

# Higher Logic-Desk.com Integration

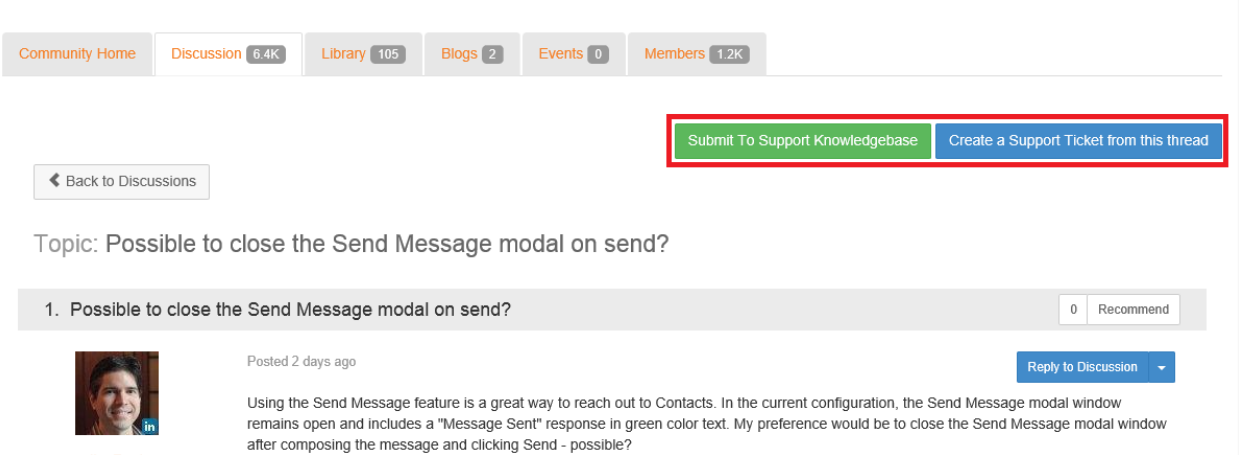
## 1. Overview

This document details the integration between Higher Logic’s Community platform and Salesforce’s Desk.com ticketing platform. The integration allows support tickets and knowledgebase articles to be created in Desk.com from discussion threads in a Higher Logic community.

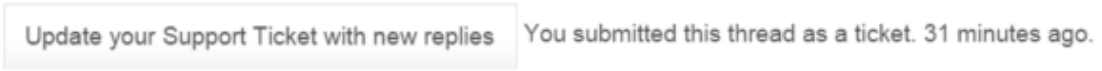
Community discussions can generate significant information around an issue. Using this integration, with the click of a button the full discussion thread is sent to Desk.com. This not only makes it easy for customer and staff to submit to Desk.com from threads, but it also saves the Customer Service Representative (CSR) time because they do not have to track down all the relevant information and people; all that information is transferred to the newly created ticket or knowledgebase article.

## 2. Features

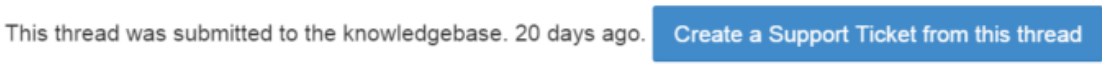
The Higher Logic-Desk.com Integration uses buttons above the discussion thread to create tickets and knowledgebase articles in your existing Desk.com platform (purchased separately). When a button is clicked, the full text of the discussion thread is sent Desk.com along with links to any attachments. The ticket or article in Desk.com is from the Higher Logic community user who clicked the button.



After a ticket has been submitted, the user who submitted the ticket no longer is presented with the button to submit a ticket. Instead they see a note that a ticket was submitted and when it was submitted. If additional messages are added to the thread, the user who submitted the ticket will see a button to update the existing ticket with the new messages.



Once a thread has been submitted as a knowledgebase article, all users who have access to submit the thread will see a note that the thread has been submitted to the knowledgebase.



There are various configurations to control which communities can have tickets submitted from them and which users have permission to submit tickets. Community Types in Higher Logic can be set to allow support tickets to be created from them, and each community of that type needs to be set to allow tickets to be submitted.

Discussion threads for knowledgebase article suggestions are created and tagged with a particular topic in Desk.com. This allows them to be edited and approved before appearing in the knowledgebase.

Once a community has been configured to allow tickets and knowledgebase articles to be created from its discussion threads, the control on the page can be configured to control which security groups (users) have permission to submit tickets.

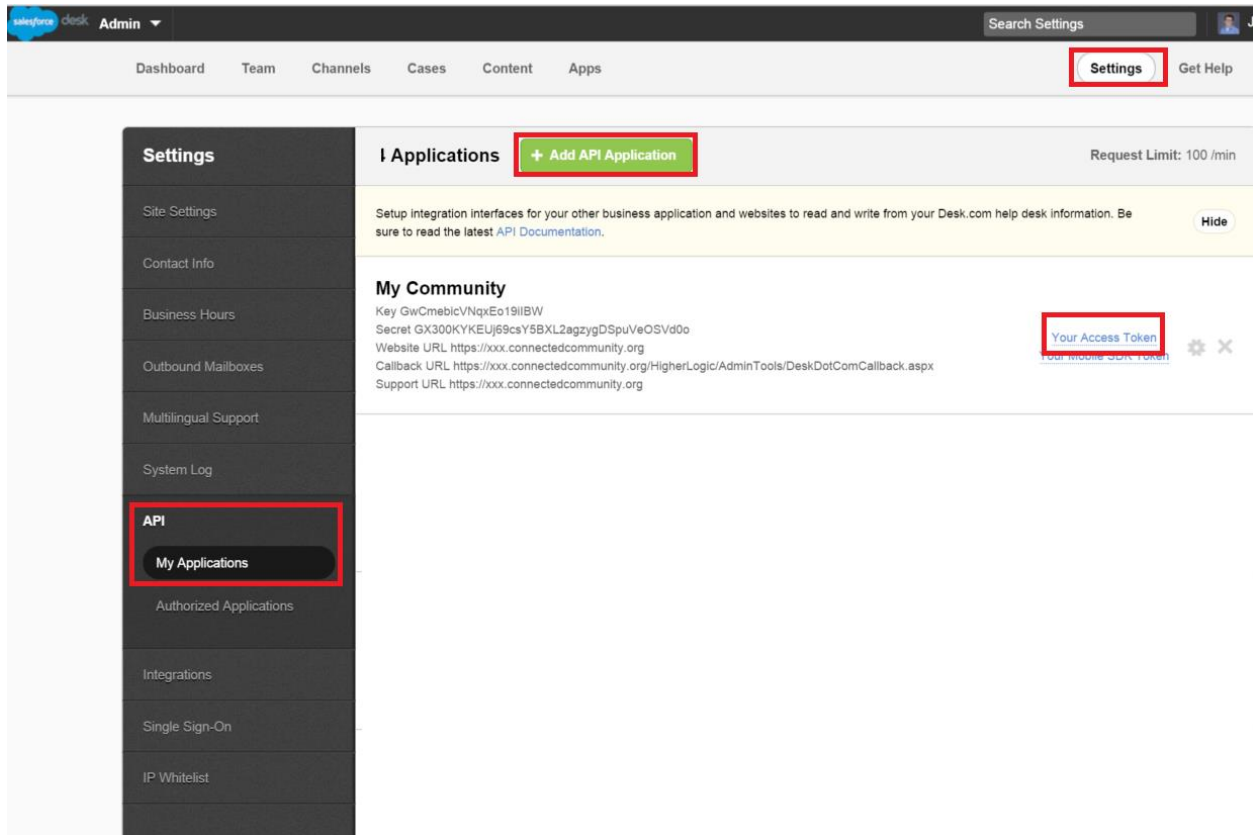
### 3. Integration Details

The Higher Logic-Desk.com Integration works with your existing Desk.com ticketing platform and your Higher Logic Community. There are several steps to setting up this integration.

#### Desk.com API Access

The Higher Logic-Desk.com Integration uses the Desk.com API. The Higher Logic application must be authorized by you and authenticated with a special key. To generate this, in Desk.com, go to **Settings**, then **API**. At the top of the screen, click the green button to **Add API Application** and fill out

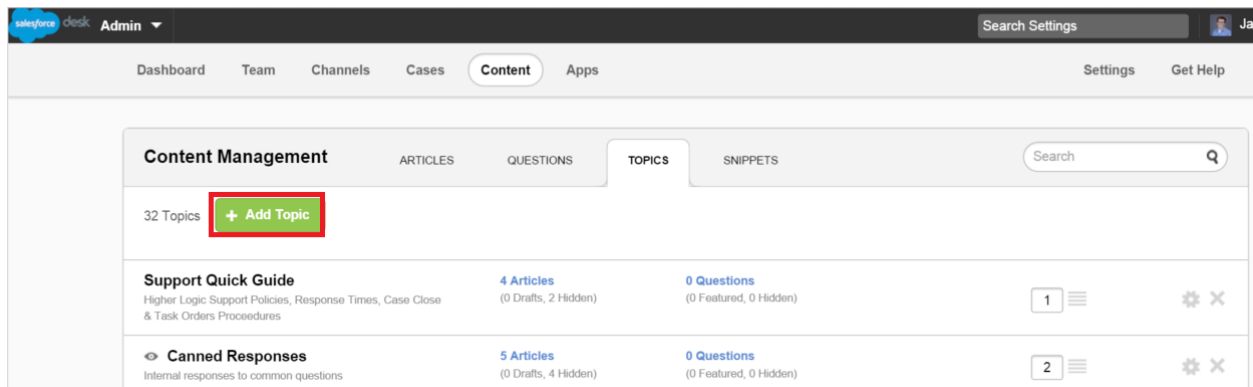
- **Name:** a name for the Higher Logic connection to your Desk.com
- **Website URL:** the URL for your community
- **Callback URL:** the URL for your community with /HigherLogic/AdminTools/DeskDotComCallback.aspx
- **Support URL:** the URL for your community



This will generate a Key and Secret that need to be supplied to Higher Logic.

After you have added the API Application, you will see **Your Access Token** to the right of the listing. For your community to connect to Desk.com via OAuth 1.0a you will need to supply the Token and Token Secret shown when this link is clicked to Higher Logic.

For knowledgebase article suggestions, you will need to create a new content topic under which the submitted discussion threads will be put, for example, *Suggested Articles*. In Desk, under Content, Topics, add a new topic for these discussion threads.



Once you have created the new topic, under Articles, you will see your new Topic. If you click on the new topic, the URL will contain *select\_filter=xxxxxx* where the xxxxxx is the Topic ID that will need to be supplied to Higher Logic so submitted discussion threads can be tagged with this topic and reviewed before becoming knowledgebase articles.

## Community Setup

Within your Higher Logic community there are several steps to enable a tickets to be created from discussion threads.

**Community Types.** Each community type that you want to allow tickets to be created from must first have this feature enabled. In CCAdmin, under **Community Types**, under each community type that you want to enable ticket submissions, scroll down to the **Features** section and set **Support Tickets can be created from this community** to **On**.

## Features

Communities can have a Website  Off

New communities should use this site as the model:

Communities can have a Discussion  On

Communities can have a Library  On

Communities can have a Calendar  On

Community members can create Events  Off

Community admin can download the community member roster  On

**Support Tickets can be created from this community  On**

**Community Settings.** Next, each community of that type you wish to allow tickets from needs to be configured. Go to each community and under the community settings, check **Allow members of this community to create support tickets from discussion threads.**

## Edit Community Settings

Name of Your Community   
[Check Availability](#)

Type of Community

Description, Purpose or Mission Statement of the Community

Who Can Join the Community?  Invitation Only  DEMO2 Members  Authenticated

Who Can View Your Community?  Invitation Only  DEMO2 Members  Authenticated  Public  
 Allow members of this community to invite other qualified people to join

Features of Your Community (select and save to add feature)  
[Discussion - Partnerships](#)   
[Library - Partnerships](#)   
Events may only be created by an administrator for this type of community  
 Allow members of this community to create support tickets from discussion threads  
Coming soon

**Support Control.** Finally, on the community discussion thread, make sure there is a control for the support system request. This is **User Control** with a path of **eg:SupportSystemRequest**. Optionally, you may set the some of the texts used by the control. For example the text on the button to submit a ticket can be changed using the **MakeTicketButtonText** parameter.

You may also set security on this control to allow only particular security groups permission to see the button to submit tickets to Desk.com. This will probably be Site Administrators or a staff related security group.

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## Enter/Edit Content for Topic Thread

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Please enter a name or title for this content item. This will show on the web page.

Support Ticket Request  Show?

Hide this content item

Optionally, add any keywords or phrases that would describe this content to the search engines. Separate keywords or phrases with commas:

Content is available to:

Site Administrators  Public Only  Everyone  Selected Security Groups

By-line [More details](#)

CSS Class in which to wrap this content (optional)

Type of content:  HTML  Uploaded File  Hyperlink  User Control  MVC Action  Syndicated Content  JavaScript

User Control class or path:   Send Title?

User Control Parameters:

Parameter List: (Double Click to add)

CreateTicketSuccessMessageText - Text  
FilterByMicrositeGroup - True or False  
FilterByRelatedKey - True or False  
KnowledgebaseSuccessMessageText - Text  
MakeTicketButtonText - Text  
MicrositeGroupKey - Key  
MicrositeGroupTypeRouteDesignKey - Key

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Once the Desk.com connectivity has been added by Higher Logic to your community and the communities have been configured, users should be able to submit discussion threads as Desk.com for tickets and articles.

## 4. Installation Check List

Desk.com API Application Information		
Parameter	Notes	Value
Desk.com URL	URL for your Desk.com API. <b>Ex:</b> <i>https://xxx.Desk.com</i>	
Key	API Application Key from Desk.com. <b>Ex:</b> <i>bjEXfo2hpEBnsVc3NT5Z</i>	
Secret	API Application Key from Desk.com. <b>Ex:</b> <i>3WqADuBsrn1YwIwRXSqKg5oRij5tKzgBy5C TUN1</i>	
OAuth Token	Under <b>API Access Token</b> for the API Application	
OAuth Token Secret		
Knowledgebase article Topic ID	Article Topic ID that submitted will be put under. <b>Ex:</b> <i>436906</i>	
Support email address	General support email setup for your organization. <b>Ex:</b> <i>support@xxx.org</i>	
Community Setup		
Parameter	Notes	Value
Community Type(s)	Which community types should allow tickets?	
Communities	Which communities of the above type should allow tickets?	
Button Text	What text should be on the button to submit tickets?	
Security Groups	Which Security Groups should have access to create a ticket?	