## How to Use WebHooks with Zapier

### Brief Overview

**WebHooks** (AKA callbacks) allow you to build WalkMe directly into your workflows by triggering 3rd party APIs and/or adding WalkMe Event data into your analytics platform.

This article explains how to define webHooks for Zapier. To do so, it provides an end-to-end example of using webHooks to update Google Sheets.

# End-To-End Example of Sending content to Google Sheets using WebHooks

Step 1: Open an account or log into Zapier

• Website address is: <u>https://zapier.com/</u>.

Step 2: Click Make a Zap!

You have 14 days left in your trial— <u>Choose the best pla</u>	<u>n for you</u> .	We're hiring — <u>work remotely</u>
zapier Q	Home Apps Integrations Tips & Advice	Invite Team Make a Zap! AA
Explore Zaps Task History Connected A	ccounts	
What Do You Want to Automate Today?		Recent App Tips & Advice
Connect this app Q Search for an app	with this one!     Q     Search for an app	What Are Webhooks? #webhook
It only takes a few minutes to save hours (or	r even days) of work Make a Zap!	How Software Integrations Unlocked Voter Data and Helped Break a 50-Year Campaign Record #webhook
Popular Zaps for My Apps	Following 1 app · Improve recommendations	How to Get Any App to Work with Zapier #webhook
Add info to a Google Sheet fr Keeping an updated record of never have to wonder if there more	om new Webhook POSTs Steve information means you are missing or forgotten items.	
Send a webhook when an RS If you'd like a webhook to be new item, then Zapier can do more	S feed is updated Use This Zap sent when an RSS feed posts a that for you. Specify which RSS	F Get Help



#### Step 3: Click Webhooks

$\underline{Dashboard} \ \rightarrow \ \mathbf{Choose} \ \mathbf{App} \ \mathbf{or} \ \underline{View} \ Task \ History$		*			2	Zap Disabled. <u>See</u>	Details	OFF
Name your zap Add a note      1. TRIGGER      Set up this step	) +	Search hundreds of apps BUILT-IN APPS	Choose	e a Trigger App		~		
Choose App      Choose Trigger     Test This Step		Email Parser	RSS	Webhooks	Code			
2. ACTION      Set up this step			Email	Xapier Manager	Push			
Add a Step      Get Help Response Time: -2h   M-F 9am-Spm PST		Weather	Schedule					

Step 4: Click the *Catch Hook* radio button and then click *Save* + *Continue* 

$\underline{Dashboard} \to \mathbf{Choose  Trigger  or   \underline{View  Task  History}}$	*	Zap Disabled. See Details OFF
Add a note  I. TRIGGER  Set up this step	ی Select Webhooks by Zapier Trigger	
Webhooks by Zapier  Choose Trigger  Test This Step	Search Webhooks by Zapier Triggers  Retrieve Poll Poll a URL and look for new entries.	
Set up this step	Catch Hook     Wait for a new POST, PUT, or GET to a Zapier URL.     show less common options	
Add a Step      Get Help Response Time: -2h   M-F 9am-5pm PST		ive + Continue

Step 5: Click Copy to clipboard



$\underline{Dashboard} \rightarrow Set  Up  Webhook   or   \underline{View}  Task  History$	*		See Details OFF
Name your zap Add a note      1. TRIGGER      Catch Hook	لچے Connect Webhooks	by Zapier	
<ul> <li>▲ Webhooks by Zapier</li> <li>✓ Catch Hook</li> <li>∞ Set Up Webhook</li> <li>⇒ Set Up Options</li> <li>▲ Test This Step</li> </ul>	We've generated a custom webhook URL for you to send red	<pre>quests to. Learn more about using webhooks. ty body. Copy to clipboard Continue Continue</pre>	
2. ACTION      Set up this step     + Add a Step     Get Help Response Time: -2h   M-F 9am-5pm PST			

Step 6: Review 'How to Set Up a WebHook' article

- Please review the steps provided in our <u>How To Send WalkMe Event Data To 3rd Party</u> <u>Systems Using Webhooks</u> article.
- The steps that follow are specific to setting up webHooks for Zapier.

Step 7: Set up your WebHook in Insights using the Wizard

Wizard Step 1: Define event

Steps

- 1. Select an Event to send to Zapier;
- 2. Click Advanced to open the list of properties;
- 3. You can select from the pre-defined properties on the top and rename them (make sure to mark the event as selected), or click *ADD PROPERTY* to send a property with specific value:



Edit Webhook		× Esc
1 Define Event	2 Set Destination	
wm.euld 📀	Rename property	•
wm.language 🕐	Rename property	
wm.env 3	Rename property	
Name	: Alon	
UserID	: 12345	
+ ADD PROPERTY		
	CONTI	NUE >

Wizard Step 2: Set destination

Steps

1. Write in the Destination Platform Name. This name identifies the destination system (In this case Zapier):



Edit Webhook		X Esc
1 Define Event	2 Set Destination	
Destination Platform Name Zapier		^
Request Type Destination URL		
POST    https://hooks.zapier.c	com/hooks/catch/	
Auth. Key Value		
Enter property name	: Enter property value	
Headers		Ŧ
< васк	TEST SAVE	

2. Set Request Type to *POST:* 



Edit Webhook		X Esc
1 Define Event	2 Set Destination	
Destination Platform Name		•
Zapier		L
Request Type Destination URL		
POST - https://hooks.zapier	c.com/hooks/catch/	
Auth. Key Value		
Enter property name	Enter property value	
Headers		•
< BACK	TEST SAVE	

3. Paste the Destination URL you copied in Step 5 above in the property field next to *POST*:



Edit Webhook		× Esc
1 Define Event	<ul> <li>2</li> <li>Set Destination</li> </ul>	
Destination Platform Name		•
Zapier		
Request Type     Destination U       POST     https://hooks.	JRL .zapier.com/hooks/catch/	
Auth. Key Value		
Enter property name	: Enter property value	
Headers		Ŧ
< BACK	TEST SAVE	

- Click TEST
  - $\circ\,$  This will send the event that you defined in Wizard Step 1 to your destination platform to ensure that a connection successfully made.
  - You should see the message: "Tested Successfully!":



Edit Webhc	ok	X Esc
1 Define Event	2 Set Destination	
Destination Platform Na	ime	<b>^</b>
Zapier		
Request Type	Destination URL	
POST 👻	https://hooks.zapier.com/hooks/catch/	
Auth. Key Value		
Enter property name	: Enter property value	
Headers		•
< BACK	Tested Successfully! SAVE	

**Pro-Tip**: If you don't see the success message, check if all the mandatory properties are defined properly, per the instructions above.

Step 8: Return to the Zapier system and click Set up the step



$\underline{\text{Dashboard}} \ \rightarrow \ \textbf{Set Up Webhook or} \ \underline{\text{View Task History}}$		*		I. <u>See Details</u> OFF
Name your zap Add a note  1. TRIGGER  Catch Hook	• *	Connect Webhooks by Zap	vier	
<ul> <li>Webhooks by Zapier</li> <li>Catch Hook</li> <li>View Webhook</li> <li>Edit Options</li> <li>Test This Step</li> </ul>		We've generated a custom webhook URL for you to send requests to. Silent Mode: URL will respond with an empty body.	Learn more about using webhooks. Copy to clipboard	
• 2. ACTION ···			Continue	
<ul> <li>Set up this step</li> <li>+ Add a Step</li> </ul>				
Get Help Response Time: ~2h   M-F 9am-5pm PST				

### Step 9: Click Choose App

$\underline{ Dashboard} \rightarrow \textbf{Choose App or } \underline{ View Task History}$		*			abled. See Details OFF
✓ Name your zap Add a note ∞ View Webhook ≅ Edit Options ▲ Test This Step	Lead Score	Weather	Xapier Manager	Delay	
2. ACTION      Set up this step	POPULAR APPS	PREMIUM		6	
Choose App  Choose Action  Set Up Template  Test This Step	Trello	Salesforce	Gmail	MailChimp	
+ Add a Step	Ytel	Google Sheets			
Get Help Response Time: ~2h   M-F 9am-5pm PST					

Step 10: Click the app you would like to connect via WebHook



$\underline{Dashboard} \ \rightarrow \ \mathbf{Choose} \ \mathbf{App} \ \ \mathbf{or} \ \ \underline{View} \ \ \mathbf{Task} \ History$			*			abled. <u>See Details</u> OFF
✓ Test Add a note	)	Translate	SMTP	Storage	Lead Score	
Catch Hook	+	*	<u>ک</u>	Delay		* 0
K Webhooks by Zapier     Zatch Hook     Go View Webhook		POPULAR APPS	Weather	Delay	FOILIALLEI	0
Edit Options	0		PREMIUM			~
• 2. ACTION ····		Trello	Salesforce	Gmail	MailChimp	
Set up this step	+	Ŷ				
Choose Action     Set Up Template		Ytel	Google Sheets			
Get Help Response Time: ~2h   M-F 9am-5pm PST	0					

Step 11: Select Google Sheets as the system you want to connect

$\underline{\text{Dashboard}} \rightarrow \text{Choose App or } \underline{\text{View Task History}}$		*			bled. See Details OFF
<ul> <li>✓ Name your zap</li> <li>Add a note</li> <li>∞ View Webhook</li> <li>≡ Edit Options</li> <li>▲ Test This Step</li> </ul>	POPULAR APPS	PREMIUM			
2. ACTION      Set up this step	Trello	Salesforce	Gmail	MailChimp	
Choose App     Choose Action     Set Up Template     Test This Step	Ytel	Google Sheets			
Add a Step      Get Help Response Time: -2h   M-F 9am-5pm PST					

Step 12: Click the Create Spreadsheet Row radio button

Step 13: Click Save + Continue



$\underline{\text{Dashboard}} \rightarrow \text{Choose Action or } \underline{\text{View Task History}}$	🔆 Zap Disa	abled. See Details OFF
Name your zap		
Add a note	Select Google Sheets Action	
👁 View Webhook		
Edit Options	Search Google Sheets Actions	
Test This Step		
(+)	CREATE	
2. ACTION	Create Spreadsheet Row     Create a new row in a specific spreadsheet.	
Set up this step	Update Spreadsheet Row Update a row in a specific spreadsheet.	
Choose Action	show lass common options	
Edit Template	SEARCH	
Iest Inis Step	Lookup Spreadsheet Row Finds a row by a column and value. Returns the entire row if one is found. Optionally, create one if none are found.	
+ Aud a step		
<b>Get Help</b> Response Time: ~2h   M-F 9am-5pm PST	Save + Continu	

Step 14: Connect your Google account

• Or connect an account that contains the spreadsheet in which you want to create rows:

$\underline{ \text{Dashboard}} \rightarrow \text{Choose Account or } \underline{ \text{View Task History}}$	*	Zap Disabled. See Details OFF
<ul> <li>✓ Name your zap</li> <li>Add a note</li> <li>∞ View Webhook</li> <li>≡ Edit Options</li> <li>▲ Test This Step</li> </ul>	Select Google Sheets Account	
2. ACTION ···     Create Spreadsheet Row	Connect an Account	Continue
<ul> <li>Google Sheets</li> <li>Create Spreadsheet Row</li> <li>Choose Account</li> <li>Set Up Template</li> <li>Test This Step</li> </ul>		
+ Add a Step Get Help Response Time: ~2h   M-F9am-5pm PST		

Step 15: Click Save + Continue again

Step 16: Select a Spreadsheet and Worksheet

- 1. Select a spreadsheet from your Google account or create a new spreadsheet;
- 2. Select a worksheet from the dropdown list;



- $\,\circ\,$  The list will show all of the available tabs of the spreadsheet.
- 3. Make sure worksheet contains fields.

$\underline{Dashboard}  o Set Up Create Spreadsheet Row Template$	e or View Task History	*	Zap Disabled. See Details OFF
✓ Name your zap Add a note ∞ View Webhook Edit Options Test This Step		EE Set up Google Sheets Spreadsheet Row	
	0 0	Setup Preview Learn more	<b>ON</b>
Create Spreadsheet Row	° 0	Spreadsheet (required)	~
<ul> <li>Google Sheets</li> <li>Create Spreadsheet Row</li> <li>Google Sheets</li> </ul>	$\langle \rangle$	Worksheet (required)	~
E Set Up Template	+	🕜 Refresh Fleids	0
+ Add a Step Get Help Response Time: -2h   M-F 9am-Spm PST			Continue

Step 17: Connect fields and click Continue

• Connect properties you have defined in Insights to the fields you created in the worksheet:

$\underline{Dashboard} \to Set Up Create Spreadsheet Row Template$ of	r <u>View Task History</u>			s On ON	
/ Test		Set up Google Sheets Spreadsheet Row			
Add a note		Setup Preview Learn more	•		
			_		
🔈 Catch Hook	Properties from	Spreadsheet (required)			
Webhooks by Zapier	+	Zapier WeebHooks Test	<u>~</u>		
<ul> <li>Catch Hook</li> <li>View Webhook</li> </ul>		Worksheet (required)			
Edit Options	° N	Test	_		
		Name (optional)	-		
2. ACTION		UserID (optional)	°		
Create Spreadsheet Row		(A Step 1 Ohio	ō		
Google Sheets		C Refresh Fields Freids from the			
Create spreadsneet kow     Google Sheets		Vorksneet	Je		
Get Help Response Time: ~2h   M-F 9am-5pm PST					

Step 18: Test the connection to the spreadsheet

• Click *Send Test to Google Sheets* and make sure you get the required result in the spreadsheet:



3	🔆 > 💼 Ser To te crea	nd Test Spreadsheet Row to Google est Google Sheets, we need to create a new sprea ted:	e Sheets dsheet row. This is what will be
	SAMPLE: Q Search		
	Spreadsheet:	Zapier WeebHooks Test	
	Worksheet:	Test	
	Name:	Slack Test	
	UserID:	The second se	
	EMPTY FIELDS:		
	Skip Test		Send Test To Google Sheets



	Zapier W File Edit	eebHooł View Inse	( <b>s Test</b> ert Forma	☆ 🖿 at Data	Tools	Add-ons
5	~ 8 7	100% -	\$%	.000	123 -	Arial
fx						
			P		-	С
1	Name	Us	erID			
2	hard drive	Oh	io			
3						
4						
5						
6						
7						
8						
9						
10						
11						

Step 19: Click Finish



* 🗸 📄	Test was successful! We'll use this as a sample for setting up the rest of your Zap.
A Test spread	sheet row was sent to Google Sheets about 21 seconds ago.
SAMPLE FROM G	OOGLE SHEETS:
<b>Q</b> Search	
COL\$B:	Ohio
id:	3
COL\$A:	hard drive
row:	3
Re-test This Step	Add a Step Or Finish

Step 20: Toggle your Zap ON



