



CUSTOMER SERVICE INTEGRATION GUIDE

Hello! We would like to provide you with the options to integrate with our Customer Service Team.



ZENDESK INTEGRATION

In case your team is also using Zendesk, we can set up a Zendesk Ticket Sharing Agreement that would allow us to work seamlessly with the same tickets. Your or our end can share a user ticket between the teams to request.

In order to set this up, your Zendesk Administrator would need to complete the following steps:

1. Click the Admin icon  in the sidebar, then select Tickets.
2. Select the Ticket sharing tab.
3. Select add sharing invite.
4. In the window that appears, select another Zendesk Support account.
5. Enter the URL for the account xsolla.

6. Select an option from the Comment status and permissions field:

✓ Make public & private comments, sync status

Comment and status permissions

- ✓ Make public & private comments; sync status.
- Make private comments; do not sync status.
- ~~Allow partner to make public comments and change the status, or allow only private comments but do not allow the syncing of the status. Learn more~~

7. Select an option from the Tag synchronization field

✓ Yes, share tags between me and the receiver

Tag synchronization

- No, do not share tags between me and the receiver.
- ✓ Yes, share tags between me and the receiver.
- ~~Sharing tags can mean some custom needs are also synced; however, it may increase the number of tags in either account.~~

8. Select the custom fields syncing setting.

✓ No, do not sync custom fields between me and the receiver

9. Click Send Invite.



Please note

Zendesk Sharing Agreement must be bilateral, therefore after we accept your invite, we would send you one as well.



XSOLLA CHAT INTEGRATION

We host our chat platform at <https://chat.xsolla.com/>.

This platform is used between Xsolla and our partners. We set up rooms where we can discuss day-to-day issues, escalate incidents and etc. If you are interested in setting up a chat room with Xsolla CS, please provide us with the list of email addresses that can be given the access.

SLACK INTEGRATION

Integration of Slack with the chat platform allows you to communicate with Xsolla employees directly in a Slack channel, you don't need to create additional guest user accounts or attract additional resources.

In order to set up your integration you need to follow these steps:

1. Go to the bots configuration page: <https://my.slack.com/apps/A0F7YS25R-bots>
2. Press Add to Slack.

3. Choose a username for your bot and press Add bot integration.



4. Copy your API Token and save it somewhere. You will need it to finish your integration configuration.
5. Configure your bot in the way you like and press Save integration.
6. Create a new Slack channel. Fill in the fields at your discretion and press Create.

Create a channel

Channels are where your team communicates. They're best when organized around a topic — #marketing, for example.

Name

Description (optional)

What's this channel about?

Make private
When a channel is set to private, it can only be viewed or joined by invitation.

[Learn more](#) **Create**

7. Add the bot you have already created to the channel.

Add apps to #xsolla

[View App Directory](#)

In your workspace (1)

- chat-xsolla **Add**

Channel Details

- Highlights
- Pinned Items
- 1 Member
- Apps **Add App**
- Shared Files

#xsolla

☆ | 👤 1 | 🔔 0 | ➕ Add a topic

Save your account and start collaborating

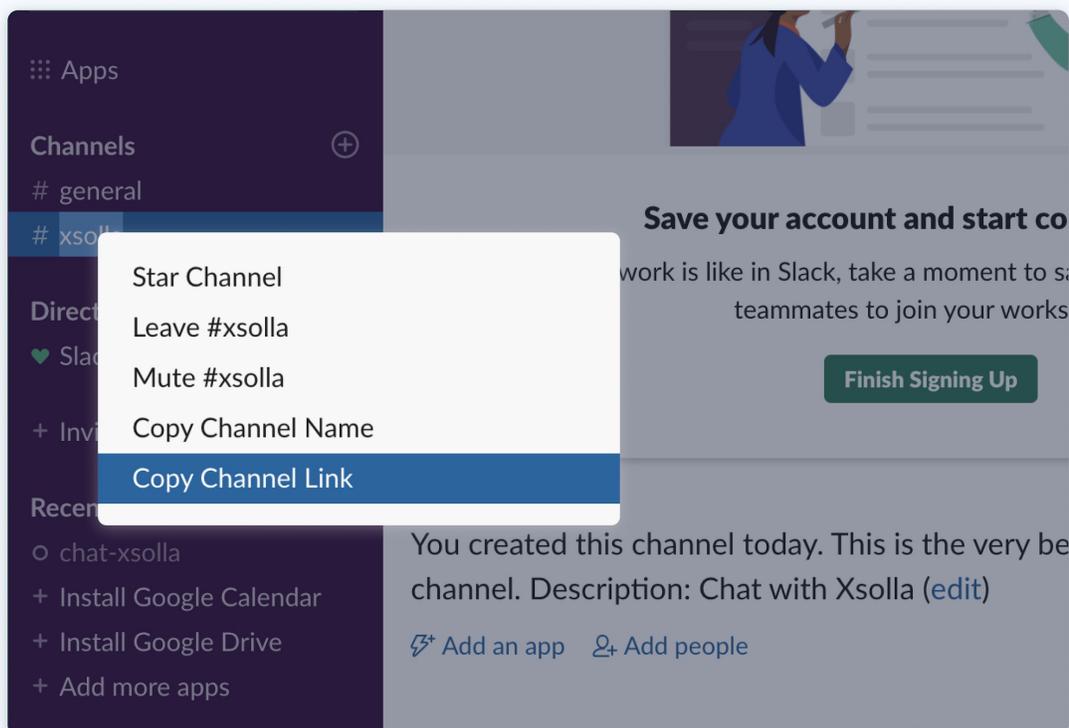
To see what teamwork is like in Slack, take a moment to save your account and invite some teammates to join your workspace.

[Finish Signing Up](#)

#xsolla



8. Copy a link to the channel



9. Provide Xsolla representative with the API Token created at the 4th step.

When the integration is completed you will be informed in the channel that was created earlier.



THANK YOU

In case you have any issues with the integration flow, please reach us in basecamp or via email

hos@xsolla.com