How to connect sendSMS.ro to Zendesk

1. Connect to your zendesk.com sub-domain.

2. Go to admin.

3. Go to Settings sub-section and select Extensions.

4. Make sure you are in the target section. Click to add a new target.

5. Add e new URL Target.

6. Set the Title to whatever you want, set the Method to GET, put "text" in the Attribute Name field, and leave the Basic Authentication fields empty. It should look something like this in the end.

URL target

Title	sendSMS.ro

Url

The target URL, including protocol (https or http is OK) and path.

Valid examples:

- http://somedomain/a/path
- http://somedomain/a/path?source=zendesk
- http://somedomain/a/path?id={{ticket.external_id}}&status={{ticket.status}}

Method   GET

Attribute Name   text

The name of the message attribute

If the name of the message attribute is **value**, for example, your **Notify Target action** message will be appended to the target URL as *http://somedomain/a/path?**value**=message+with+placeholders+evaluated*

Basic Authentication   Add credentials if the target needs username/password authentication. Leave blank if credentials are not required.

Username

Password

Test target   Submit

7. Choose one of the following URL structures bases on what kind of message you want to send:

- Normal message:
  https://api.sendsms.ro/json?action=message_send&username=YOUR _SENDSMS_USERNAME&password=YOUR_SENDSMS_API_KE Y&to={{ticket.requester.phone}}&from=YOUR _LABEL

- Message with unsubscribe link:
  https://api.sendsms.ro/json?action=message_send_gdpr&username=Y OUR_SENDSMS_USERNAME&password=YOUR_SENDSMS_AP I_KEY&to={{ticket.requester.phone}}&from=YOUR _LABEL

- Normal message but with reduced URLs:
  https://api.sendsms.ro/json?action=message_send&username=YOUR _SENDSMS_USERNAME&password=YOUR_SENDSMS_API_KE Y&to={{ticket.requester.phone}}&from=YOUR _LABEL&short=true

- Message with unsubscribe link and short URLs: https://api.sendsms.ro/json?action=message_send_gdpr&username=YOUR_SENDSMS_USERNAME&password=YOUR_SENDSMS_API_KEY&to={{ticket.requester.phone}}&from=YOUR_LABEL&short=true

8. [Generate a new API key](#)

9. In the URL of your choice, replace the placeholders as follows:

   - YOUR_SENDSMS_USERNAME with your sendSMS username, you can find it in the up-right corner after you log in [here](#).

   - YOUR_SENDSMS_API_KEY with the API Key create at point 8.

   - YOUR _LABEL with your label. If you do not have one yet, use 1898.

10. Add the newly created URL in the URL field and test your target.

**Username**

Password

Test target   Submit

11. If everything went all right, you should get this message. If an error message is shown, please check the section dedicated to common problems. If everything went all right, save your new target.

d3v-sendsms.zendesk.com says

The message was successfully sent. Check to see if you received a message in your target

OK

12. In admin, go to Business Rules → Triggers.

BUSINESS RULES

Routing

Triggers

Automations

Service Level Agreements

Answer Bot
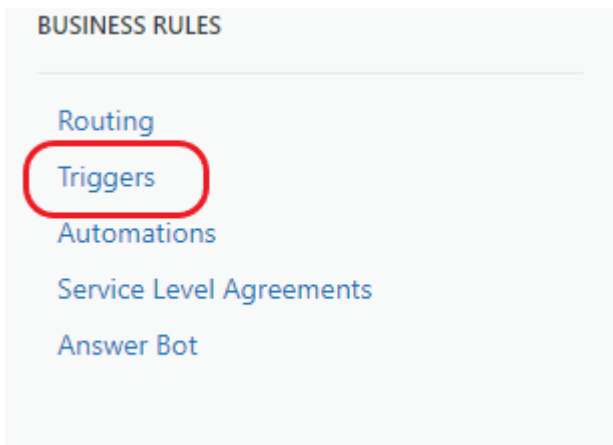
13. Add a new trigger.

14. Set the conditions for your new trigger.

15. In the Action tab, chose Notify Target and select the target your previously created. Do not forget to populate the Message field.

Actions

Actions that will occur if global conditions are satisfied

| Notify target ⌄ | sendSMS.ro ⌄ |

Message

Just a usual message

View available placeholders

Add action

Cancel   Create

16. Press create and enjoy your new trigger.

Common Problems

- Check if the URL is valid.

- Make sure the URL does not contain any spaces.

- URL encode YOUR_SENDSMS_USERNAME, YOUR_SENDSMS_API_KEY and YOUR _LABEL with an online tool. You could use https://www.urlencoder.org/ for this job, but any URL encoder will work just as fine.