



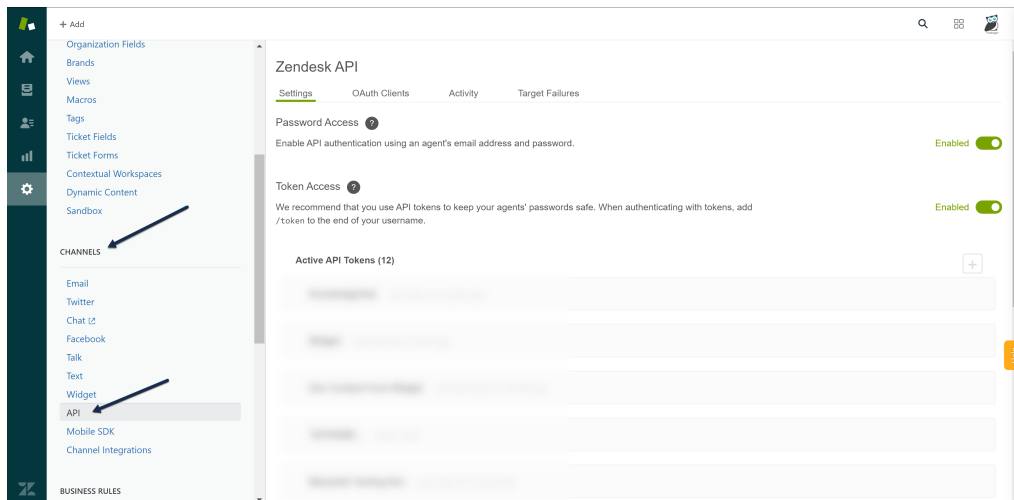
# Create Zendesk Tickets

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You can set up your [contact form](#) and [Contextual Help Widget \(2.0\)](#) to automatically create tickets in your Zendesk account. The contact form will then create tickets via the API as your specified user and include some helpful metadata in a private comment.

To set this up, you'll need this info from Zendesk:

- Your Zendesk **domain** - this appears before [zendesk.com](#) when you set up your account. It's also viewable in Zendesk through **Admin > Account > Branding** in the Subdomain section.
- Your Zendesk **username** - what you use to log in to Zendesk with
- A **Zendesk API key** - you can create one through **Admin > Channels > API**:



Once you have this information in hand, you can configure your KnowledgeOwl Contact Form to use Zendesk:

1. In the lefthand menu, select **Contact Form**.
2. Check the box next to **Enable Contact Form**.
3. *Optional:* If you don't want KnowledgeOwl to store any of your contact form submission details, check the box next to **Do not store any collected ticket information within KnowledgeOwl**. See [What data is collected in the Contact Form?](#) for more information.
4. *Optional, Recommended:* If your knowledge base is public in any way, we recommend checking the box to **Use spam protection on ticket submissions** to try to prevent spam/bot submissions. This setting will add whichever [spam protection method](#) is set in **Settings > Basic > Spam Protection Settings**.
5. *Optional, Recommended:* Add a **Backup email**. If the Zendesk API integration isn't working for any reason, we will email contact form submissions to this backup email account.

6. Choose Zendesk as your **Send Method**.
7. Add your Zendesk domain, username, and API key.
8. *Optional:* If you'd like to include the Zendesk Priority field in your KnowledgeOwl contact form, check the box next to **Enabled**. You can make it **Required** by checking that box, too.
9. *Optional:* If you're using custom fields in Zendesk that you want included in your contact form, add them into the Custom Fields section:
  - a. The **label** specifies how the field will be labeled in the contact form.
  - b. The **Type** defines what kind of data it should accept.
  - c. The **ID** is the ID as it appears in your Zendesk configuration.



Zendesk custom fields are not compatible with [Contextual Help Widget \(2.0\)](#).

10. Be sure to **Save** your changes.

Your Contact Form is now live at /contact-us! You can [Update wording in the Contact Form](#) and/or [Customize Contact Form Link](#) to make it even more your own.

A completed setup might look like this:

## Contact Form

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**Admin Settings**  Enable Contact Form

Do not store any collected ticket information within KnowledgeOwl [?](#)

Use spam protection on ticket submissions [?](#)

**Send Method**

**Backup Email Address**

Should the contact form delivery fail, we will attempt to send a backup copy to this address.

**Zendesk Domain**

**Zendesk Username**

**Zendesk API Key**

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## Zendesk Custom Fields

**Zendesk Priority**  Enabled

Required

**Custom Field 1 Label**

**Custom Field 1 Type**

**Custom Field 1 ID**

Required

**Sample completed Zendesk Contact Form**