

Alchemer Workflow 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.

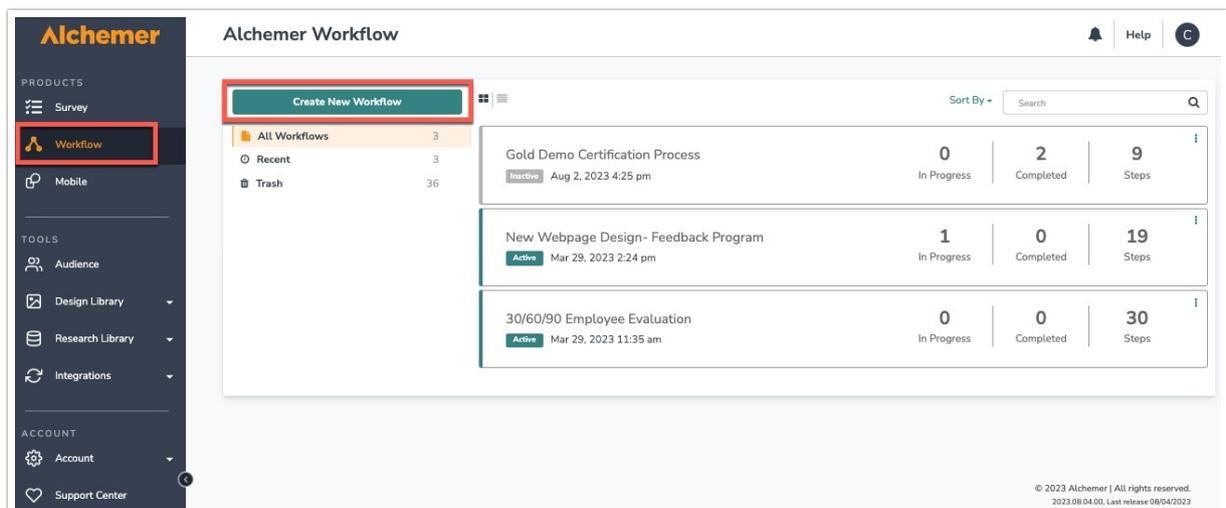
At a high-level, with an HTTP Integration you can trigger Workflows in Alchemer when the followings events happen in Gorgias:

- 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



The screenshot displays the Alchemer Workflow management interface. The left sidebar contains navigation options under 'PRODUCTS' (Survey, Workflow, Mobile), 'TOOLS' (Audience, Design Library, Research Library, Integrations), and 'ACCOUNT' (Account, Support Center). The 'Workflow' option is highlighted with a red box. The main content area shows a 'Create New Workflow' button, also highlighted with a red box. Below it is a table of workflows:

Workflow Name	Status	In Progress	Completed	Steps
Gold Demo Certification Process	Inactive	0	2	9
New Webpage Design- Feedback Program	Active	1	0	19
30/60/90 Employee Evaluation	Active	0	0	30

2. Name your Workflow.

Create New Workflow

* What would you like to name this Workflow?

Customer Service Feedback Workflow

Cancel

Start Building

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

Select Initiator

- Alchemer**
Alchemer integrations
- Custom Events**
Starts the Alchemer Workflow from a webhook call
- Gladly**
Start an Alchemer Workflow from an event in Gladly
- Gorgias**
Gorgias integration with Alchemer
- Integration factory prototype**
Prototype
- Microsoft Dynamics 365**
Start an Alchemer Workflow from an event in Microsoft Dynamics 365
- Salesforce**
Start an Alchemer Workflow from an event in Salesforce
- Scheduled**
Start the Alchemer Workflow on a schedule
- Share Link**
When a user clicks on a custom workflow link

Need Help? Cancel Next

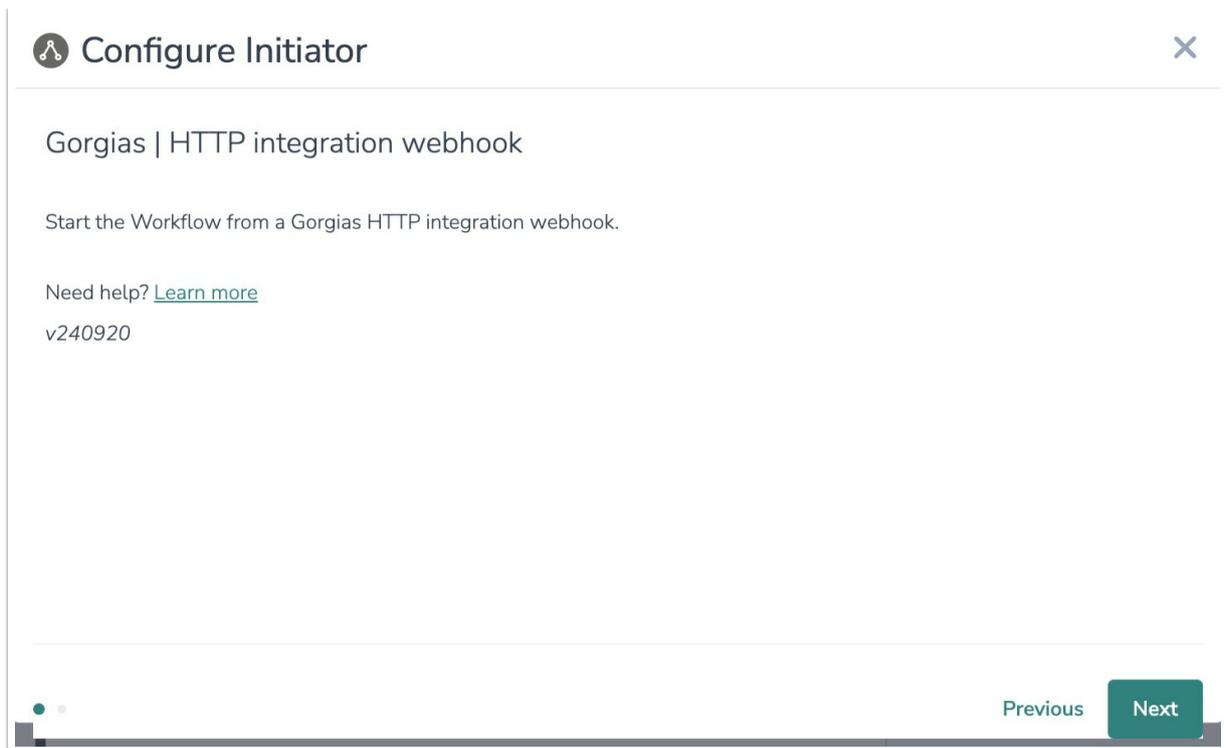
4. Select "Gorgias HTTP integration webhook" and then click "Next".

Select Action

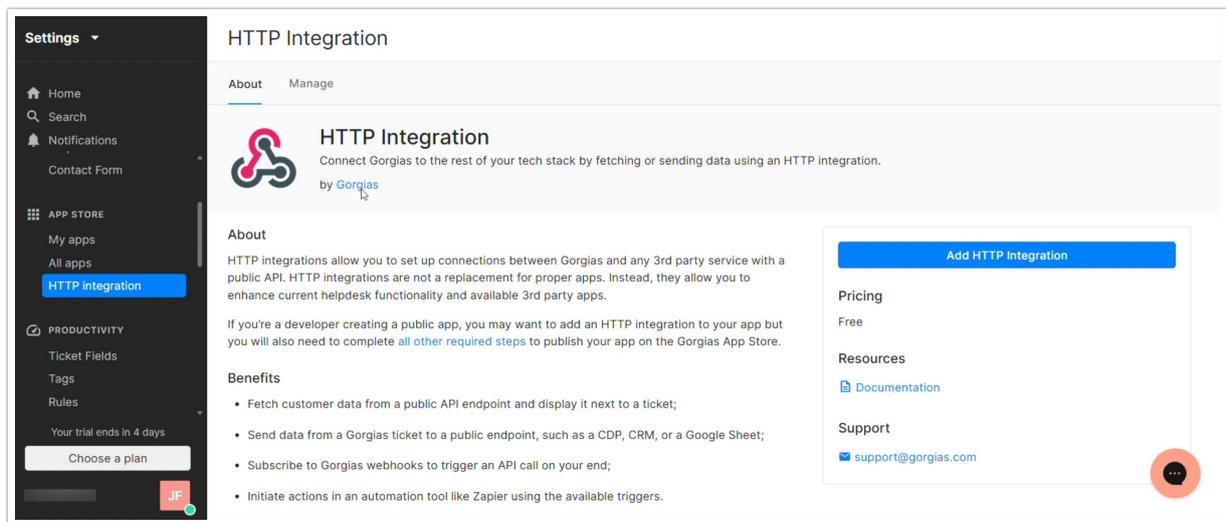
- Gorgias HTTP integration webhook**
Start the Workflow from a Gorgias HTTP integration webhook

Need Help? Previous Cancel Next

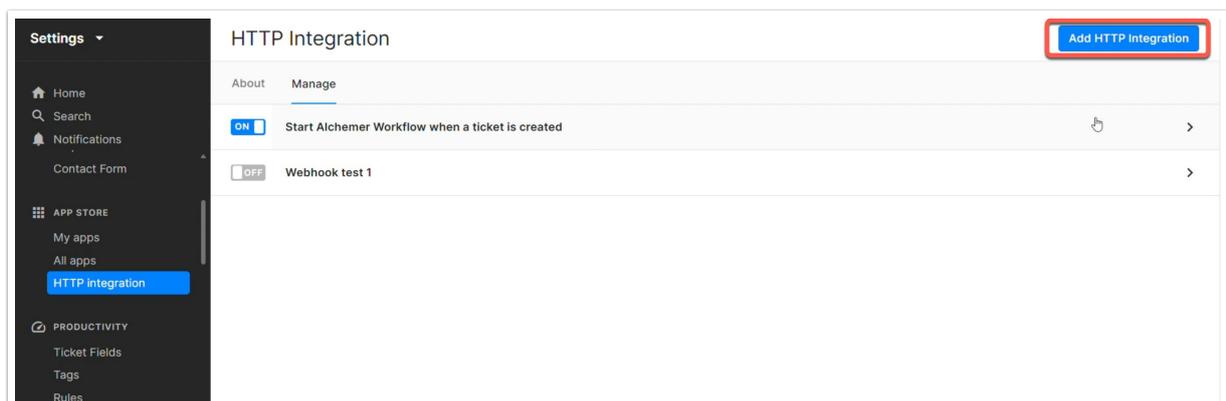
5. Click "Next" on the initiator overview screen.



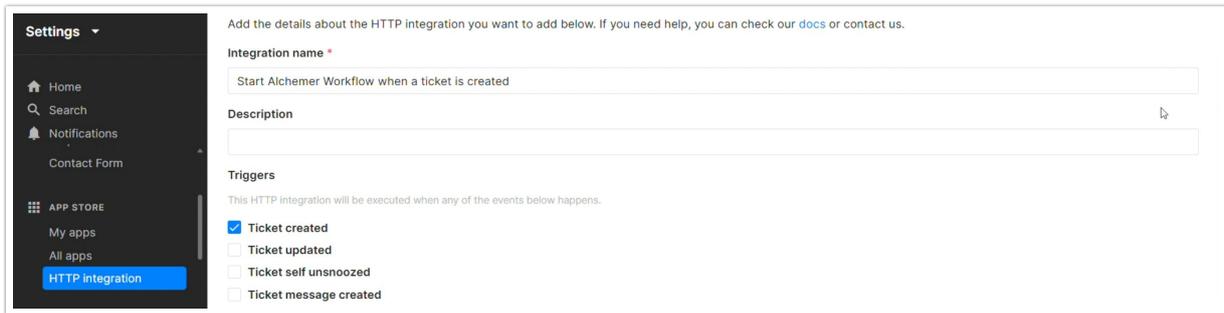
6. After completing the step above, sign into your Gorgias account. In Gorgias, go to Settings > App Store > HTTP Integration.



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

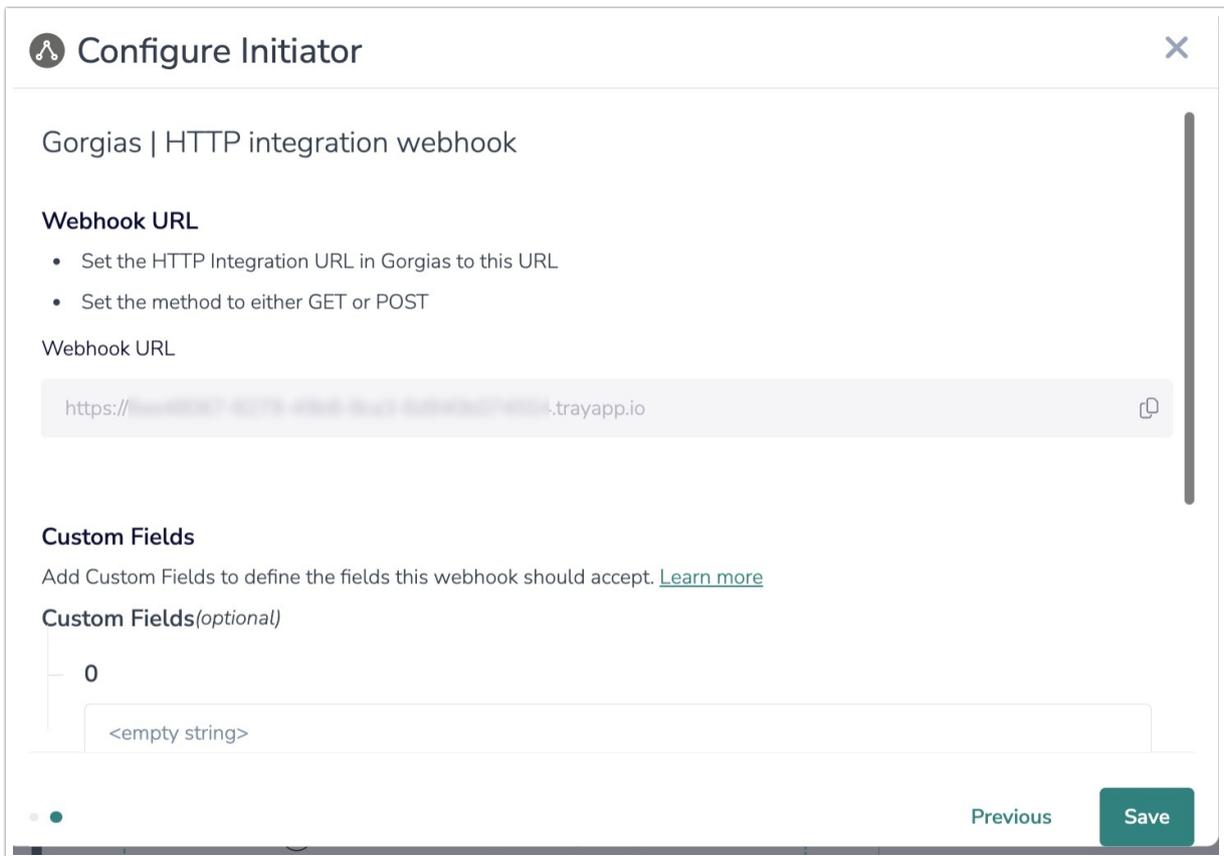


8. Name your integration and select your trigger/triggers.



The screenshot shows the 'Settings' page for an HTTP integration in Gorgias. On the left is a dark sidebar with navigation options: Home, Search, Notifications, Contact Form, APP STORE, My apps, All apps, and a highlighted 'HTTP integration' button. The main content area has a header: 'Add the details about the HTTP integration you want to add below. If you need help, you can check our docs or contact us.' Below this are three sections: 'Integration name' with a text input containing 'Start Alchemer Workflow when a ticket is created'; 'Description' with an empty text input; and 'Triggers' with a sub-header 'This HTTP integration will be executed when any of the events below happens.' and four checkboxes: 'Ticket created' (checked), 'Ticket updated', 'Ticket self unsnoozed', and 'Ticket message created'.

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



The screenshot shows a 'Configure Initiator' dialog box with a close button (X) in the top right. The title is 'Gorgias | HTTP integration webhook'. Under 'Webhook URL', there are two bullet points: 'Set the HTTP Integration URL in Gorgias to this URL' and 'Set the method to either GET or POST'. Below this is a text input field containing a long URL ending in '.trayapp.io' with a copy icon to its right. The 'Custom Fields' section has a sub-header 'Custom Fields(optional)' and a list with one item '0' containing the text '<empty string>'. At the bottom right are 'Previous' and 'Save' buttons.

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.

Home
Search
Notifications
Contact Form

APP STORE
My apps
All apps
HTTP integration

PRODUCTIVITY
Ticket Fields
Tags
Rules
Your trial ends in 4 days
Choose a plan

URL *

https://95fc9027-884a-498d-bc42-7f1227d5f116.trayapp.io?url_email={{ticket.customer.email}}

You can use `{{ticket.customer.email}}` to pass the email of the ticket customer. See other [variables](#).

HTTP Method *

POST

Request content type *

application/json

Response content type *

application/json

Headers

foo bar

+ Add Header

Request Body (JSON) ⓘ

JSON template ▾

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.

APP STORE
My apps
All apps
HTTP integration

PRODUCTIVITY
Ticket Fields
Tags
Rules
Your trial ends in 4 days
Choose a plan

Headers

foo bar

+ Add Header

Request Body (JSON) ⓘ

JSON template ▾

```
{
  "email": "{{ticket.customer.email}}",
  "ticket_id": "{{ticket.id}}"
}
```

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.

Configure Initiator

Custom Fields

Add Custom Fields to define the fields this webhook should accept. [Learn more](#)

Custom Fields(optional)

0

email

1

last_name

Add to Custom Fields

Custom Headers

Previous Save

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.

Configure Initiator

0

email

1

last_name

Add to Custom Fields

Custom Headers

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.

Custom Headers(optional)

Add Property To Custom Headers

Previous Save

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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