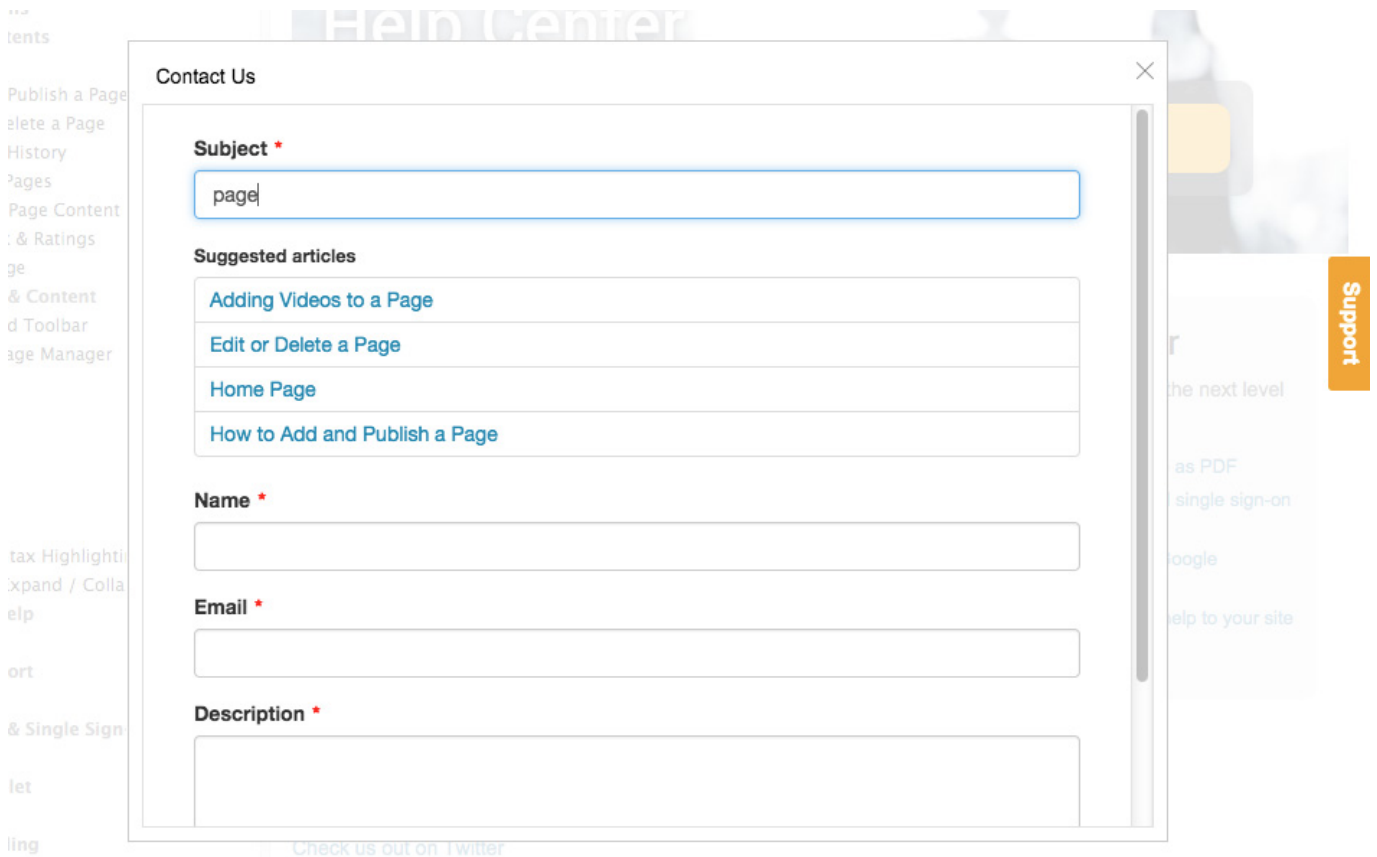


Support Ticket Widget

The Support Ticket Widget allows you to collect feedback or support requests directly from your ProProfs site. This saves your customers from having to locate your support email or contact details. With a single click, your customers can fill out your support form and the data will automatically be sent to your help desk (either Zendesk, Desk, or Freshdesk) as a ticket. You can even add this form to your external websites or apps.



The following topics are covered on this page:

- [Subscription](#)
- [Help Desk Vendors](#)
- [Creating the Support Form](#)
 - [Step 1 > Enter Credentials](#)
 - [Step 2 > Select Ticket Fields](#)
- [Customizing the Support Form](#)
 - [Tab](#)
- [Embed Options](#)

Subscription

This feature is not available on the Basic or Solo plan. Learn [how to upgrade your plan](#).

Help Desk Vendors

At this time Zendesk, Freshdesk, and Desk.com are supported. Please [email us](#) to request additional vendors.

Creating the Support Form

1. Go to **Settings > Support Form** then choose the site you want to add the support form to.
2. Select which Help Desk vendor you want. The available options are Zendesk, Desk, and Freshdesk.
3. As mentioned above, when your customer fills out the form, the data will automatically be submitted to your help desk.

Step 1 > Enter Credentials

The Support Widget will submit the data to your help desk provider via API. The first step is to fill in the API credentials.



Enter in credentials

HelpIQ will use an API to submit the form to the selected vendor. [Follow this guide](#) for finding the required credential

***Username**

***Helpdesk URL**

URL for your help desk account.

***API Key**

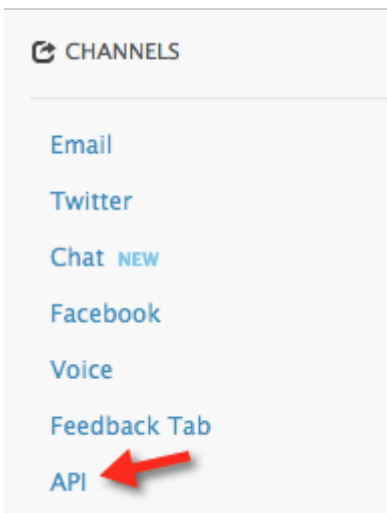
Select your help desk provider below for detailed guidance on how to find the API credentials.

+ [Zendesk](#)

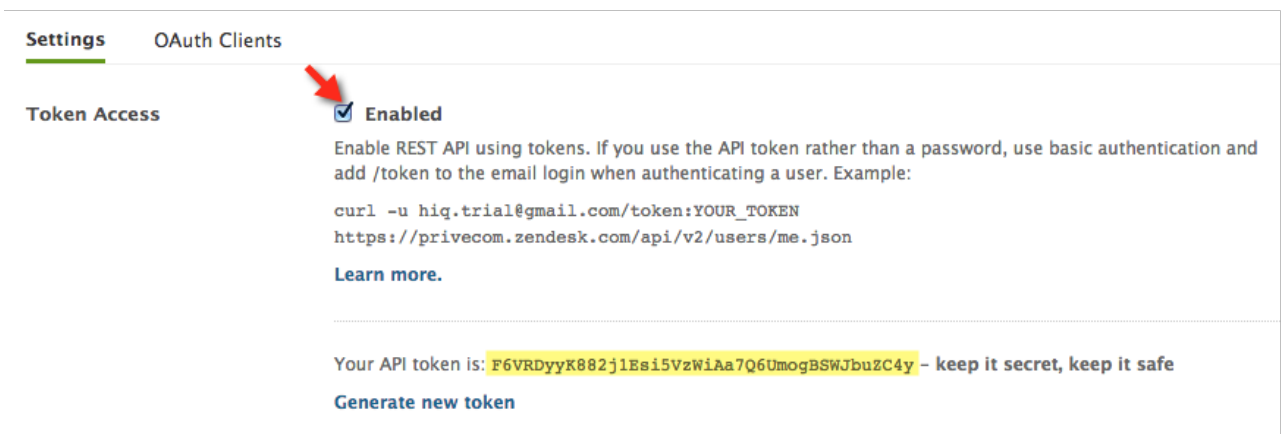
- **Username** - Enter your Zendesk username such as johndoe@xzy.com. This can be any valid Zendesk username.
- **Subdomain** - Enter your Zendesk subdomain such as company.zendesk.com
- **API Key** - Enter your API key. This can be found by going to:
 - After you log in to Zendesk click on the **Settings** icon on the bottom left side.



- In the left navigation bar, under **Channels** group, click on **API**.



- Enable **Token Access** checkbox. In token access section you will find your API token key. Copy the API token.




Paste into ProProfs

Enter in credentials
HelpIQ will use an API to submit the form to the selected vendor. [Follow this guide](#) for finding the required credential

*Username

*Helpdesk URL
URL for your help desk account.

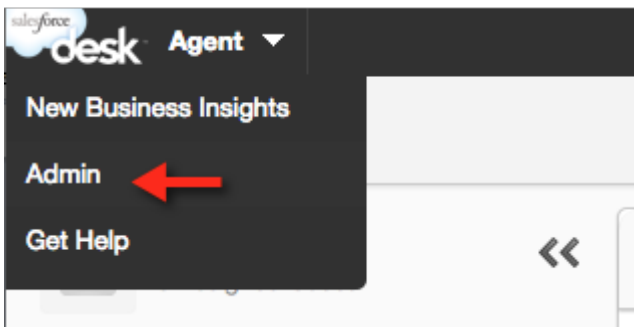
*API Key



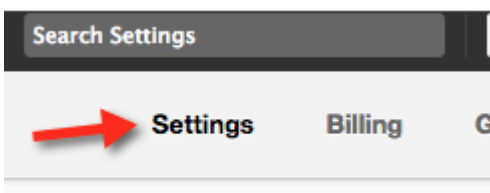
- After you enter in your credentials, click **next**.

Desk.com

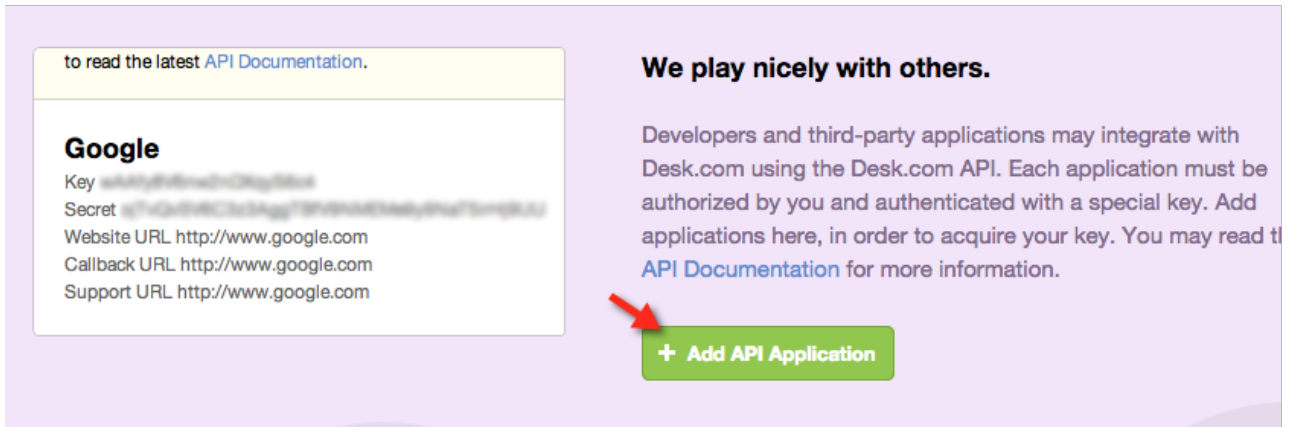
- **Username** - Enter your Desk.com username such as johndoe@xzy.com. This can be any valid Desk username.
- **Subdomain** - Enter your Desk account URL such as company.desk.com
- **API Key/Token and Token Secret** - This can be found by:
 - Log into Desk.com. From the top navigation select **Settings**.



- Then on the upper right look for **Settings**.



- On the left side navigation select **API**.
- Now from the API page click **Add API Application**.



- It will open an overlay to create an API key. For the **name** enter 'ProPorfs' and for the **website URL** enter your ProPorfs site URL such as <http://mysite.helpdocsonline.com>. You do not need to enter in a Callback URL or a Support URL.

Add New API Application

Name

Website URL

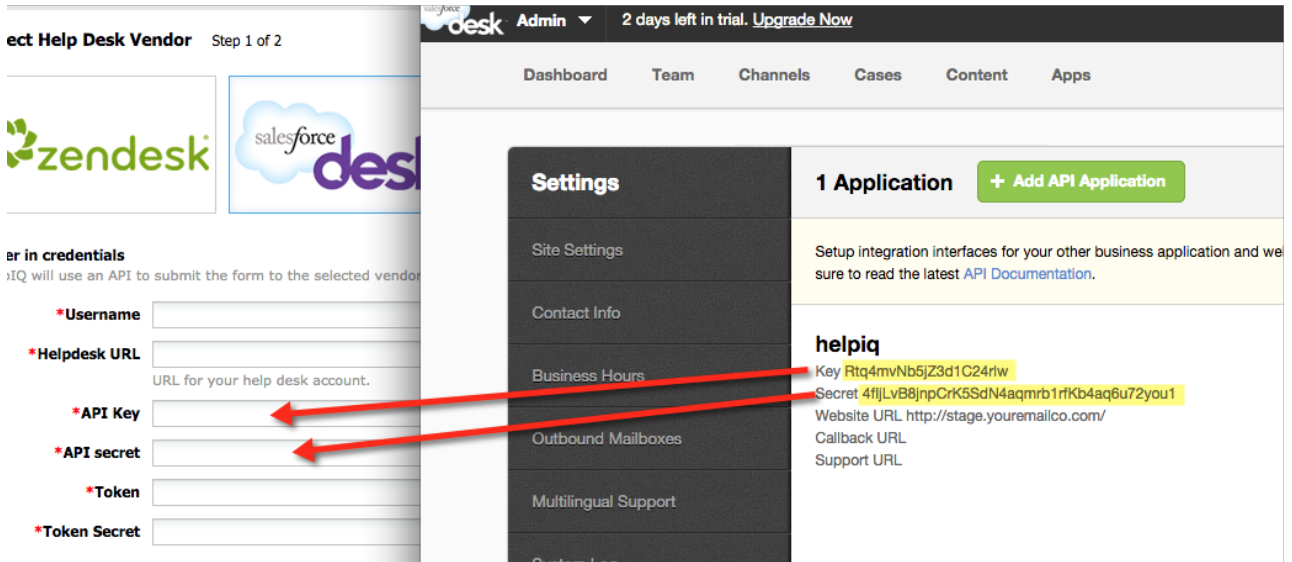
Callback URL

Support URL

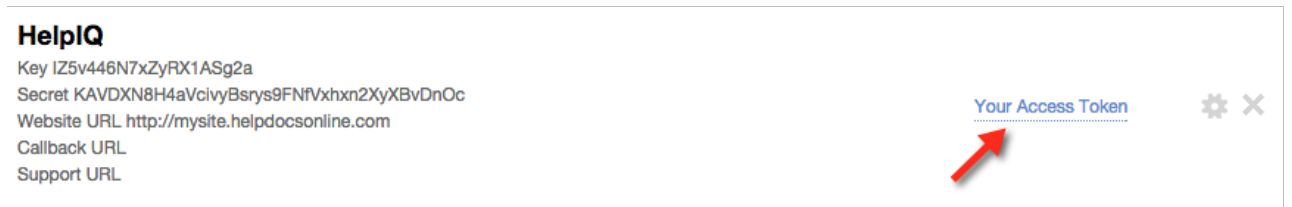
Reset API Key?

Add or Cancel

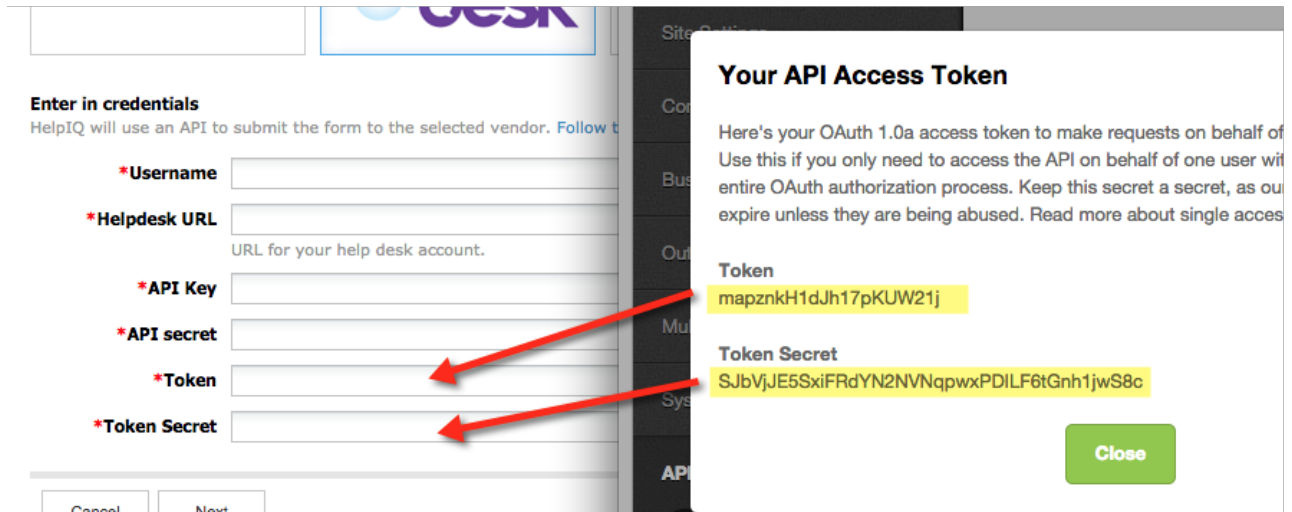
- Click **Add**. The form will save and display your **API key** and **API secret**. Copy these values and paste them into ProPorfs.



- Next, Desk requires some additional credentials. Click on **Your Access Token**.



- An overlay will appear. Copy the **Token** and **Token Secret** and paste into ProPorfs.

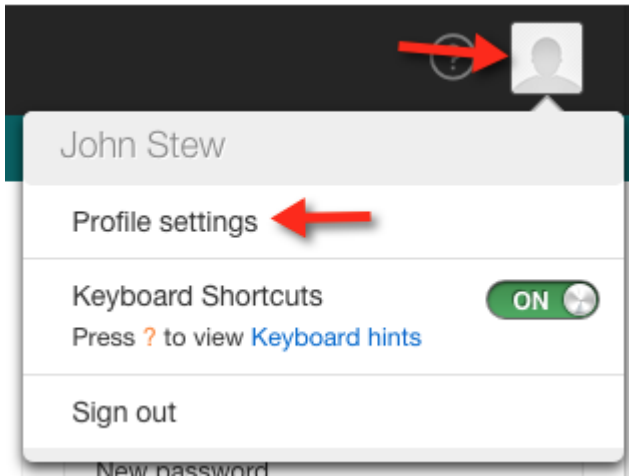


- After you fill in your credentials, click **next**.

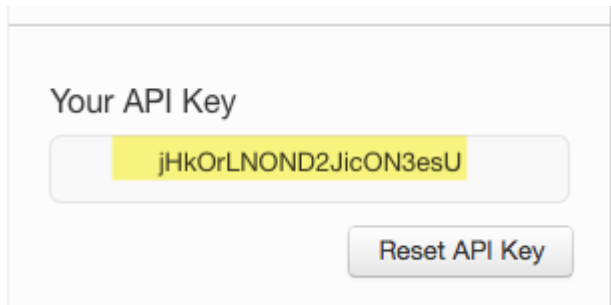
+ **Freshdesk**

- **Username** - Enter your Freshdesk username such as johndoe@xzy.com. This can be any valid Freshdesk username.
- **Subdomain** - Enter your Freshdesk account URL such as company.freshdesk.com.

- **API Key** - Enter your API key. This can be found by going to:
 - Log in to Freshdesk. On the top right corner, you will see your profile image. Click on that and select **Profile settings**.



- On the right side you will see **Your API key**. Copy that key.



Next paste it into ProProfs.

Enter in credentials
HelpIQ will use an API to submit the form to the selected vendor. [Follow this guide](#) for finding the required credential

***Username**

***Helpdesk URL**
URL for your help desk account.

***API Key**

- After you enter in your credentials, click **next**

Step 2 > Select Ticket Fields

After you enter in your credentials and click next, ProProfs will connect to your help desk vendor and read all the ticket fields your help desk is using. Custom ticket fields are typically used to gather more information about the support issue, product, or service. For example, you may want your customers to also select the model name and number of your product. Learn how to

add ticket fields in [Zendesk](#), [Desk](#), and [Freshdesk](#).

Select Form Field Step 2 of 2 << back

Show	Required	Label	Original Label	Type	Layout
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="Subject"/>	Subject	Text	1 column ▾
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="Name"/>	Name	Text	1 column ▾
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="Email"/>	Email	Email	1 column ▾
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="Description"/>	Description	Multi-Line	1 column ▾
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Type"/>	Type	Drop Down	1 column ▾
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Priority"/>	Priority	Drop Down	1 column ▾
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="Browser"/>	Browser	Drop Down	1 column ▾
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Company"/>	Company	Text	1 column ▾

Cancel Next

After ProPorfs reads the ticket fields, you will set which fields you want to display, if the field is required, and the order of the fields. Note: ProPorfs will read all fields including hidden fields. It is up to you to select which fields you want to collect.

- **Show Field** - Place a checkmark for each field you want to display on the form. Uncheck, and the field will be hidden.
- **Make Field Required** - Place a checkmark for each field you want to be required to fill out.
- **Label** - The original label is shown as provided by your help desk vendor. You can leave as is or rename (this will not affect your help desk).
- **Type** - The field type as provided by your help desk vendor (text, email, multi-line, drop down, etc.,)
- **Layout** - This refers to the form layout. 1 column layout means that the form field will span the entire width. 2 column layout means the form will allow 2 fields side-by-side to each other.

Description *

2 column

Type **Priority**

-

-

Browser *

-

Company

1 column

- **Field Order** - You can change the order of the fields by dragging and dropping to the desired order. For example, lets say you want 'Type' to appear before 'Name'. You can simply drag it above.

Show	Required	Label	Original Label
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Subject	Subject
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Name	Name
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Email	Email
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Type	Type
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Description	Description

Once you have finished with the fields, click **Next**.

Customizing the Support Form

After you have successfully setup the fields you can now customize the Support Form.

Form Settings

***Form Title**

***Thank you message**

Settings

- Allow Attachment
- Enable search suggestions (ticket deflection)
As you type in a subject, page suggestions will be shown
- Show placeholder text in form fields

Lightbox Height Background overlay

- **Form Title** - Enter a form title.
- **Thank you message** - The thank you message will be shown after the form has successfully been submitted.
- **Allow attachment** - Select this option if you want to allow users to attach files to the ticket.
- **Enable search suggestions (ticket deflection)** - As the user types in a subject for the ticket, suggested pages from your ProProfs site are instantly shown. The goal is to help the user find what they are looking for so they don't have to submit a ticket. This is often referred to as *ticket deflection*, as it helps customers find answers without ever having to submit a ticket.

Subject *

Suggested articles



- Choose an Email Template
- Creating an Email Campaign - Step 1
- Email Checklist and Scheduled Delivery
- Email Content

At this time only topics from your ProProfs site are suggested. If you are interested in having topics from Zendesk, Desk, or Freshdesk also appear in the suggestions, please [contact us](#).

- **Show placeholder text in form fields** - Select this option is you want placeholder text to be in the form fields.

Subject *

- **Lightbox Height** - Enter in the height of the lightbox window. The default is 500 pixels.
- **Background Overlay** - Select if you want the lightbox to have a transparent (80%) background overlay color.

You can also test the form at any time by click the **Test** button.

Tab

The tab is what your users can click on to display the support form (the tab can also be hidden). It is a small tab that can appear on the top, bottom, left, or right of the web browsers window.



The tab's text and color can be customized and branded.

Tab Enable tab
The tab will always display in a fixed position in the browsers window.

Type Text Your image

Position

* **Label** **Background color** **Text color**

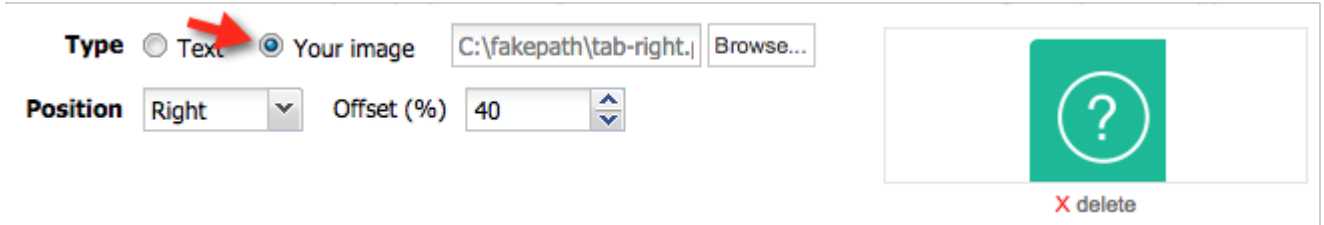
CSS Default Custom CSS

- **Enable Tab** - Unselect if you do not want to use the tab. You can still open the support form via hyperlink as describe [below](#).
- **Type** - You can use the default 'text' tab or upload your own image.
- **Position** - Choose the position of the tab (top, bottom, left, or right). Changing will instantly update so you can preview it. You can also change the offset to move the tab to the desired location.
- **Label** - Enter in the text of the label. The default is 'Support' but some other good options are: Feedback, Help, Questions, Comments, Email, Ask Us.
- **Background and Text color.** Use the color picker to select the color of the tab. You can also change the color of the text.

- **CSS** - For more advanced customizations, you can enter in your own custom CSS for the tab.

Image Tab

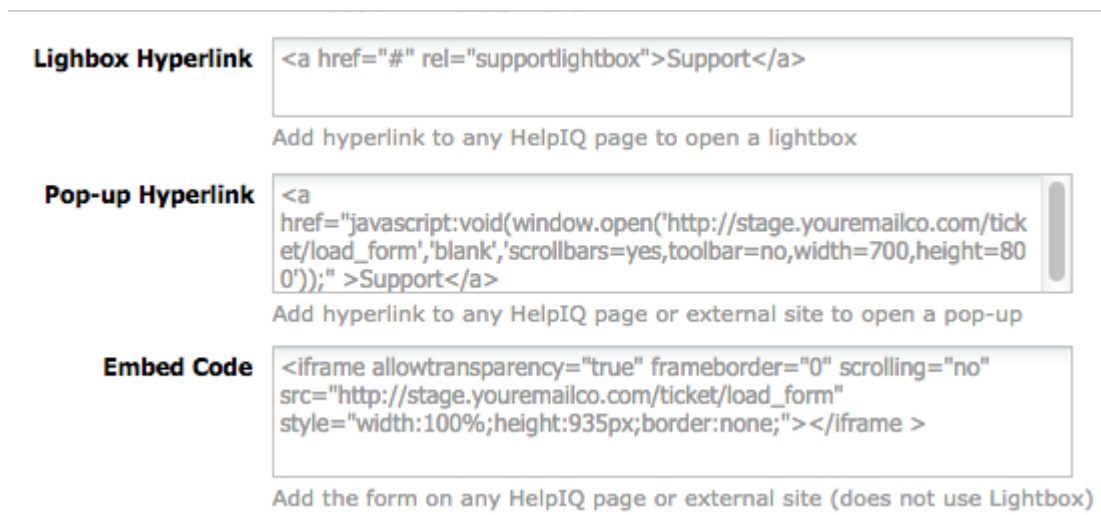
- If you choose to use Your Image, you can upload a custom image.



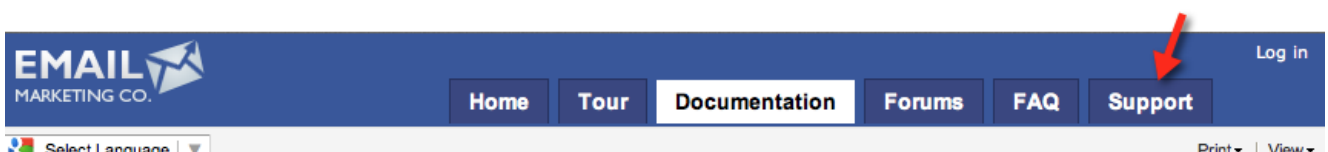
Every customization you make will reflect in real-time so you can have a live preview of all your changes as you customize.

Embed Options

In addition to the tab, we provide a few other options in displaying the Support Form.



- **Lightbox Hyperlink** - This option allows you to add hyperlink anywhere inside of ProProfs to open the support form in a lightbox. You could add the link in your navigation or anywhere on a page, that when clicked, will open the lightbox. To use, simply copy the provided hyperlink code [Support](#) and paste it onto any page or in your header. You can see a link we added to the [custom header](#) called 'Support' below.



When click, it will open the support form.

Contact Us ×

Subject *

Name *

Email *

Description *

- **Pop-Up** - This option works best for external websites and web applications. Just copy the provide code and paste it in your website. Clicking the link will open the support form in a pop-up window.
- **Embed Code** - If you want to embed just the form (no lightbox or pop-up window) then you can use this code. Just copy the provided code and paste it in the source code of any page of your external website.