

# Zendesk tiger tutorial



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## 1. Create a copy of shared survey and publish it

Create a copy of the survey which is shared to you. Name begins “Zendesk Tiger survey”. You should find it from shared surveys list.

- Login to SurveyPal and select “Shared with you” from left menu
- Right click survey and select “Duplicate...”
- Now you can see survey in “Your surveys” list
- Double click survey name and when it opens, go to Build view and click “Launch” from top menu

## 2. Create new Zendesk fields

Login to Zendesk, select "Admin", select "Ticket Fields" under Manage, click "Add field". You need four fields:

- Net Promoter Score (type: numeric)
- How was the experience (type: multi-select), add options Clarity, Effort, Friendliness, Professionalism, Problem solving, Tiger prowess
- Loyalty program mentioned (type: checkbox)
- Survey feedback (type: multi-line)

### 3. Connect Zendesk to Surveypal and add mappings

Follow instructions <https://support.surveypal.com/hc/en-us/articles/115004606294-Connect-to-Zendesk-and-add-mappings> and configure your integration.

Add mappings like this:

Questions	Update response to	
How likely would you recommend us?	Ticket	Net Promoter Score
What went wrong in your experience?	Ticket	How was the experience <span>i</span>
How can we improve your experience?	Ticket	How was the experience <span>i</span>
What did you enjoy about your experience?	Ticket	How was the experience <span>i</span>
Did we mention our new Tiger loyalty program?	Ticket	Loyalty program mentioned
Where did we excel and where can we improve our service?	Ticket	Survey feedback

### 4. Use our NPS button generator and follow instructions

[https://my.surveypal.com/app/form/preview?\\_sid=756455550&\\_k=laFDa\\_fDvsxl1hgaV1euzaSiZLXT9HS2d3LPLD2qaH1Nj\\_96QvmbxbToFLmbo-n&\\_d=0&clear=1](https://my.surveypal.com/app/form/preview?_sid=756455550&_k=laFDa_fDvsxl1hgaV1euzaSiZLXT9HS2d3LPLD2qaH1Nj_96QvmbxbToFLmbo-n&_d=0&clear=1)

*Element code:* p0e1

*After response:* go to next page

*Number scale starts from number:* 0

*How many buttons number scale contains:* 11

*Button font color:* #ffffff

*Button background color:* #000000

*Button label left:* Not likely

*Button label right:* Very likely

*Logo image:*

[https://srvpleu1data2.blob.core.windows.net/media/zic3K6f5tZDohL78EeyPcp\\_oMhouVXWVSq5ldfcYXI4P6Py9z760kRY\\_WBBRVGBC](https://srvpleu1data2.blob.core.windows.net/media/zic3K6f5tZDohL78EeyPcp_oMhouVXWVSq5ldfcYXI4P6Py9z760kRY_WBBRVGBC)

*Width of logo image:* 150

*Message text:* <p>Hi Sam,<br>Thank you for contacting the Tiger Help Center!  
Grrrrr!</p><p>We care about our streak of tigers and would appreciate your thoughts on your experience today with customer service agent {{ticket.assignee.name}}. Thank you!</p><p><strong>How likely would recommend us?</strong></p>

## 5. Test your integration

If you followed NPS button generator instruction you should have link in the Zendesk Dynamic Content and new trigger in Zendesk.

Now you can go to Zendesk, create new ticket which requester email address is your own address. Add subject and description and click "Submit as Solved" from bottom right corner.

You should receive email which contains everything what you added to trigger email content. Click one of the buttons and the survey should open in your browser.

# Tips

## Trigger condition

When you create trigger or automation, add there condition which check the ticket title. That way it's safe to test ticket also in production environment. You can remove this condition when you have tested your trigger and then customers will receive the email also.

Example:

### Conditions

Conditions that must be met for the trigger to run

**Meet ALL of the following conditions**

Status	Changed to	Solved
Subject text	Contains the following string	MikkoM

This trigger activates only when subject contains string "MikkoM".