

Alchemer Survey Gorgias Integration

The Alchemer Gorgias Integration is available as an add-on. If you are interested in purchasing the Gorgias Integration, please [contact us](#) for additional information.

At a high-level, Alchemer's integration with Gorgias you to easily:

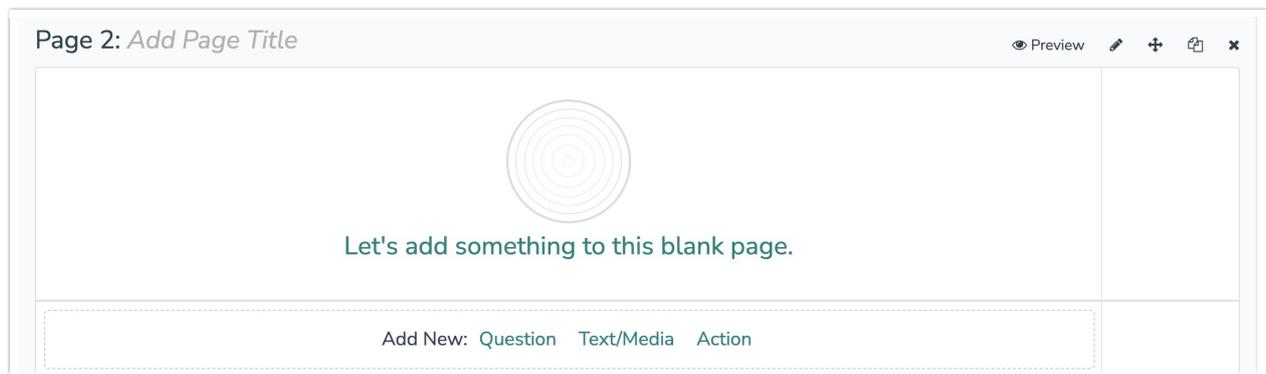
- Create a new ticket in Gorgias using responses from your survey in Alchemer.
- Push survey data from Alchemer into Gorgias to update a ticket message.

Customer feedback collected through Alchemer seamlessly flows into your Gorgias ticket management systems, reducing data silos and conserving time and resources that would have otherwise been used to create new tickets or manually input feedback into Gorgias tickets.

Integration Setup

Adding an Integration Action

1. Select an existing survey or create a new survey. Then navigate to the Survey Builder.
2. Click "Add New: Action"



3. In the Add Action modal, scroll down to Integrations. Then click "Add" for one of your purchased integrations.

If you haven't purchased any additional integrations, you will see the below screen:

4. Select the action you would like to perform. You can either:

- **Create Ticket:** Create a new ticket in Gorgias. [Jump to section.](#)
- **Update Ticket Message:** Update a ticket message in Gorgias. [Jump to section.](#)

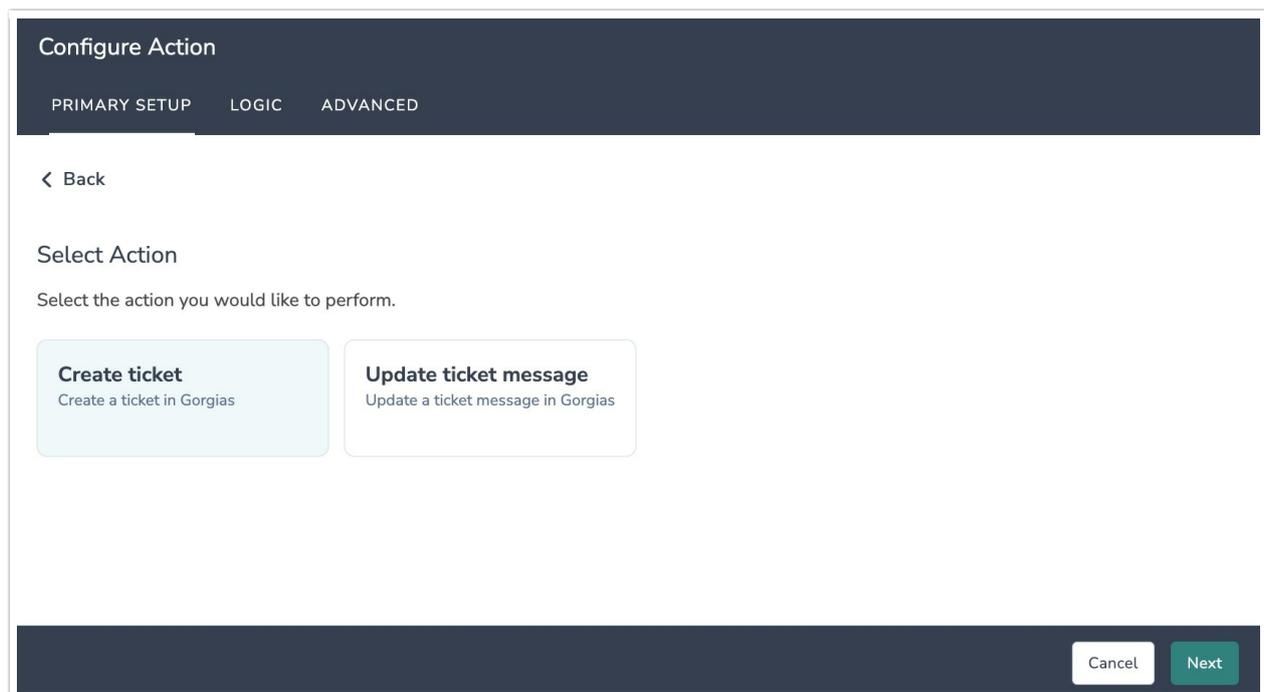
Gorgias | Create Ticket

Before configuring the Gorgias | Create Ticket integration action you will need:

- Your Gorgias API credentials
- Fields in this survey that contain the data you want to use to create the Gorgias ticket.

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1. Select "Create Ticket"



Configure Action

PRIMARY SETUP LOGIC ADVANCED

< Back

Select Action

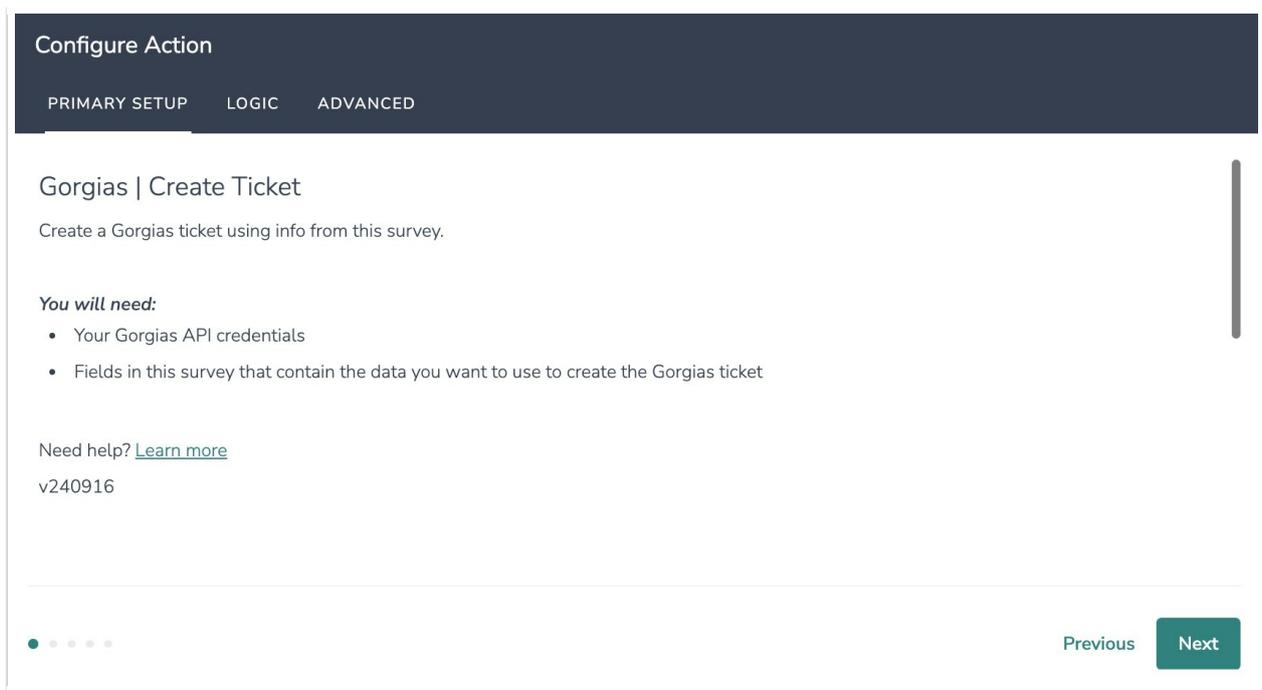
Select the action you would like to perform.

Create ticket
Create a ticket in Gorgias

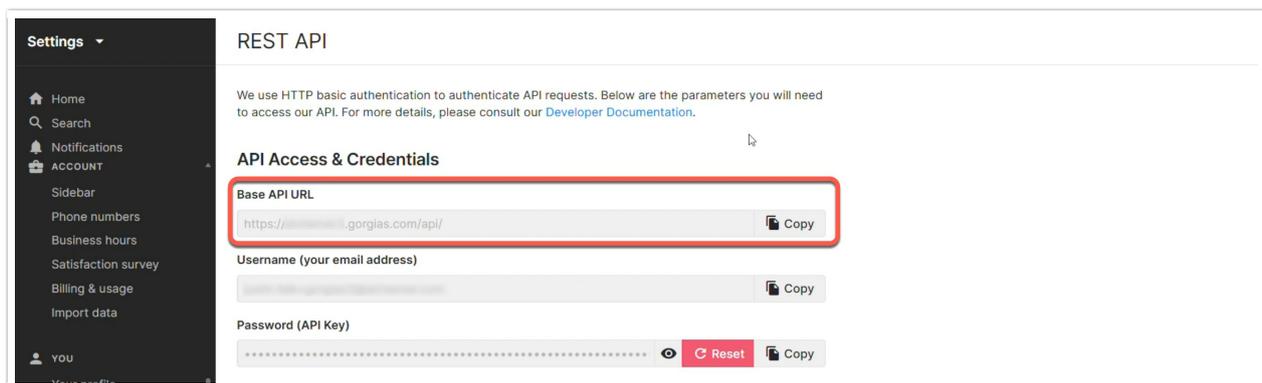
Update ticket message
Update a ticket message in Gorgias

Cancel Next

2. Click "Next" on the integration overview screen.

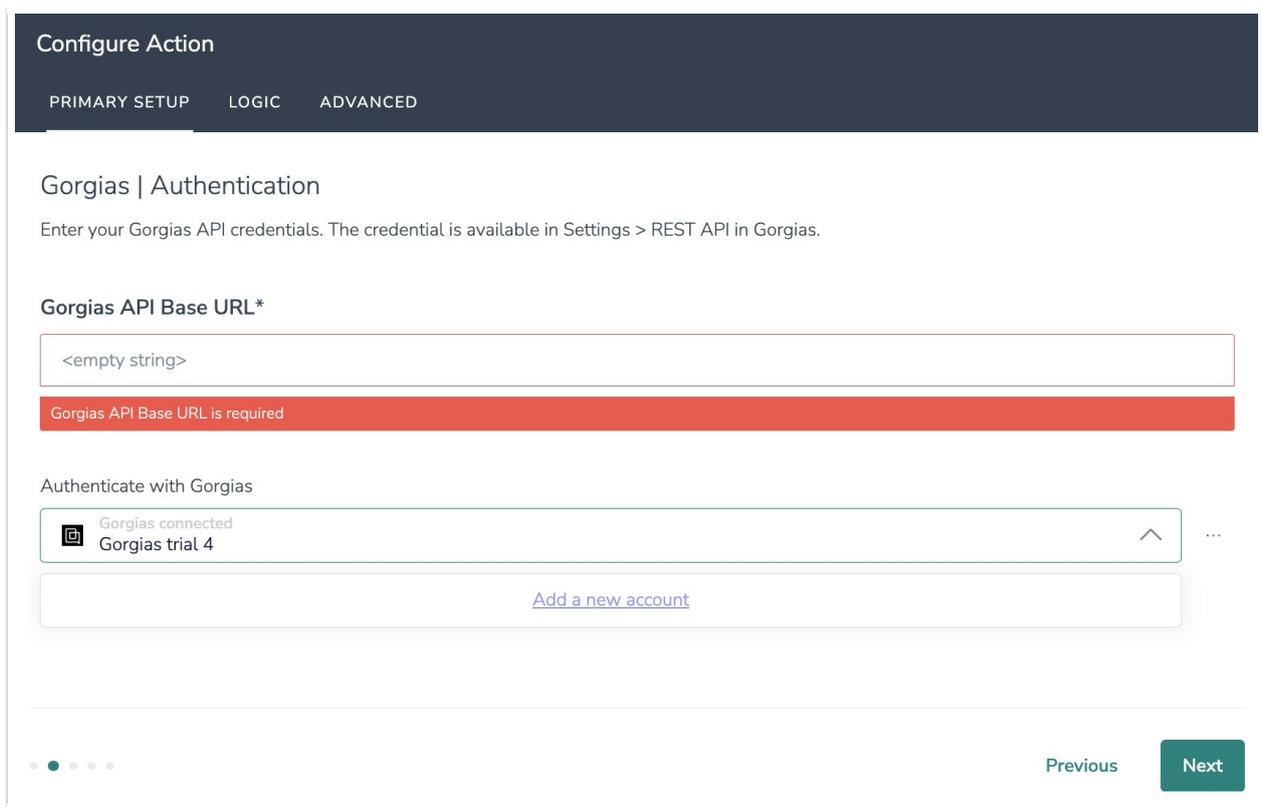


3. In your Gorgias account, copy your Base API URL. This information and your API credentials are available in Settings > REST API in Gorgias.

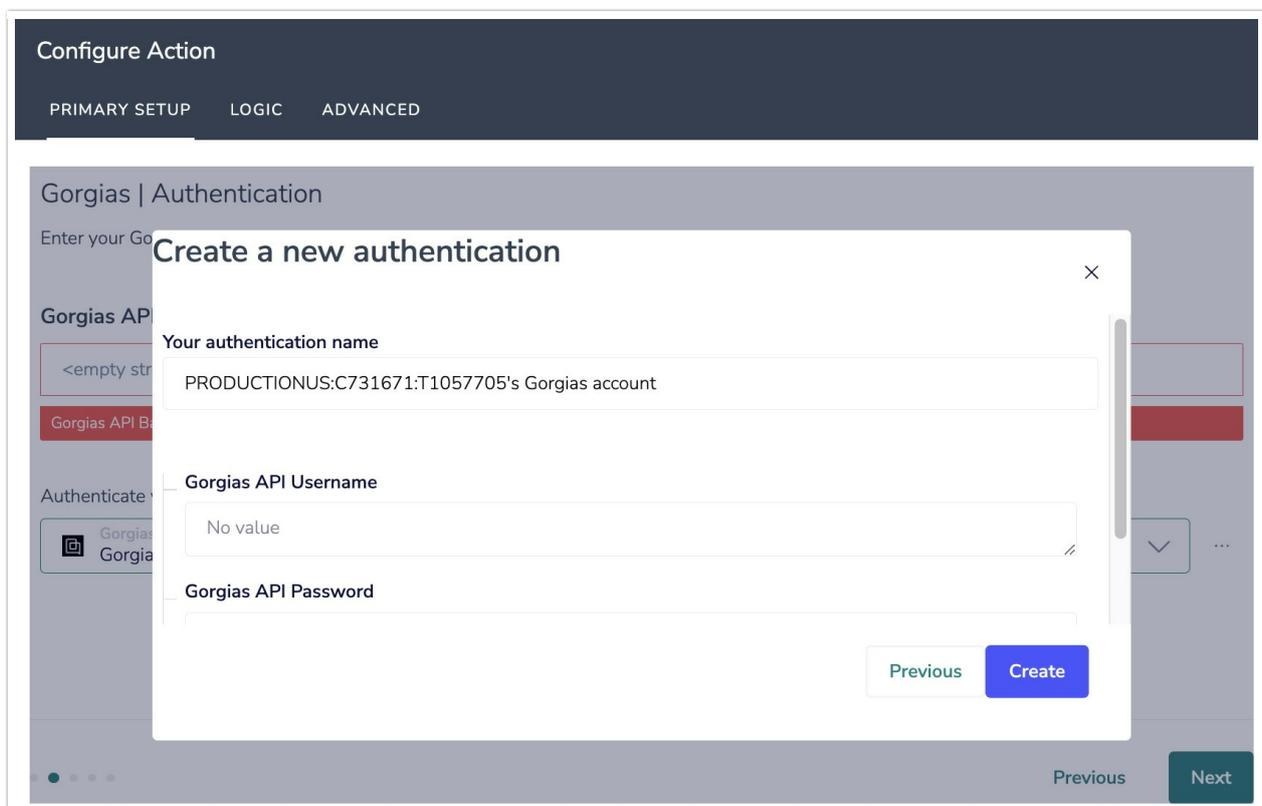


4. Back in Alchemer, paste your Base API URL. Then authenticate with your Gorgias account by clicking "Add a new account".

Your Base API URL format is typically something like:
`https://<your_domain>.gorgias.com/api/`



5. In the window that appears, name your authentication and then provide your Gorgias API Username and Password.



6. Select the fields in this survey that you want to use to set the ticket values in Gorgias.

1. Add survey questions that when answered will provide the desired field. (Example: What is the customer email address?)
2. Create a container using a [Hidden Value](#). These Hidden Values can then be mapped to fields in Gorgias.

Configure Action

PRIMARY SETUP LOGIC ADVANCED

Gorgias | Set ticket fields

Select the fields in this survey you want to use to set the ticket values in Gorgias.

Use data from this Alchemer field	To set this Gorgias field	
1. Input 1 (id: 2) <input type="text"/>	Gorgias Ticket message sender_email <input type="text"/>	<input type="button" value="🗑"/>
2. Input 2 (id: 3) <input type="text"/>	Gorgias Ticket subject <input type="text"/>	<input type="button" value="🗑"/>
Hidden value 1 (id: 184) <input type="text"/>	Gorgias Ticket message body_html <input type="text"/>	<input type="button" value="🗑"/>

[Add a new mapping](#)

Previous

Optional: Get Data Back About the Ticket Create Action

After a Gorgias Ticket Create action occurs, data about the action is available for use in your survey. You can map this data back to fields in Alchemer. [Ticket ID and Message ID are available fields that you can get back.](#)

For example, if there is an error in the action you can skip the rest of the survey questions for that respondent.

Edit Action

PRIMARY SETUP LOGIC ADVANCED

Gorgias | Get data back

You can get data back about the update to use in your survey.
This is optional.

Use data from the action To update this Alchemer survey field

Action Metadata message	7. Output 1 (id: 4)	🗑️
Gorgias Ticket id	Ticket ID (id: 256)	🗑️
Gorgias Ticket message id	Message ID (id: 257)	🗑️

Add a new mapping

Previous **Next**

7. When complete, click "Save" to finalize the integration. A log of each run result can be found in Individual Responses > Action Log.

Configure Action

PRIMARY SETUP LOGIC ADVANCED

Gorgias | Setup complete

A log of each run result can be found in the Individual Responses > Action Log.

Previous **Save**

Gorgias | Update Ticket Message

Before configuring the Gorgias | Update Ticket Message integration action you will need:

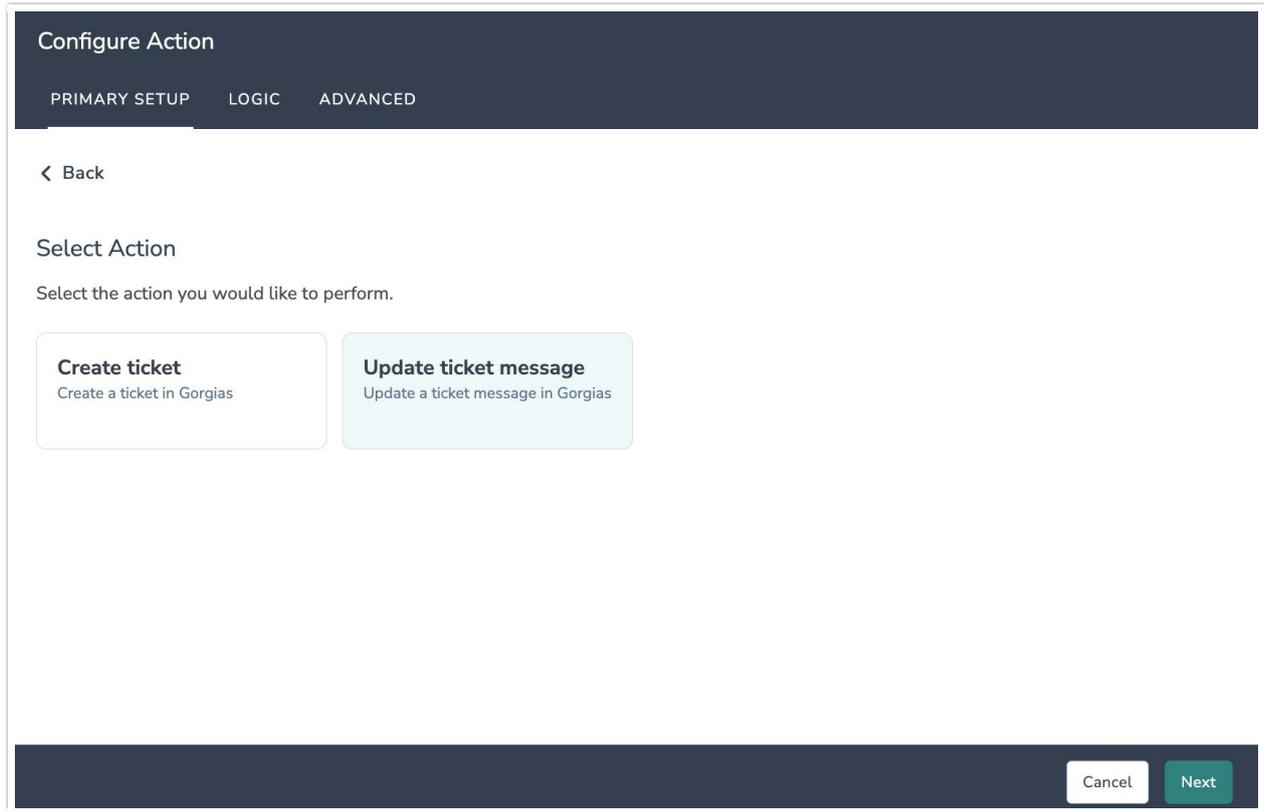
- Your Gorgias API credentials
- A field in this survey that contains the **Ticket ID** of the ticket message you want to update
- A field in this survey that contains the **Message ID** of the ticket message you want to update
- Fields in this survey that contain the data you want to use to update the Gorgias ticket message

To get the Ticket ID and Message ID you will need to first configure a Gorgias Create Ticket action. [A full configuration walkthrough for Create Ticket action can be found in the section above.](#)

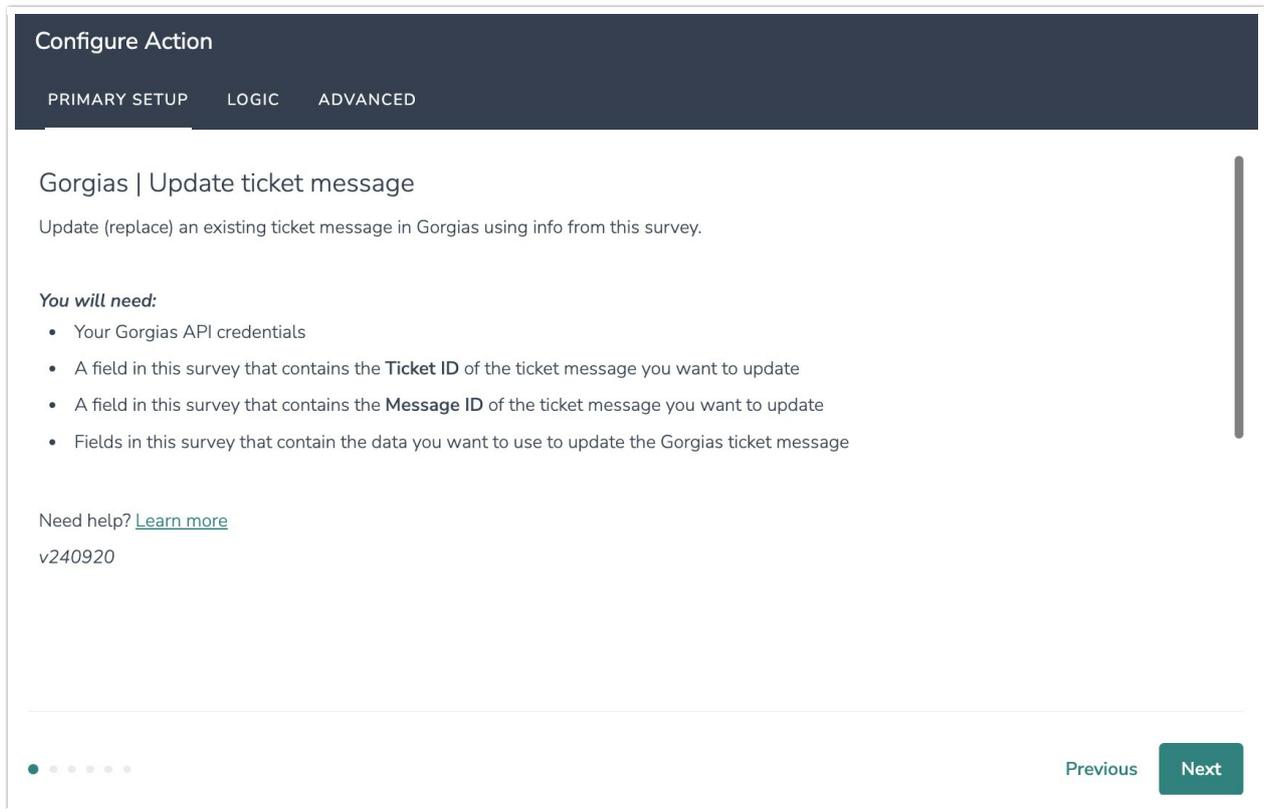
The integration uses the Ticket ID and Ticket Message ID to know which specific ticket message to update. The Ticket ID and Ticket Message ID need to be available as values in the survey. These are typically saved in Hidden Value Actions as a result of a Create Ticket action or are passed in to the survey in URL variables.

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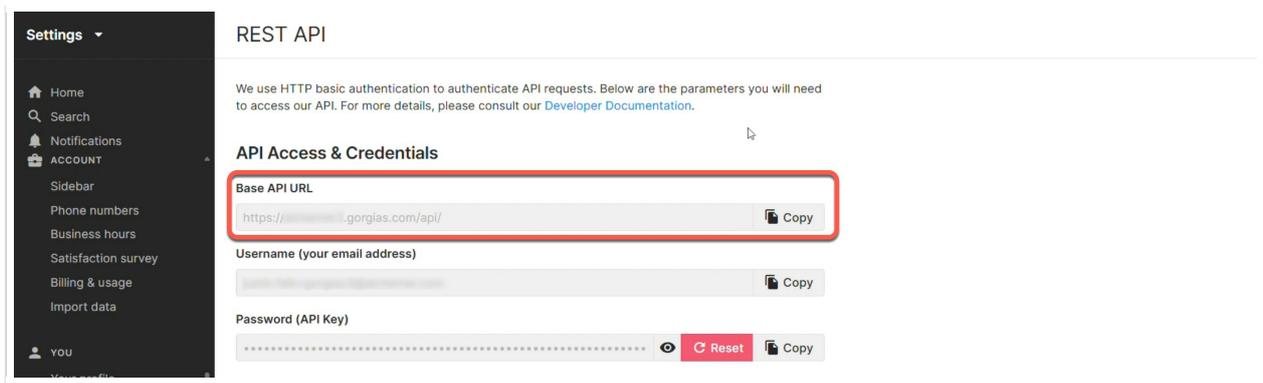
1. Add a Gorgias integration action and then select "Update ticket message".



2. Click "Next" on the integration overview screen.

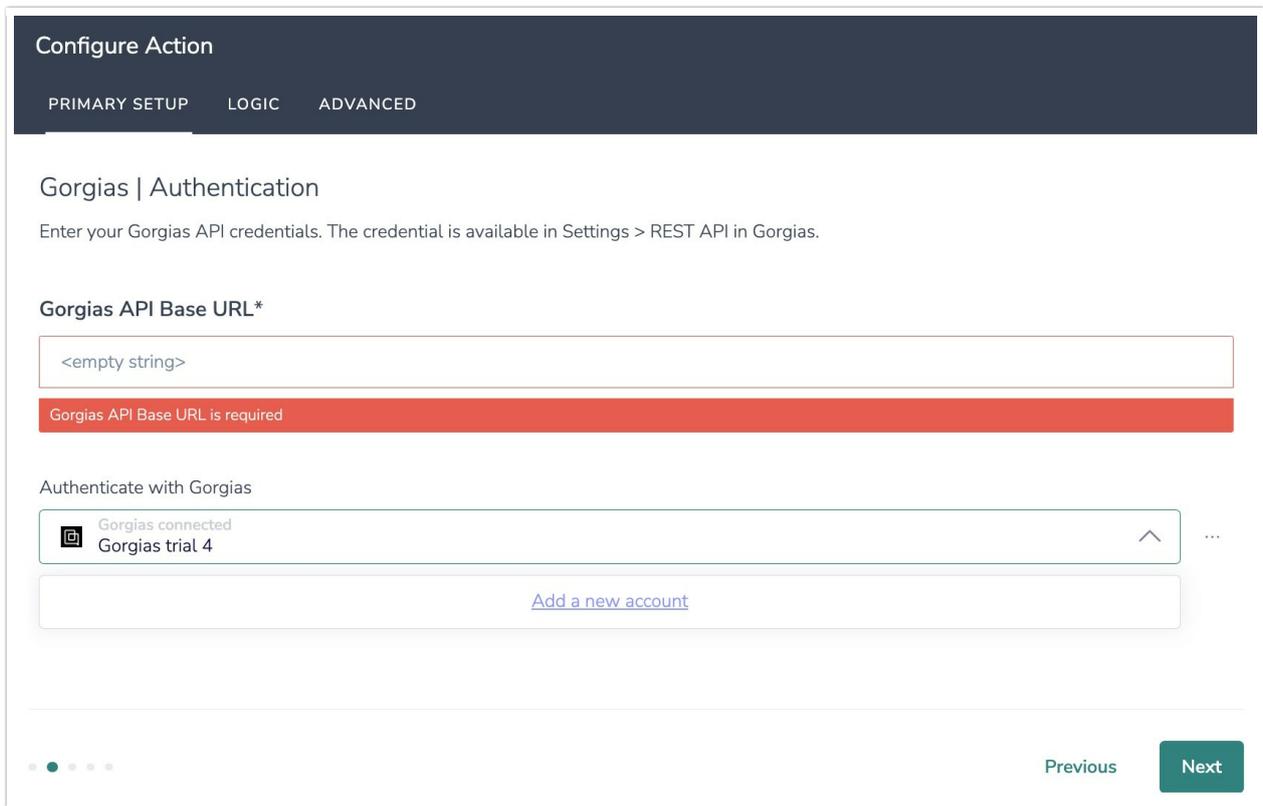


3. In your Gorgias account, copy your Base API URL. This information and your API credentials are available in Settings > REST API in Gorgias.

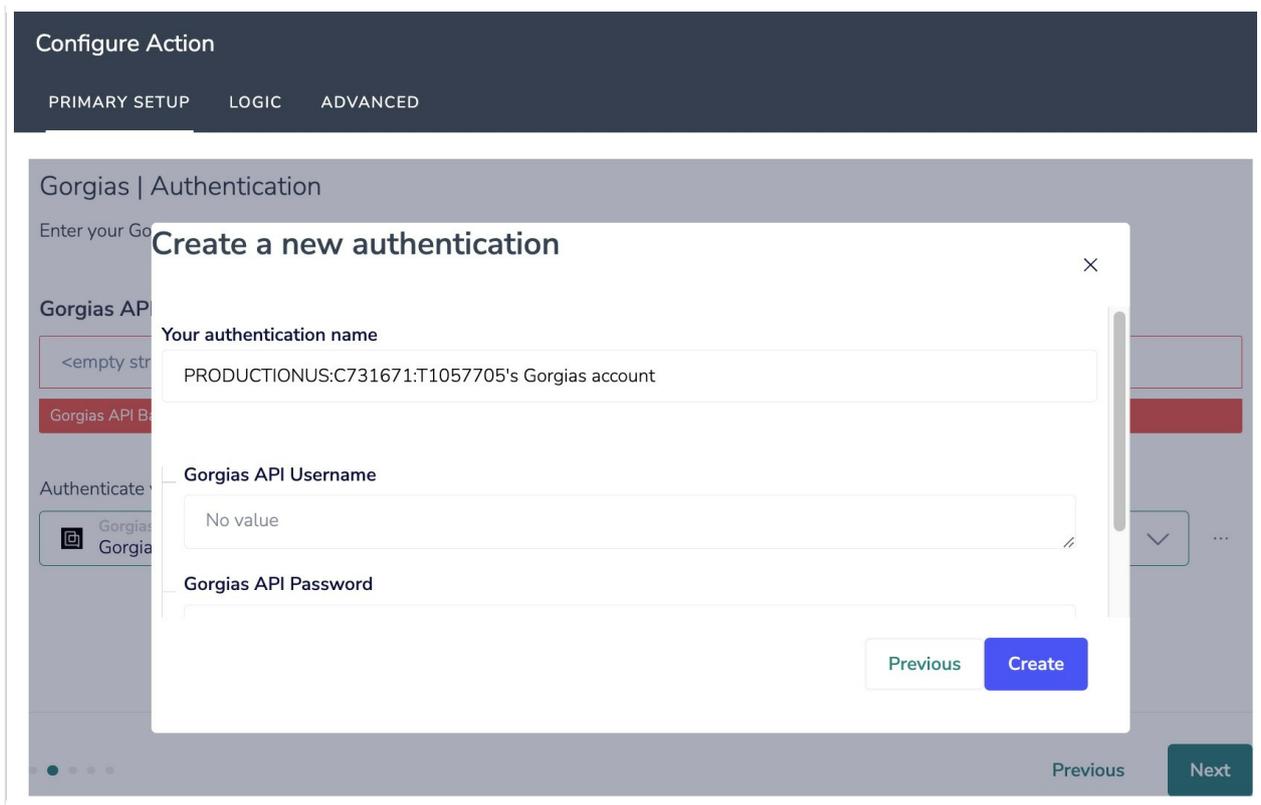


4. Back in Alchemer, paste your Base API URL. Then authenticate with your Gorgias account by clicking "Add a new account".

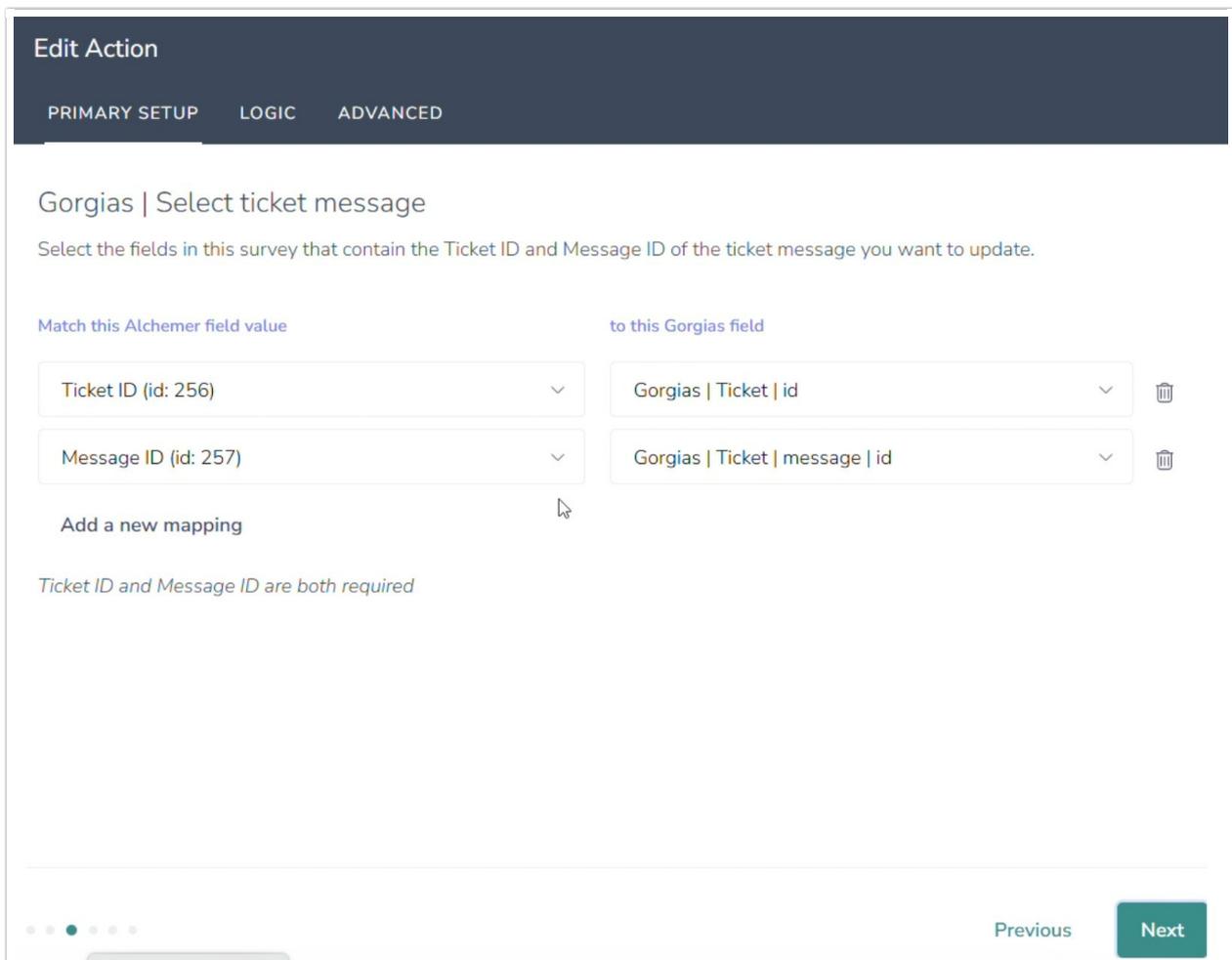
Your Base API URL format is typically something like:
https://<your_domain>.gorgias.com/api/



5. In the window that appears, name your authentication and then provide your Gorgias API Username and Password.



6. Select the fields in your survey that contain the Ticket ID and Message ID of the ticket message you want to update. Map those fields to the Ticket ID and Message ID fields in Gorgias.



7. Select the field in the survey that you want to use to update the ticket message in Gorgias. Map that field to the message body field in Gorgias.

How to Create Fields in Alchemer

1. Add survey questions that when answered will provide the desired field. (Example: What is the customer email address?)
2. Create a container using a [Hidden Value](#). These Hidden Values can then be mapped to fields in Gorgias.

Edit Action

PRIMARY SETUP LOGIC ADVANCED

Gorgias | Set message fields

Select the fields in this survey you want to use to set the ticket values in Gorgias.

Use data from this Alchemer field To set this Gorgias field

5. Textarea 1 (id: 181) ▼	Gorgias Ticket message body_html ▼ 🗑️
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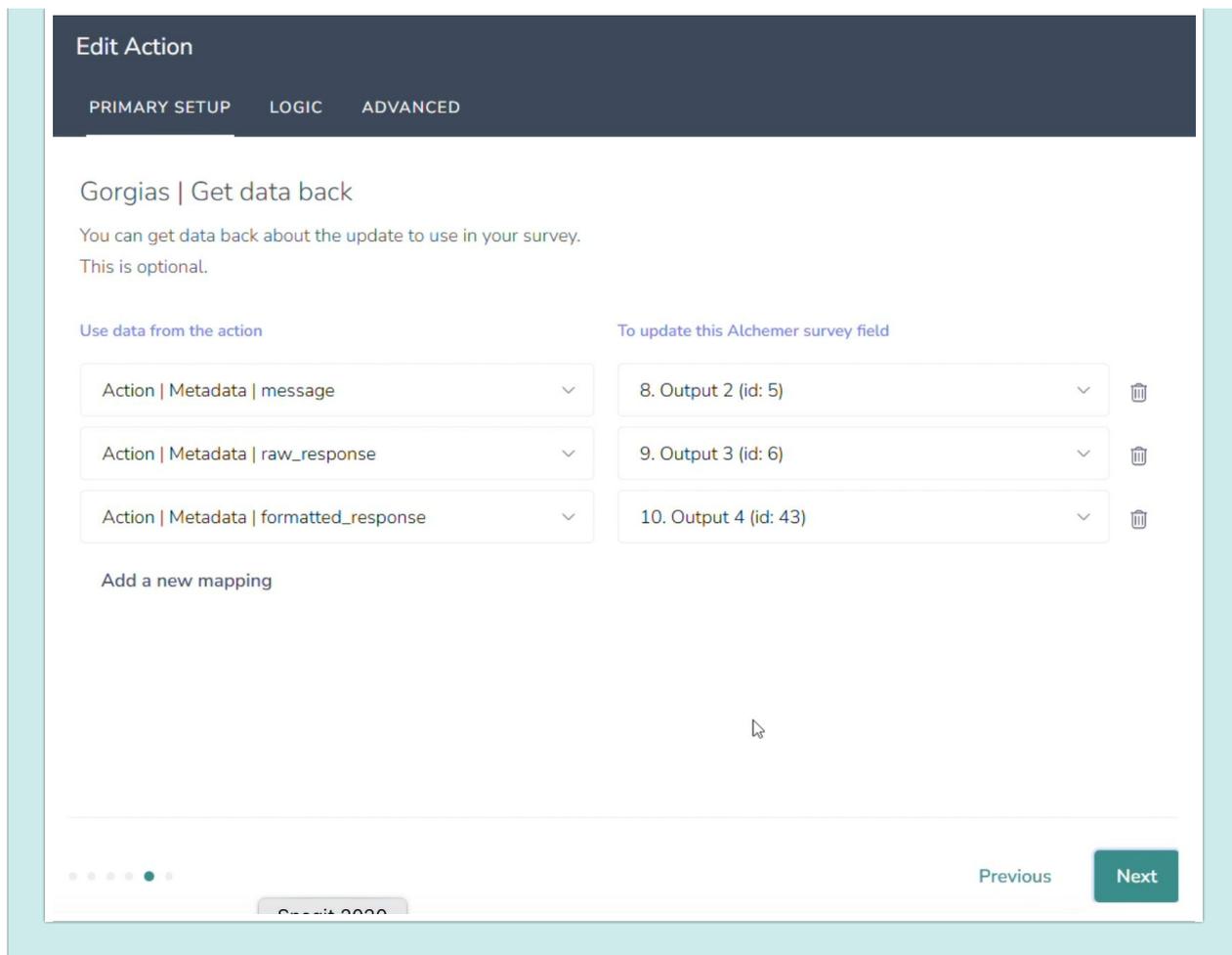
[Add a new mapping](#)

Previous **Next**

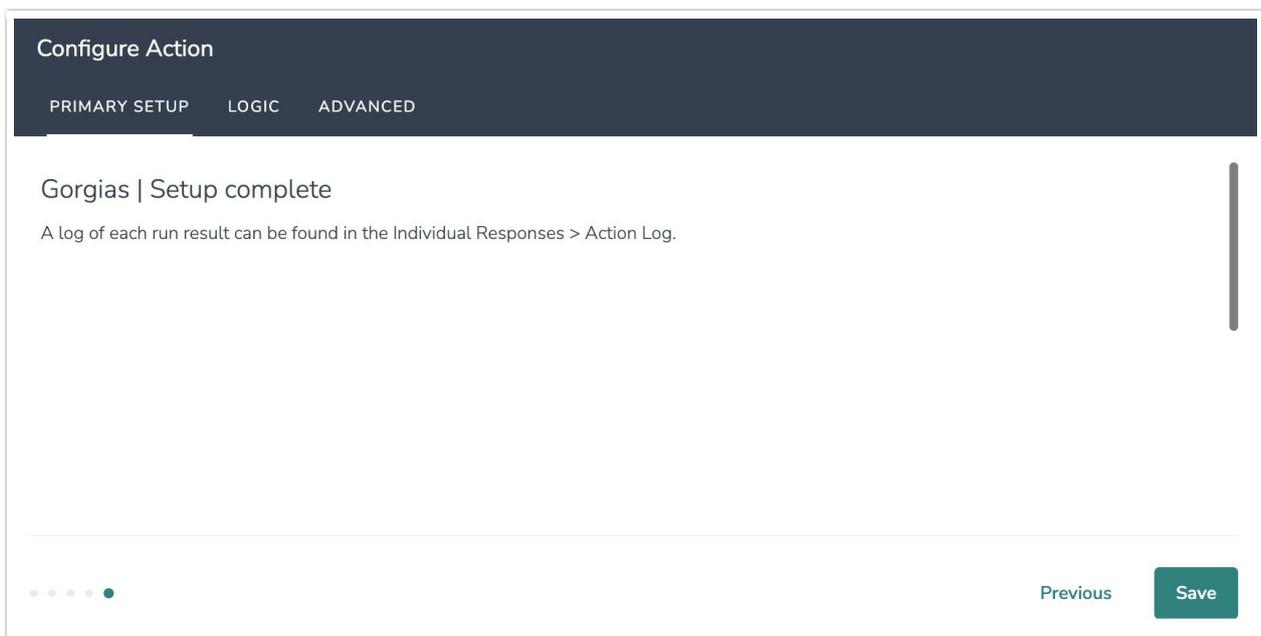
Optional: Get Data Back About the Ticket Message Update Action

After a Gorgias Message Update action occurs, data about the action is available for use in your survey. You can map this data back to fields in Alchemer.

For example, if there is an error in the action you can skip the rest of the survey questions for that respondent.



8. When complete, click "Save" to finalize the integration. A log of each run result can be found in Individual Responses > Action Log.



Monitoring a Gorgias Integration Action

A log of each run result can be found in Results > Individual Responses > Action Log.

FAQs

▷ What permissions do I need within Alchemer to set-up and use the Gorgias integration?

▷ This integration doesn't fit my use cases, or I want to provide feedback to Alchemer!

Related Articles