used to identify telephone numbers. Enter the appropriate number of digits into the 'Minimum length' and 'Maximum length' text boxes and specify a prefix that identifies telephone numbers (if there is one) by entering it in the 'Must start with' box. If you would like to be able to dial directly when you are entering new information in Zendesk, for example on the new



contact page, we need to carry out some further configuration. Click the 'Add' button to start the Dialing wizard.

The first question in the wizard asks you about the type of application you want to dial from. Select the 'The application runs inside a web browser' option. Click the 'Next' button.



Set up application dialling

Select the type of application that you want to dial from:

- ☐ I have written the application myself or someone can customize it as required
- ☒ The application runs inside a web browser
- ☐ I want to dial from a Microsoft application
- ☐ The application contains 'dial' buttons or uses TAPI for dialling
- ☐ Any other type of standard Windows application
- ☐ None of the above choices work

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We've already covered converting identified numbers into hyperlinks so select the 'Text boxes' option on the second screen of the wizard and click the 'Next' button.



Dialling: Internet application

You can configure dialling from a web browser for two types of presentation: Read only telephone numbers such as might appear in a list or directory and text boxes such as might appear in a CRM package.

Select the type that you would like to configure. Please note, using these methods, only Internet Explorer is supported at present:

- ☐ Read only telephone numbers (hyperlinks)
- ☒ Text boxes

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Open your Zendesk account in Internet Explorer and find the text box you want to dial out from, it needs to have a number in it already so add a temporary one if you need to. Copy or make a note of the telephone number currently displayed in the text box and leave the web page open.

Back in the wizard, paste or type the number into the 'Number to search for' box and click the 'Detect' button.



Dialling: Internet application: Text box

A detection process is used to learn the application. This should also confirm that it is possible to dial from the application.

To proceed, then:

- 1) Load the application and get it to a stage where you can see the text box you would like to dial from
- 2) Enter the telephone number that presently appears in the application's text box into the space below
- 3) Press 'Detect'

Number to search for:

Back Detect

The wizard will search the current web page for the telephone number you entered and, once found, display the details. Click 'Next' and then 'Close'.

You can add as many textboxes as you like, just start the process by clicking the 'Add' button and working your way through again.



Click 'Save' to store your settings and you're ready to go. Now, a clickable icon is placed at the end of any textboxes you have configured and you just click on it to dial the number in the textbox.

textbox.

