



# Create Zendesk Tickets

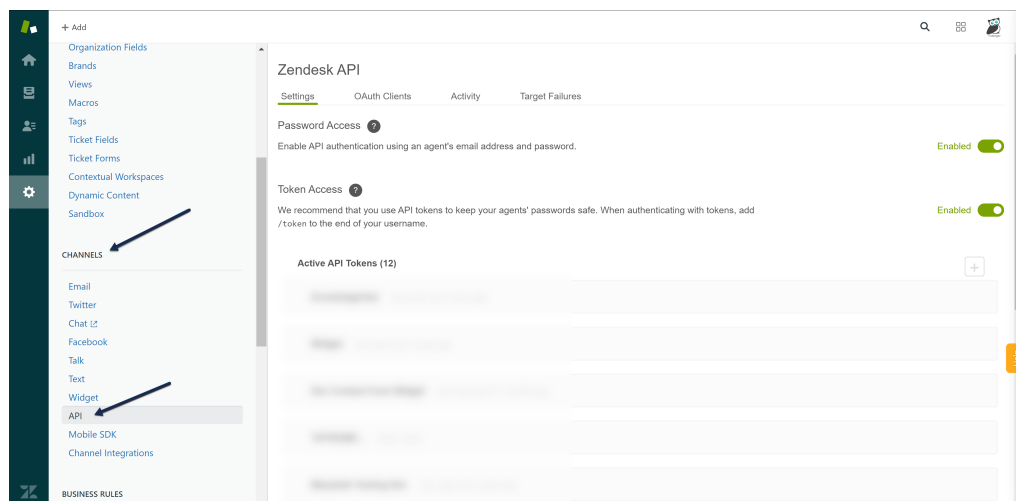
Last Modified on 11/06/2025 9:42 am EST

If you're already using Zendesk, 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.

## Prerequisites

Before you begin, you'll need this information from Zendesk:

- **Your Zendesk domain:** Your domain 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:** Create one through **Admin > Channels > API**:



## KnowledgeOwl setup

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

1. Go to **Customize > 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**. Refer to [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 **Security and access > Spam protection**.

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.



**Widget compatibility issue**

Zendesk custom fields are not compatible with **Contextual Help Widget (2.0)**.

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

Your Contact Form is 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

**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**

## 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**