How to integrate with Gorgias

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Gorgias is a customer support platform built for e-commerce companies. Connect your customer service channels (email, chat, phone, Messenger, Facebook, Instagram, and SMS) and manage them from a single Gorgias dashboard.

What you'll learn

- How to connect Digioh with Gorgias to push leads as Customers, Tickets, Events, or Tags
- Which Gorgias permissions to grant for common use cases
- How to map and customize your data using Liquid templates and HTTP Request tasks in Digioh Connect Pipelines

Use case

Digioh's Gorgias integration lets you push leads as **Customers, Tickets, Events, or Tags** to your Gorgias dashboard from pop-ups, forms, surveys, and quizzes. For example, when a user submits a Digioh form on your website, this integration can create a real-time Customer or Ticket in Gorgias. Under the hood, Digioh calls the Gorgias REST API to pass the lead.

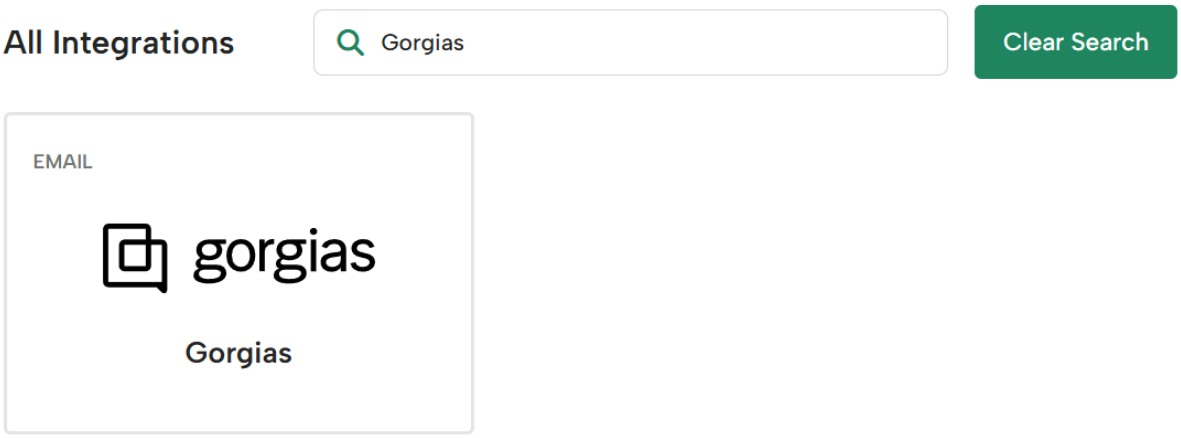
Gorgias integration requirements

Before setting up your integration, you'll need the following from Gorgias:

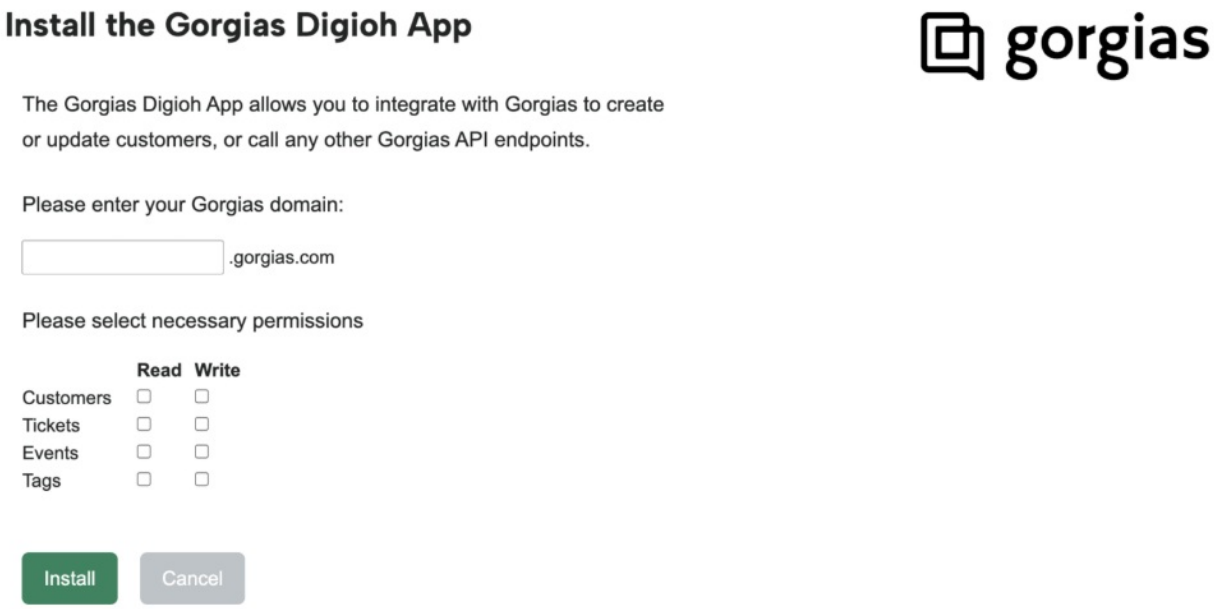
- **Your Gorgias domain** retrieve this from the URL after you log in to Gorgias. If your URL is https://acme.gorgias.com, your Gorgias domain is acme.

Steps to integrate

1. In Digioh, select Integrations -> Integrations in the navbar.
2. Scroll to the All Integrations section, type "Gorgias" in the search field, and click the Gorgias card.



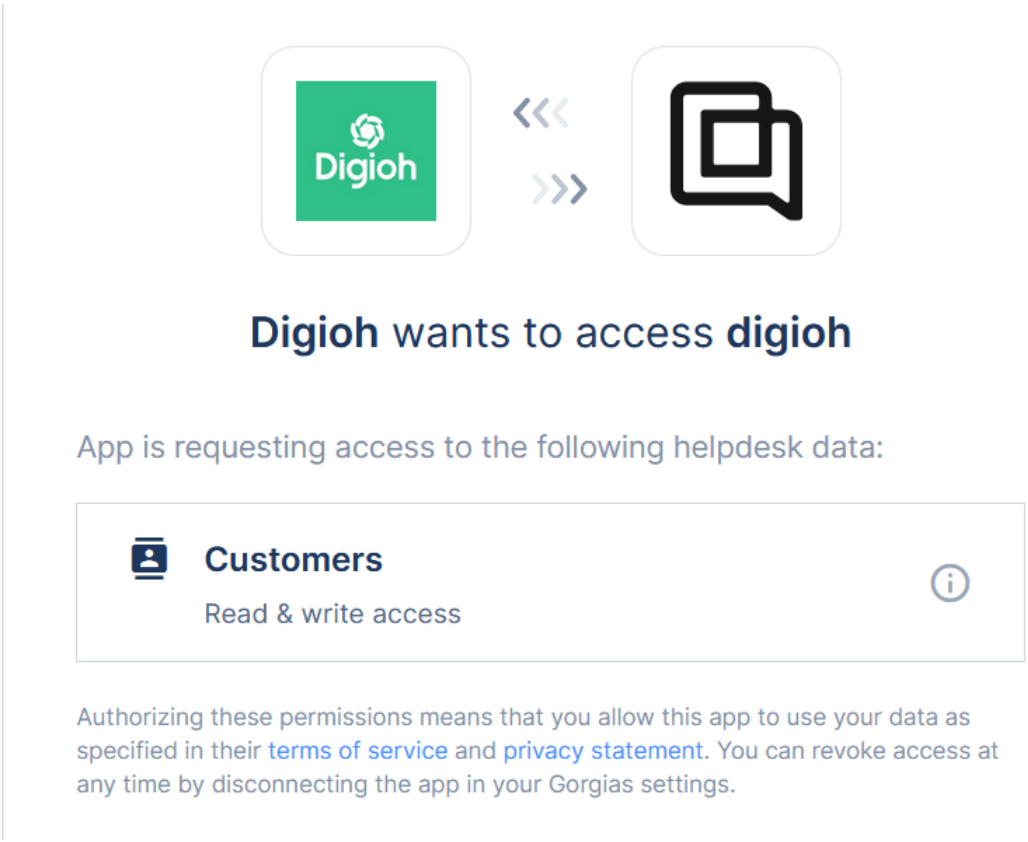
3. After clicking the Gorgias card, you'll see the **Install the Gorgias Digioh App** screen. This is where you enter your Gorgias domain and choose which permissions to grant.



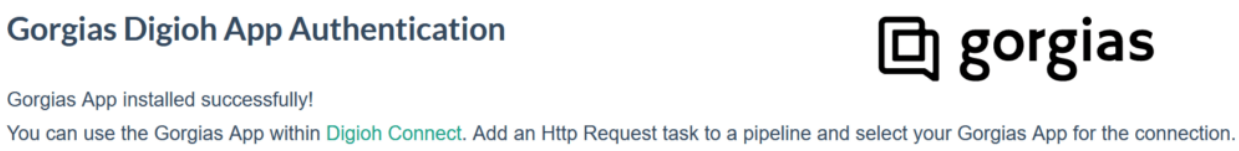
4. Enter your Gorgias domain.

5. Select the appropriate permissions for each resource you'll need. Grant only the permissions your integration requires.

6. 6. After entering your domain and selecting permissions, click **Install**. You'll be redirected to Gorgias to authorize the app install.



7. Authorize the app. After approving the install in Gorgias, you'll land back in Digioh on a confirmation screen.



7. **Use the Gorgias Connection in a Digioh Connect Pipeline**

In a Digioh Connect Pipeline, you can now select **Gorgias** as the Connection on any HTTP Request task. To structure the data you send, use a **Render** task with a Liquid template like this:

```
{
 "channels": [
  {
   "type": "email",
   "address": "{{model.form.email}}",
   "preferred": true
  }
 ],
 "email": "{{model.form.email}}",
 "external_id": "{{model.form.email}}",
 "language": "en",
 "name": "{{model.form.first_name}} {{model.form.last_name}}",
 {% if model.attributes.box_id == 99999 %}
 "data": {
  "myCustomData1": "{{model.form.custom_1}}",
  "myCustomData2": "{{model.form.custom_2}}",
  "myCustomData3": "{{model.form.custom_3}}",
  "myCustomData4": "{{model.form.custom_4}}"
 }
 {% endif %}
}
```

Note: Update the payload to match your data model and the Gorgias resource you're creating.

Then add an **HTTP Request** task to send the mapped data to Gorgias. Select **Gorgias** from the **Connection** dropdown, enter the request parameters, and select the data-mapping task as the path to the request body.

