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"

Page 2: Add Page Title	> Preview	6 1	+	42	×
Let's add something to this blank page.					
Add New: Question Text/Media Action					

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

Alchemer	Support Satisfaction Survey	Help
PRODUCTS	BUILD STYLE TEST SHARE RESULTS - TOOLS -	
Survey	& Vie	w Settings 💙 Restore
🔏 Workflow		
· · .	Page 1: Add Page Title • Previ	ew 🖋 🕂 🖆 🗙
TOOLS	This question has answer validation Email format expected	✓ Edit
🗹 Design Library 🗸	1. Please provide your email address?	伦 Copy × Remove
🗧 Research Library 🗸 🔇		
C Integrations 🗸		
ACCOUNT	Add New: Question Text/Media Action	
දිරා Account 🗸		
Support Center	🖹 Add Page 🛛 📕 Insert Library Item 🎓 Skip/Disqualify Logic	
Au Alchemer University	Thank You Page: Thank You!	Preview Preview

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

Integrations Don't see what you're looking for? Explore our integrations

- 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.

Configure Action			
PRIMARY SETUP LOGIC	ADVANCED		
< Back			
Select Action			
elect the action you would like	e to perform.		
Create ticket	Update ticket message		
Create a ticket in Gorgias	Update a ticket message in Gorgias		
			Cancel

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.

Your browser does not support HTML5 video.

1. Select "Create Ticket"



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

Configure Action		
PRIMARY SETUP LOGIC ADVANCED		
Gorgias Create Ticket Create a Gorgias ticket using info from this survey.		
 You will need: Your Gorgias API credentials Fields in this survey that contain the data you want to use to create the Gorgias ticket 		
Need help? <u>Learn more</u> v240916		
• • • • •	Previous	Next

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

Settings 👻	REST API
 A Home Q Search ▲ Notifications 	We use HTTP basic authentication to authenticate API requests. Below are the parameters you will r to access our API. For more details, please consult our Developer Documentation.
🚔 ACCOUNT	API Access & Credentials
Sidebar	Base API URL
Phone numbers	https:// .gorgias.com/api/
Business hours	
Satisfaction survey	Username (your email address)
Billing & usage	Te Co
Import data	Password (API Key)
👤 YOU	••• C Reset
Mana profile	

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



Configure Action	
PRIMARY SETUP LOGIC ADVANCED	
Gorgias Authentication Enter your Gorgias API credentials. The credential is available in Settings > REST API in Gorgias.	
Gorgias API Base URL*	
<empty string=""></empty>	
Gorgias API Base URL is required	
Authenticate with Gorgias	
Gorgias connected Gorgias trial 4	^
Add a new account	
	Previous Next

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

Configure Action	
PRIMARY SETUP LOGIC ADVANCED	
Gorgias Authentication	
Enter your Go Create a new authentication	×
Gorgias AP <pre> Your authentication name PRODUCTIONUS:C731671:T1057705's Gorgias account Gorgias API B </pre>	
Authenticate Orgias API Username No value	
Gorgias API Password	
	Previous
• • • •	Previous

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.

RIMARY SETUP LOGIC ADVANCED			
lect the fields in this survey you want to use to s e data from this Alchemer field	set the ticket v	alues in Gorgias. To set this Gorgias field	
1. Input 1 (id: 2)	\sim	Gorgias Ticket message sender_email	~
2. Input 2 (id: 3)	~	Gorgias Ticket subject	~
Hidden value 1 (id: 184)	~	Gorgias Ticket message body_html	~
Add a new mapping		C⊋	
			_

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. <u>Ticket ID and Message ID are</u> <u>available fields that you can get back.</u>

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 aŭjout the update to use in your surve This is optional.	⊇у.	
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) 	Ŵ
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.

Your browser does not support HTML5 video.

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



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

Configure Action		
PRIMARY SETUP LOGIC ADVANCED		
Gorgias Update ticket message Update (replace) an existing ticket message in Gorgias using info from this survey.		
 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 		
Need help? <u>Learn more</u> v240920		
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3. In your Gorgias account, copy your Base API URL. This information and your API credentials are available in Settings > REST API in Gorgias.

Se	ettings 👻	REST API
ন ৫	Home Search	We use HTTP basic authentication to authenticate API requests. Below are the parameters you will need to access our API. For more details, please consult our Developer Documentation.
	Notifications	API Access & Credentials
	Sidebar	Base API URL
	Phone numbers	https:// .gorgias.com/api/
	Business hours	
	Satisfaction survey	Username (your email address)
	Billing & usage	🖪 Сору
	Import data	Password (API Key)
•	YOU	C Reset
	Veue profile	

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/</your_domain>		
Configure Action PRIMARY SETUP LOGIC ADVANCED		
Gorgias Authentication Enter your Gorgias API credentials. The credential is available in Settings > REST API in Gorgias.		
Gorgias API Base URL* <pre> Gorgias API Base URL is required </pre>		
Authenticate with Gorgias Gorgias connected Gorgias trial 4	^]
Add a new account		
Previo	bus	Next

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

Configure Act	tion	
PRIMARY SETU	P LOGIC ADVANCED	
Gorgias Au	uthentication	
Gorgias AP	reate a new authentication	×
<empty str<="" th=""><th>pur authentication name PRODUCTIONUS:C731671:T1057705's Gorgias account</th><th></th></empty>	pur authentication name PRODUCTIONUS:C731671:T1057705's Gorgias account	
Authenticate	Gorgias API Username	
Gorgias Gorgia	No value	
	Pre	evious
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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.

Edit Action				
PRIMARY SETUP LOGIC ADVANCED				
Gorgias Select ticket message Select the fields in this survey that contain the Ticket ID an	nd Mess	age ID of the ticket message you want to <mark>up</mark> date.		
Match this Alchemer field value		to this Gorgias field		
Ticket ID (id: 256)	~	Gorgias Ticket id	~	
Message ID (id: 257)	~	Gorgias Ticket message id	~	
Add a new mapping	G			
Ticket ID and Message ID are both required				
		Previous		Next

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 A	lchemer
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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 v	values in Gorgias.	
Use data from this Alchemer field	To set this Gorgias field	
5. Textarea 1 (id: 181) ~	Gorgias Ticket message body_html ~	Ŵ
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.

PRIMARY SETUP LUGIC ADVANCED				
Gorgias I Get data back				
This is optional.	your survey.			
Use data from the action		To update this Alchemer survey field		
Action Metadata message	~	8. Output 2 (id: 5)	\sim	
Action Metadata raw_response	~	9. Output 3 (id: 6)	\sim	
Action Metadata formatted_response	\sim	10. Output 4 (id: 43)	~	
Add a new mapping				
		13		

8. 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

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