

Help Desk Integration

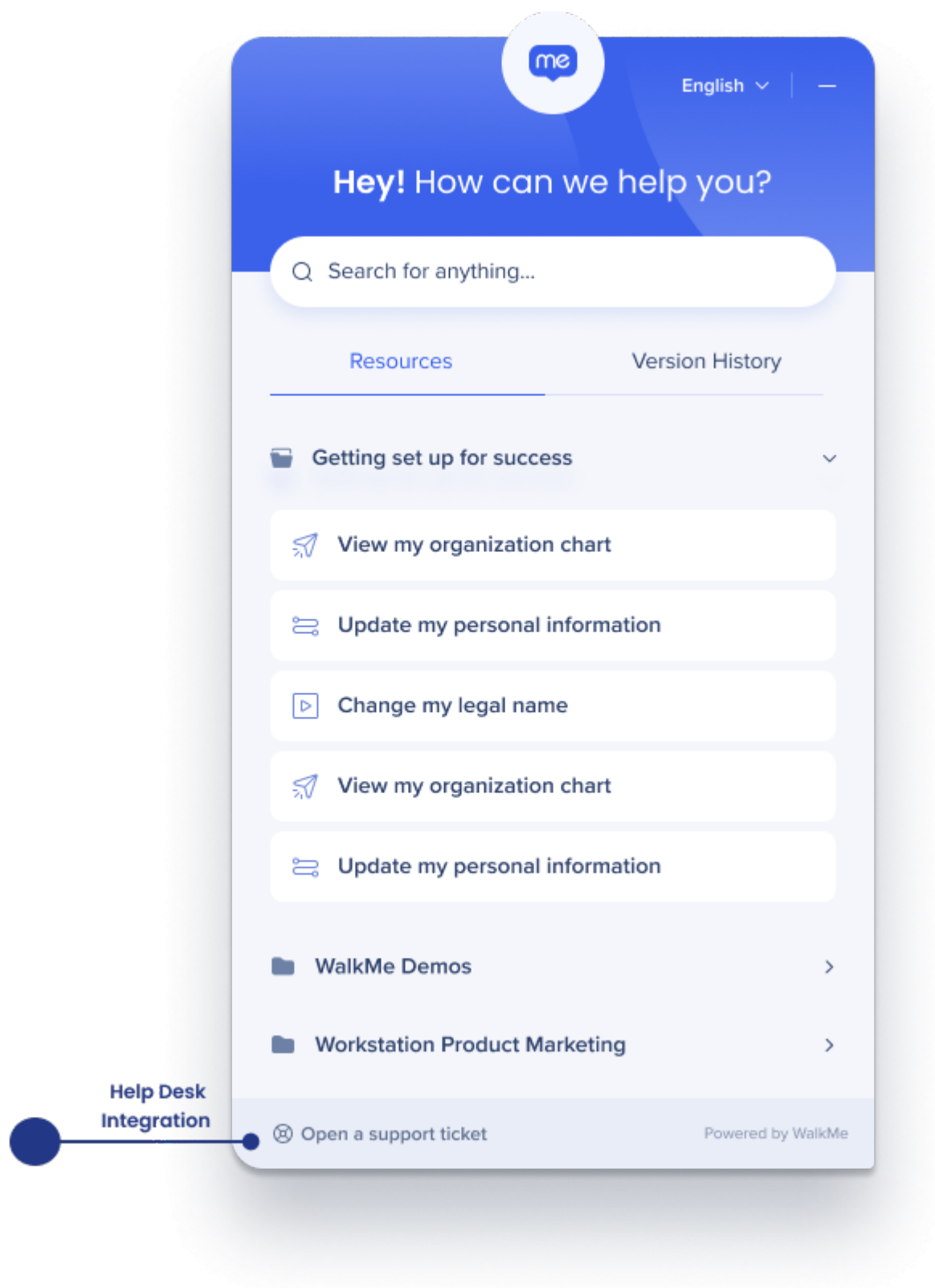
Brief Overview

Help Desk Integration provides a direct link to your support site from inside the WalkMe Player Menu. By including a support site in the Menu, users can navigate to your Help Desk with just one click.

[WalkMe Menu Overview](#)

If you have an existing support channel site, you can add a link to it directly into the WalkMe Menu. Support sites you may want to link to include:

- Open a Support Ticket
- Community Forum
- Knowledge Base

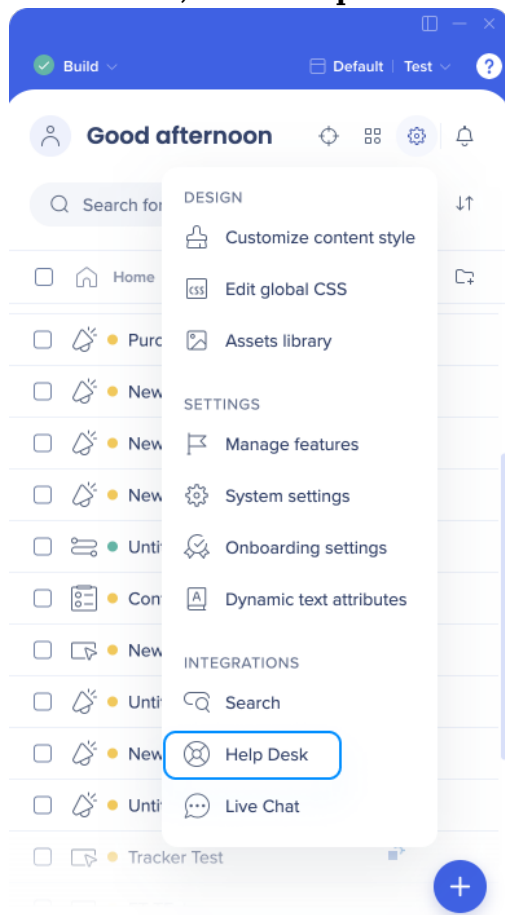


One Link Help Desk

Once the Help Desk Integration is activated and configured, the link to the URL will appear in the Menu. When someone clicks the Help Desk link, they will be redirected to your support site.

Configure Help Desk Integration

1. In the Editor, select **Help Desk** from the **Settings menu**



2. Turn on the **Activate Help Desk Integration** toggle

Build ▾ Default | Test ▾ ?

< | Help desk integration ⓘ

Activate Help Desk Integration →

Name

Create task

URL

https://knowledge.walkme.com/display/WG/WalkMe+Global+Home

Save

3. Add the title text
4. Include the URL
5. Click **Save**
6. Go to Settings
7. Publish the settings

Publish settings

Publish settings to

Production

You're about to publish the following settings:

Please review before confirming

- Settings
- Customize items & CSS
- Menu Organizer
- Segmentations
- Help Desk Integrations
- Search Providers
- Live Chat Integrations
- Language Settings
- Attributes

Cancel

Publish to Production

Multi-Link Help Desk

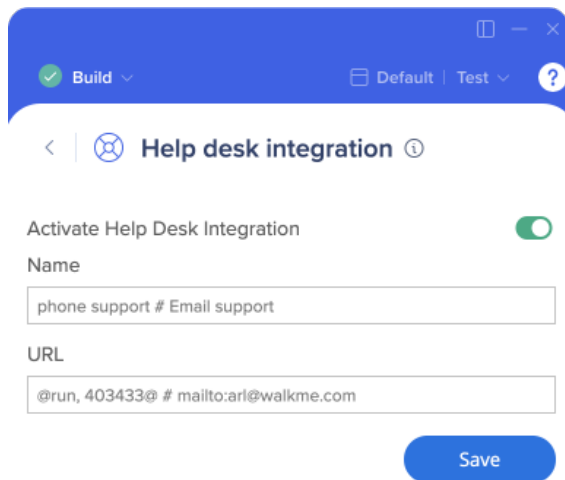
This is an enabled feature. Please request access from your Customer Success Manager or WalkMe contact.

To create a Multi-Link Help Desk Integration, use the following format:

- Content is separated with the “#” symbol
- URLs and the link text can be updated by changing the “Name” and “URL” values in the Editor
 - **Name:** Knowledge Base # Live Support
 - **URL:** www.someurl.com # www.anotherurl.com

Note

Please leave a space “ ” on either side of the # symbol, otherwise the links will not render correctly



You can also link to a WalkMe item with the following syntax: `@run,{item_type},{item_id}@`

- **{item_type}** can be one of the following values: WalkThru (old tutorials); Launcher; Survey; TeachMe; ShoutOut; swt
- **{item_id}** can be taken when you click on the 3 dots next to the WalkMe item

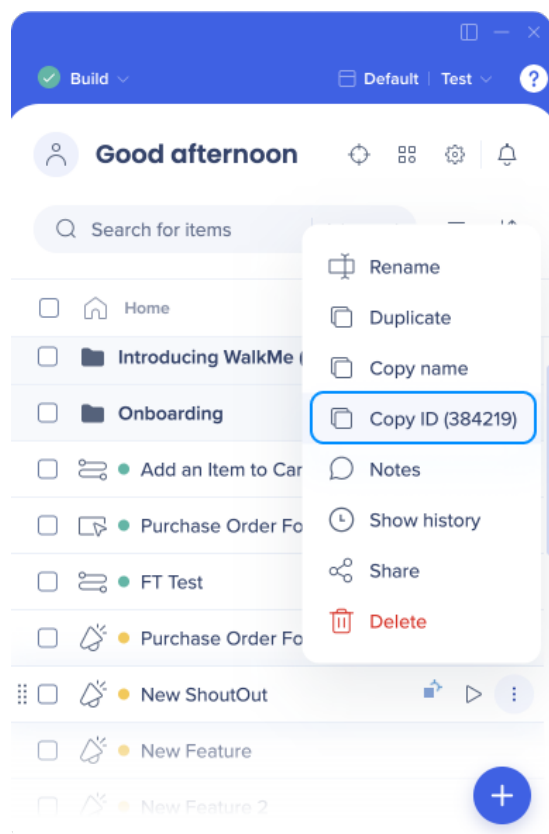
Example:

- **Name:** Resource # TeachMe # ShoutOuts
- **URL:** www.someurl.com # @run,teachme,0@ # @run,shoutout,XXXX@
URL: www.someurl.com # mailto:user@site.com

Another example of a common use can be **MailTo**.

To enable your Help Desk link to go directly to an email address (e.g. codes@walkme.com), enter: **mailto:Email Address** (e.g. mailto:codes@walkme.com).

- **Name:** Resource # Email
- **URL:** www.someurl.com # mailto:user@site.com



Tip

You can measure the number of interactions with your integration using a dedicated [tracked event in Insights](#).

