Alchemer Workflow Initiator 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.

Overview

The Gorgias initiator allows you to automatically trigger targeted customer feedback workflows in Alchemer when specific events occur in Gorgias.

At a high-level, with an HTTP Integration you can trigger Workflows in Alchemer when the followings events happen in Gorgias:

- Ticket created
- Ticket updated
- Ticket self unsnoozed
- Ticket message created

> The Gorgias initiator, uses HTTP integrations. For more details on setting up an HTTP integration in Gorgias, refer to their documentation.

Setup

1. Create a new Workflow 2. Name your Workflow.

3. After creating a new Workflow, select Gorgias as your initiator.

4. Select "Gorgias HTTP integration webhook" and then click "Next".

5. Click "Next" on the initiator overview screen.

6. After completing the step above, sign into your Gorgias account. In Gorgias, go to Settings > App Store > HTTP Integration.

7. Go to the Manage tab and click "Add HTTP Integration".

8. Name your integration and select your trigger/triggers.

9. Return to Alchemer, and copy the Webhook URL supplied by Alchemer

10. In Gorgias, set the HTTP Integration URL to the Webhook URL you just copied in the step above. Set the HTTP Method to GET or Post.

11. Add the fields you want to pass over in the Request Body. Alchemer can accept both fields in the body of a POST request and URL params in either a GET or POST request.
Optional: Add your headers.

12. Save your HTTP Integration in Gorgias.

13. Return to Alchemer, and define the fields this webhook should accept.

> The fields must match exactly in both Alchemer and Gorgias. For example, a field labeled "last_name" in Request Body of your HTTP Integration must be added as "last_name" in Alchemer.

14. You may optionally add Custom Headers to secure your webhook and ensure that it can only be triggered when pre-specified HTTP header key/value pairs are passed in.

15. Click "Save" to complete the initiator setup.

Merge Codes

When the webhook fires, Gorgias will pass any custom fields you defined to Alchemer Workflow. After configuring this initiator, you can use these fields in merge codes, logic, and other Workflow features.

> For more information on how to use these merge codes in your Workflow, check out this article.

FAQs

- What permissions do I need within Alchemer to set-up and use the Gorgias initiator?
- Can multiple Workflows initiate off the same Gorgias initiator?
- This initiator doesn't fit my use cases, or I want to provide feedback to the Alchemer Product Team!

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