

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.

Extensions

Targets CRM

Targets let you notify external systems about a new ticket or an important state change to a ticket. You can use this to be notified through SMS or Twitter when a specific trigger executes. [Learn more](#)

Active targets (0)

[add target](#)

Inactive targets (1)

sendSMS

1 successful send

URL target

[edit](#)

5. Add e new URL Target.

Select target to add



Campfire target >

Push updates to your Campfire account.



Clickatell target >

Send SMS messages using a Clickatell account.



HTTP target >

Compose custom JSON, XML, and form-encoded HTTP requests to 3rd party services.



Yammer target >

Push updates to your Yammer account.



Email target >

Send emails to specific addresses.



Pivotal target >

Post updates as stories in a Pivotal Tracker project.



Salesforce target >

Push ticket data to a Salesforce case.



Microsoft Dynamics CRM target >

Push ticket data to a Microsoft Dynamics CRM case.



Twitter target >

Push updates to your Twitter account.



URL target >

Invoke a custom URL via HTTP GET or POST.



JIRA target >

Push updates to JIRA.



Get Satisfaction target >

Post replies to your Get Satisfaction account.



Basecamp target >

Post updates as messages in a Basecamp project.



Twilio target >

Send SMS messages to a mobile phone using your Twilio account.



SugarCRM target >

Push ticket data to a SugarCRM case.

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

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

Attribute Name
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

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_KEY&to={{ticket.requester.phone}}&from=YOUR_LABEL`
- Message with unsubscribe link:
`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`
- Normal message but with reduced URLs:
`https://api.sendsms.ro/json?action=message_send&username=YOUR_SENDSMS_USERNAME&password=YOUR_SENDSMS_API_KEY&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

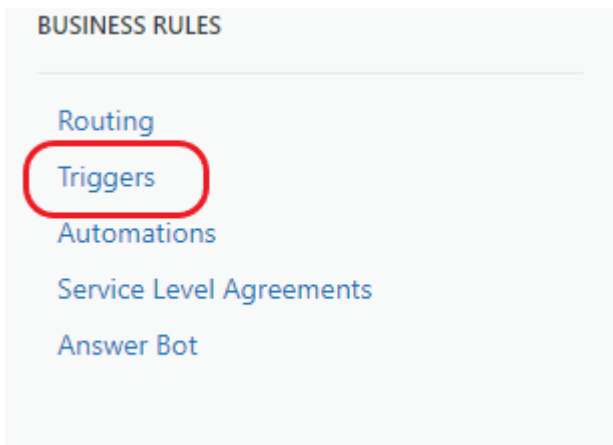
11. If everything went all right, you should get this message. If an error message is shown, please check the section dedicated to common problems. If everything went all right, save your new target.

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.



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.