

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.

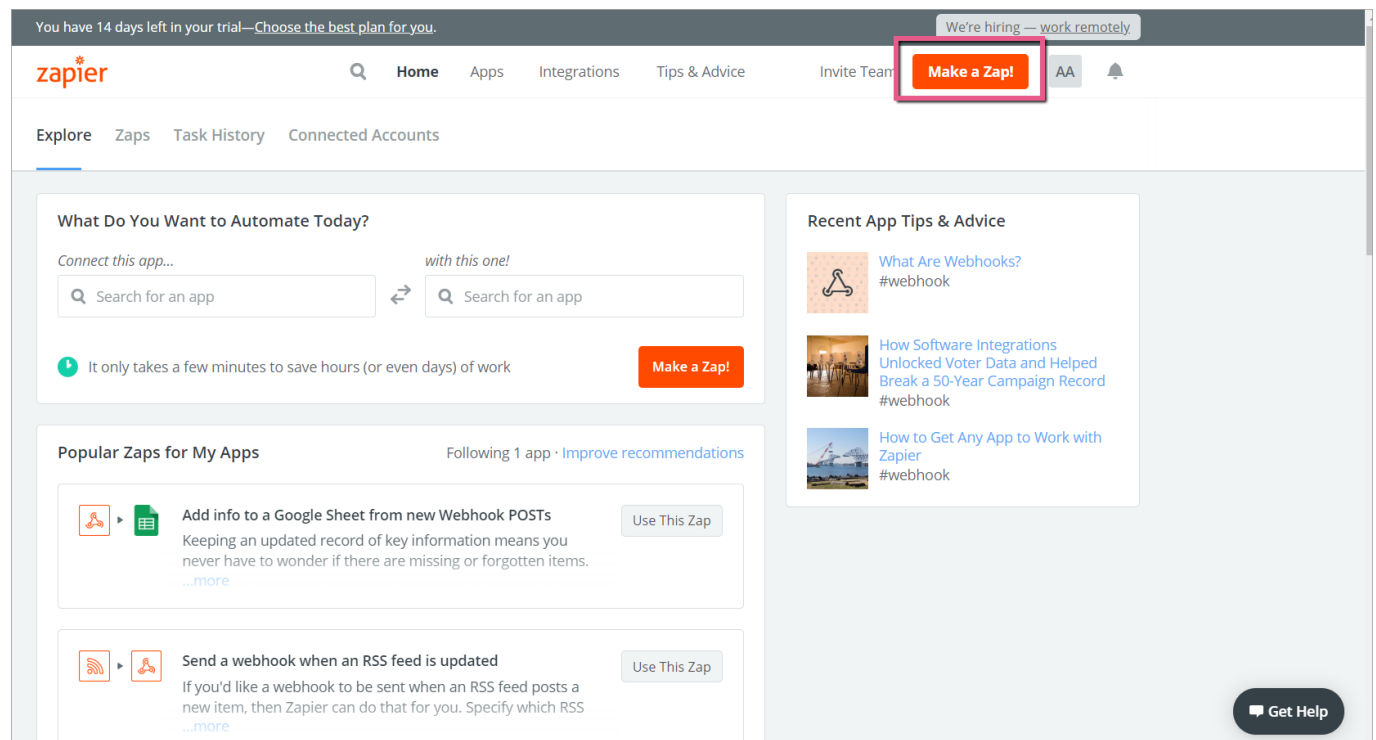
This article explains how to define webHooks for Zapier. To do so, it provides an end-to-end example of using webHooks to update Google Sheets.

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

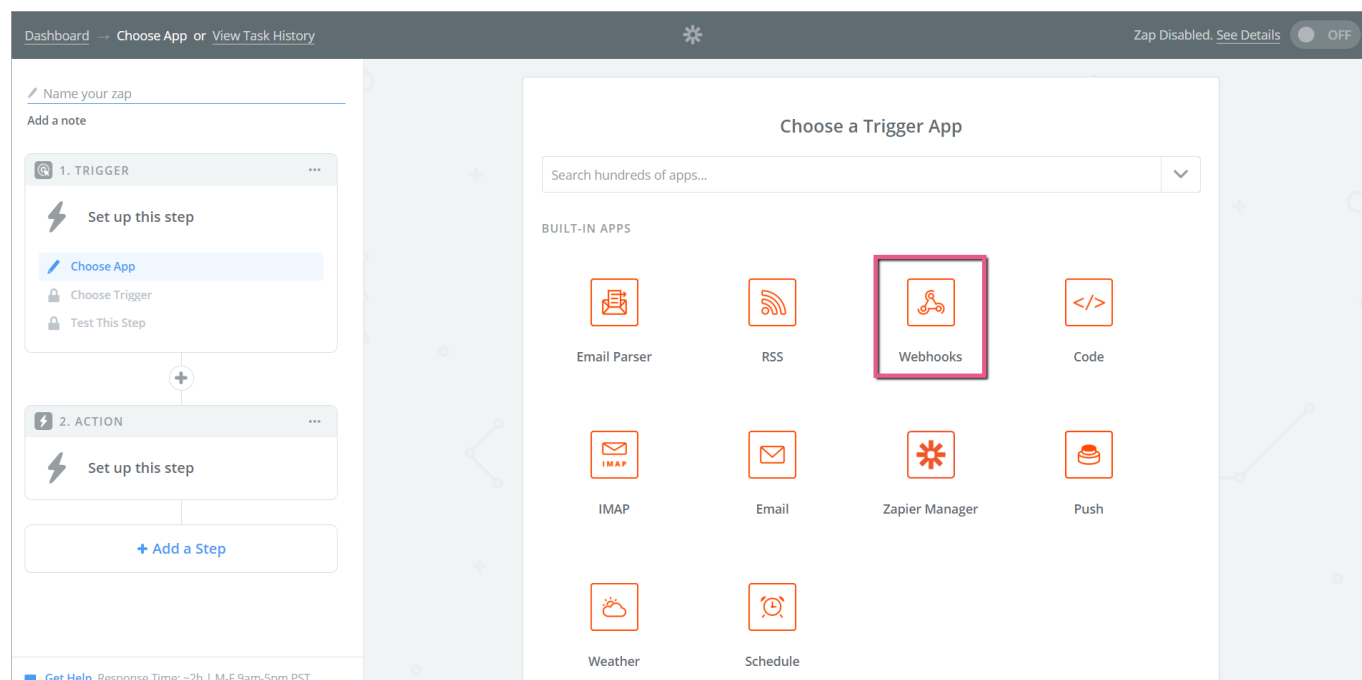
Step 1: Open an account or log into Zapier

- Website address is: <https://zapier.com/>.

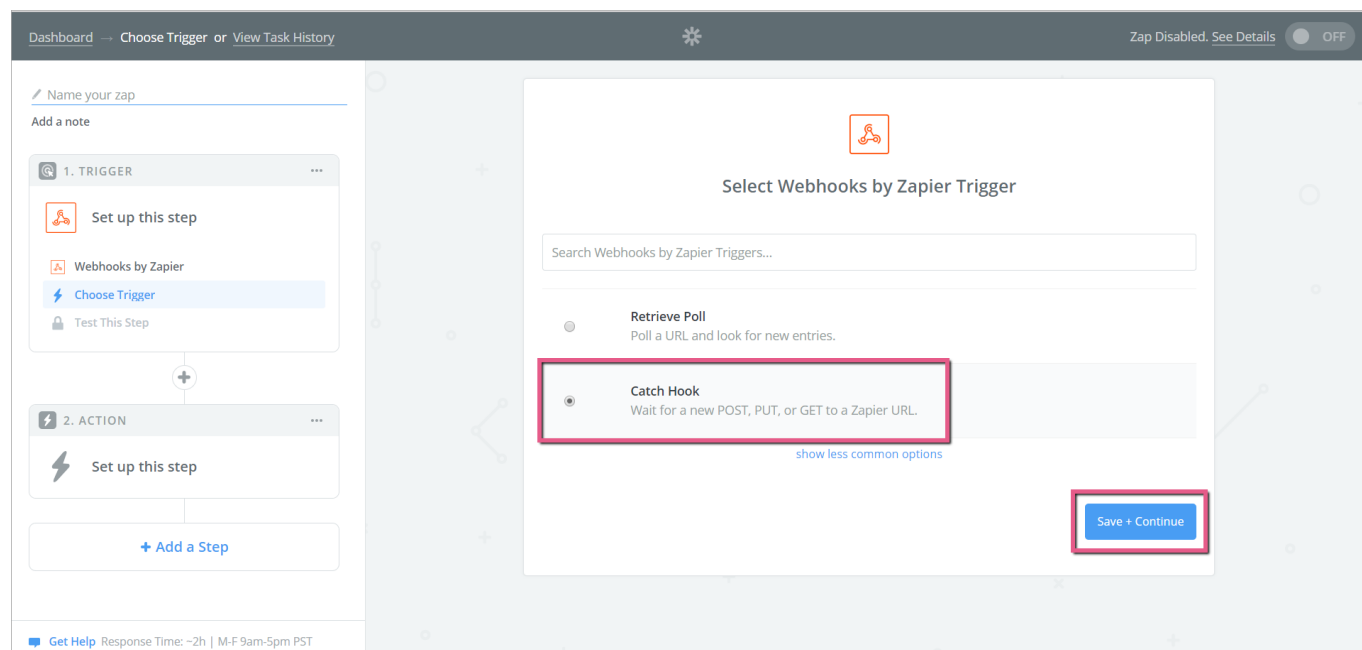
Step 2: Click *Make a Zap!*



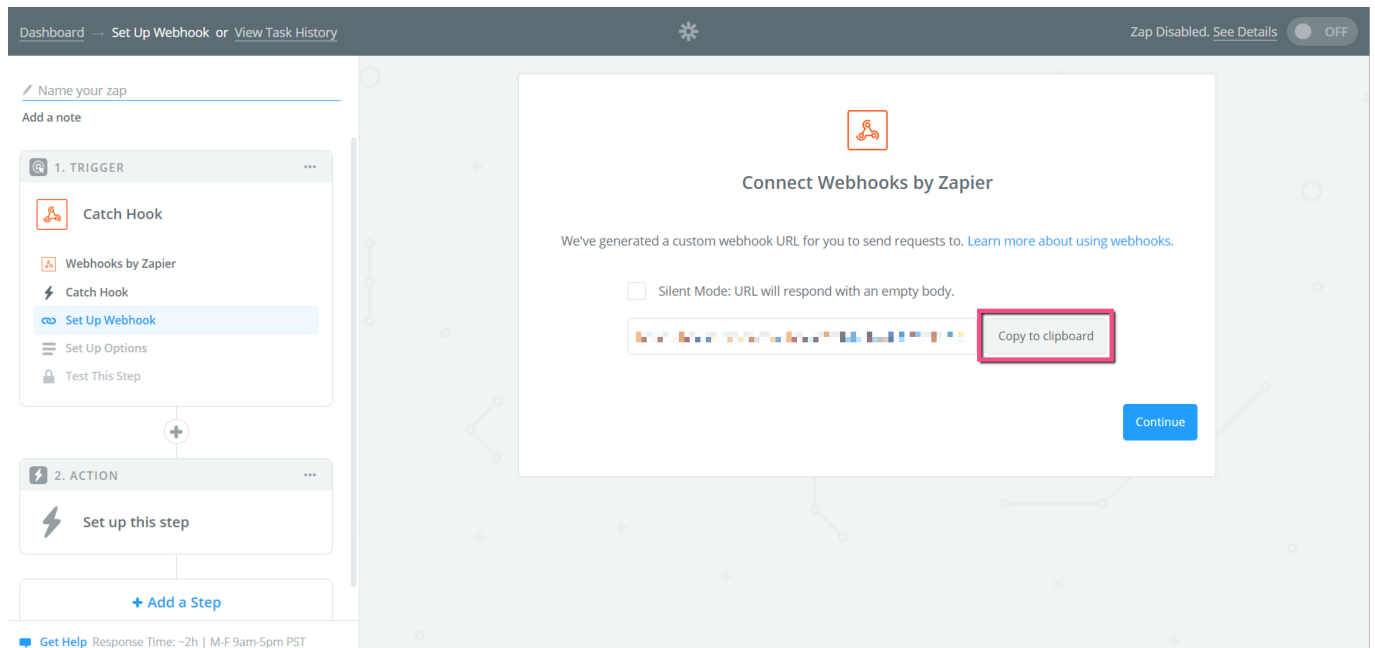
Step 3: Click *Webhooks*



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



Step 5: Click *Copy to clipboard*



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

- Please review the steps provided in our [How To Send WalkMe Event Data To 3rd Party Systems Using Webhooks](#) 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

1
Define Event

2
Set Destination

☐ wm.euld ? [Rename property](#)

☐ wm.language ? [Rename property](#)

☐ wm.env ? [Rename property](#)

Name : Alon

UserID : 12345

+ ADD PROPERTY

CONTINUE >

Wizard Step 2: Set destination

Steps

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

1

Define Event

✓

2

Set Destination

Destination Platform Name

Zapier

Request Type

POST

Destination URL

https://hooks.zapier.com/hooks/catch/

Auth. Key Value

Enter property name...

:

Enter property value...

Headers

< BACK

TEST

SAVE

2. Set Request Type to *POST*:

1

Define Event

✓

2

Set Destination

Destination Platform Name

Zapier

Request Type

POST

Destination URL

https://hooks.zapier.com/hooks/catch/

Auth. Key Value

Enter property name...

:

Enter property value...

Headers

< BACK

TEST

SAVE

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

1

Define Event

✓

2

Set Destination

Destination Platform Name

Zapier

Request Type

POST

Destination URL

https://hooks.zapier.com/hooks/catch/

Auth. Key Value

Enter property name...

:

Enter property value...

Headers

< BACK

TEST

SAVE

- Click **TEST**
 - 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 Webhook

1

Define Event

2

Set Destination

Destination Platform Name

Zapier

Request Type

POST

Destination URL

https://hooks.zapier.com/hooks/catch/

Auth. Key Value

Enter property name...

:

Enter property value...

Headers

<

BACK

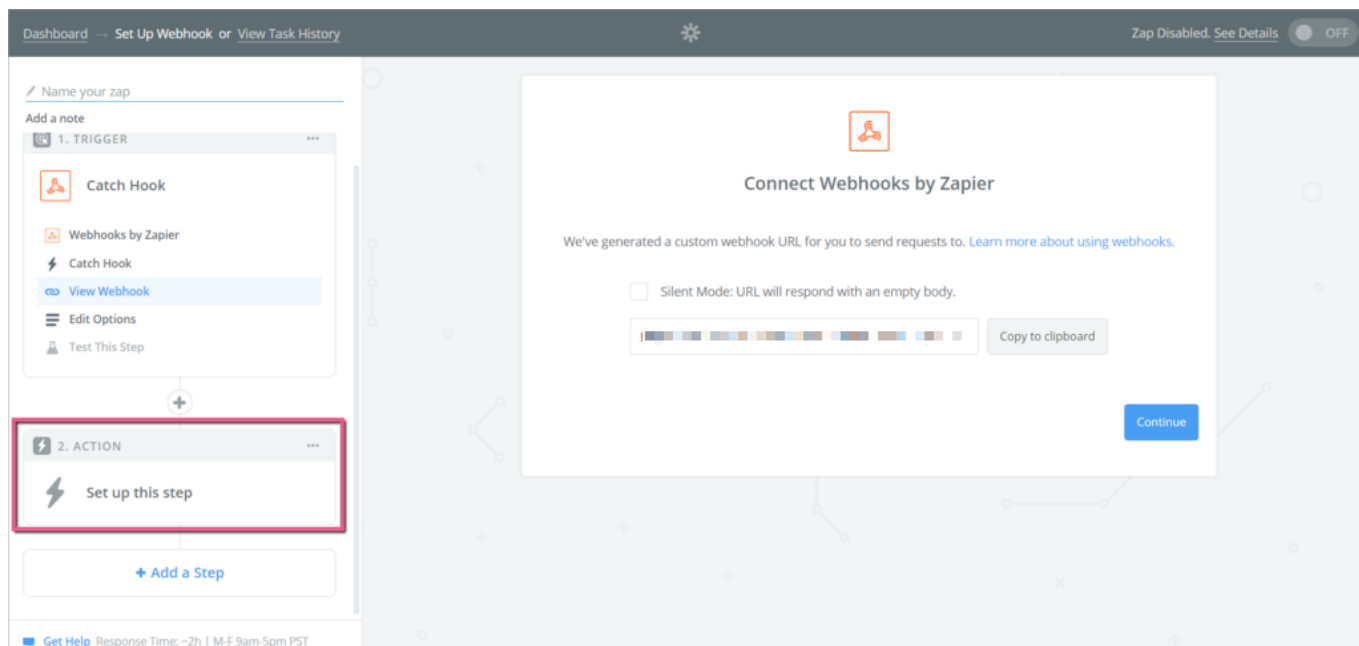
✓

Tested Successfully!

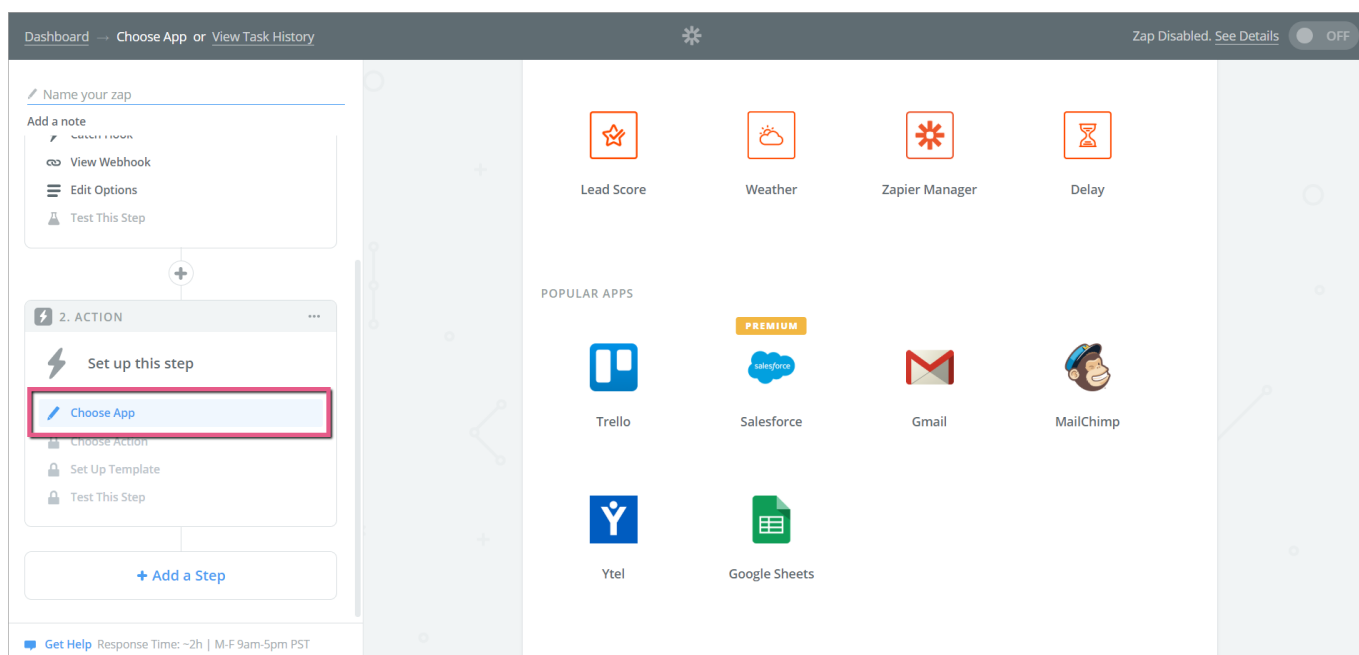
SAVE

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

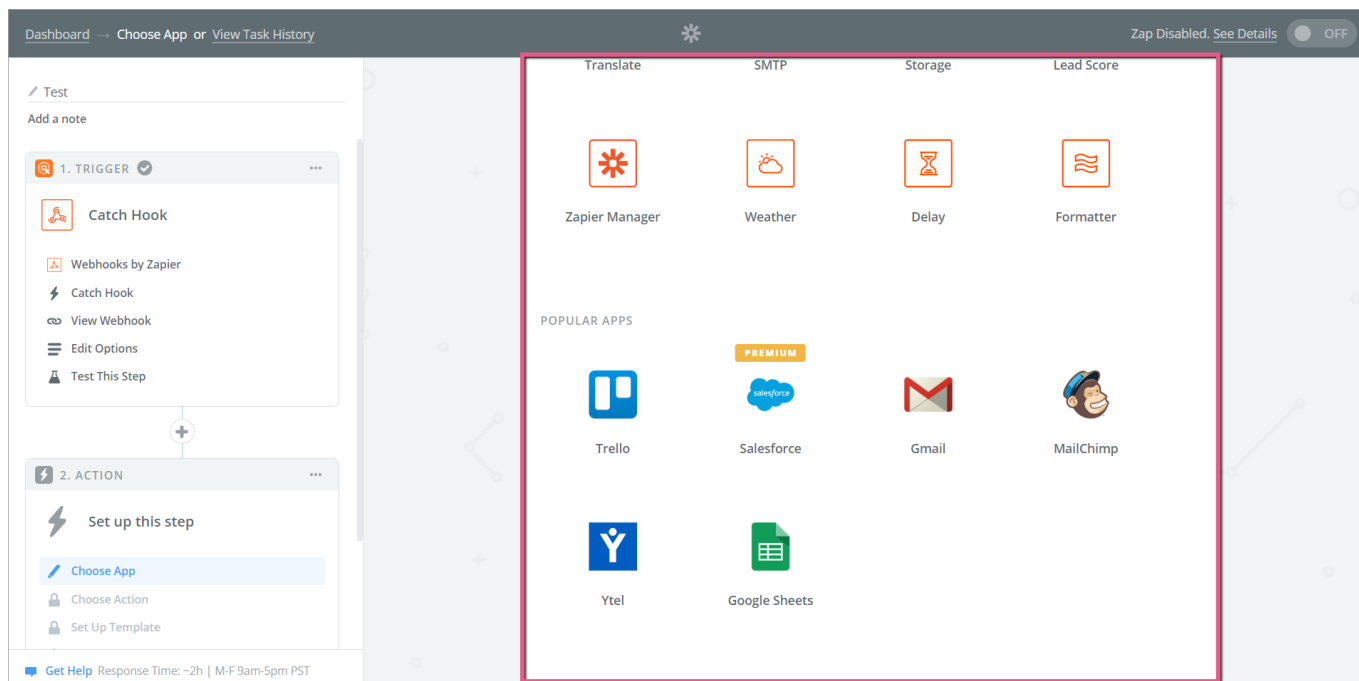
Step 8: Return to the Zapier system and click *Set up the step*



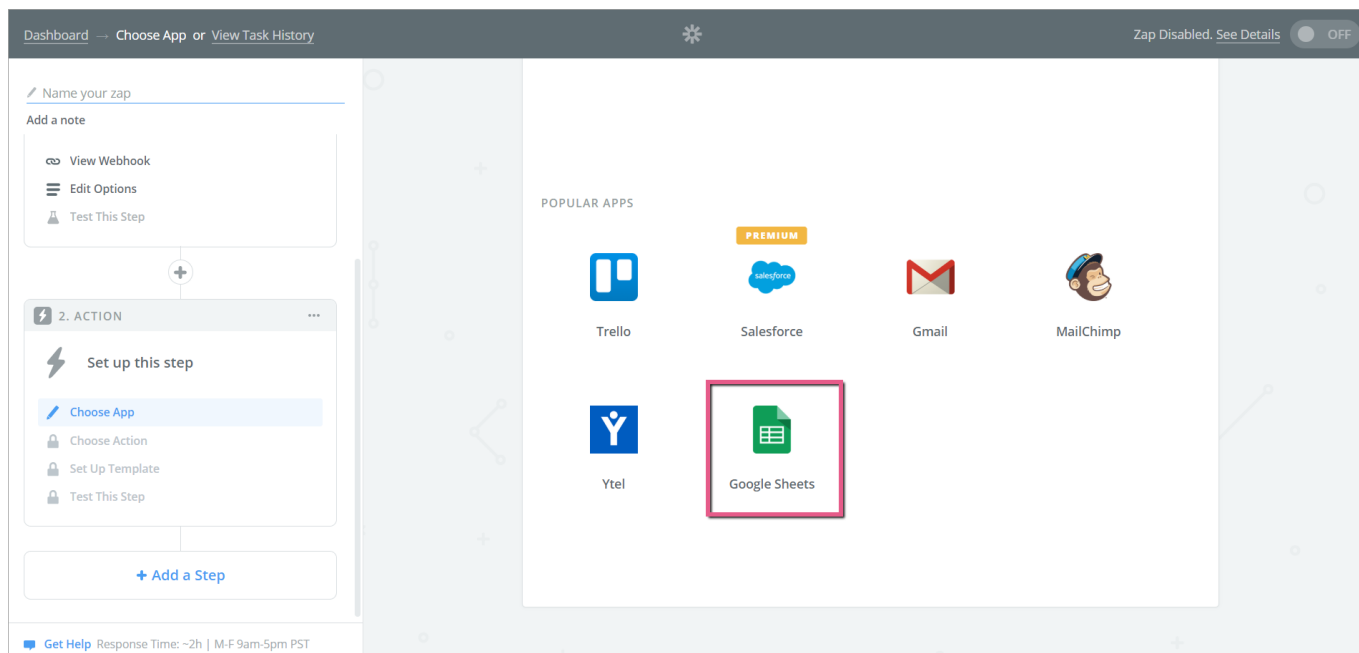
Step 9: Click *Choose App*



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

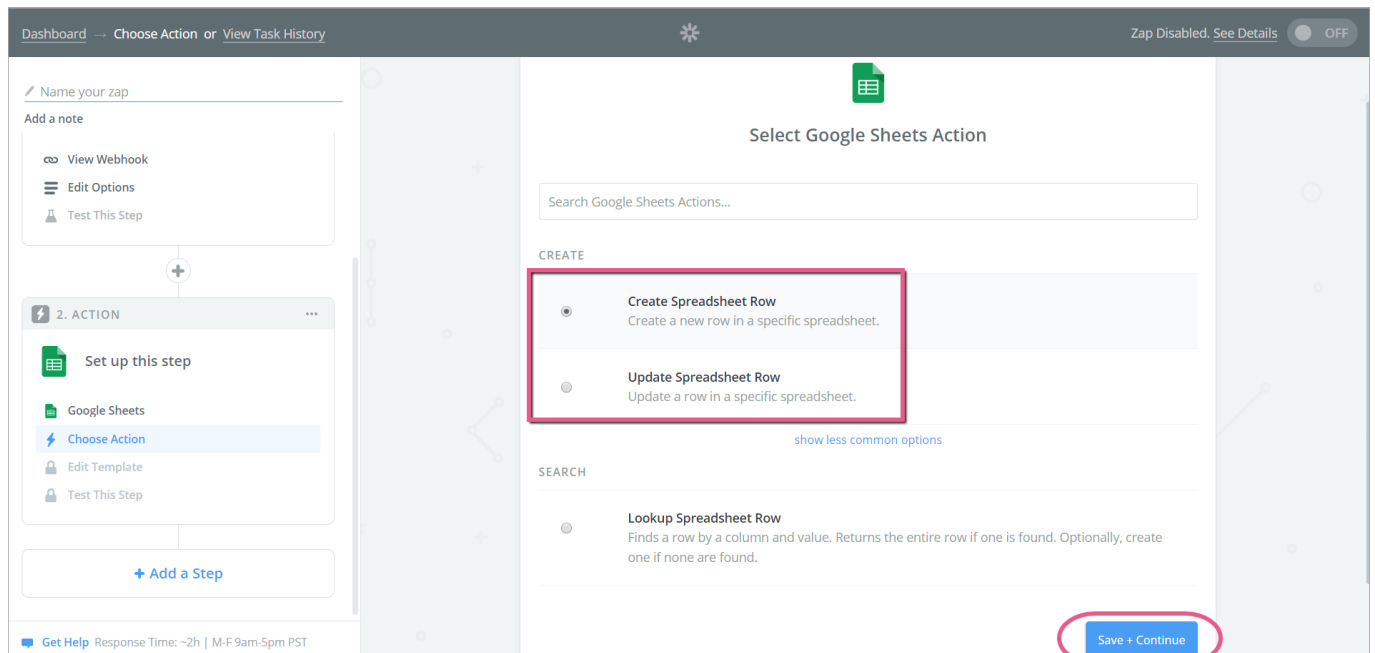


Step 11: Select *Google Sheets* as the system you want to connect



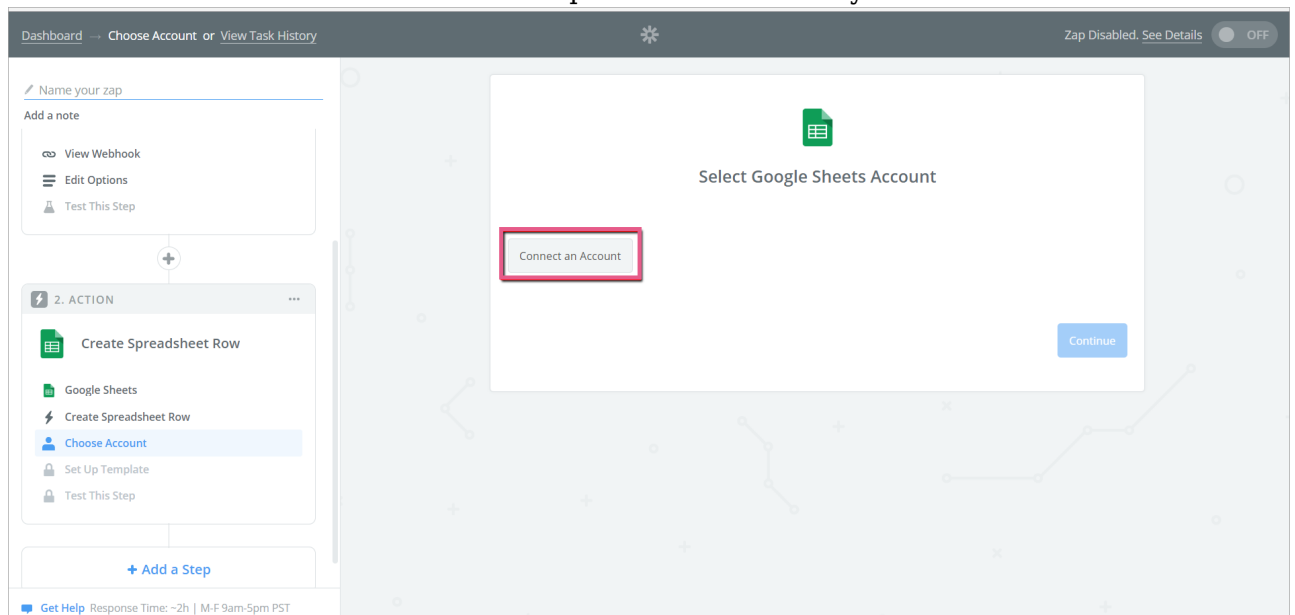
Step 12: Click the *Create Spreadsheet Row* radio button

Step 13: Click *Save + Continue*



Step 14: Connect your Google account

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

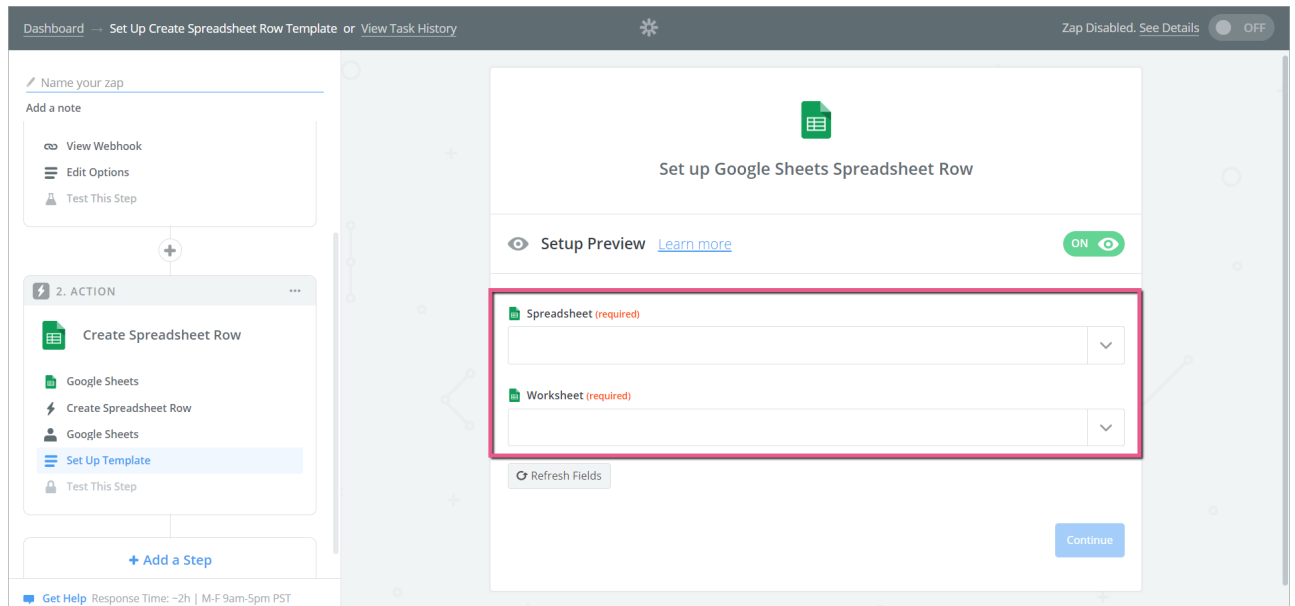


Step 15: Click *Save + Continue* again

Step 16: Select a Spreadsheet and Worksheet

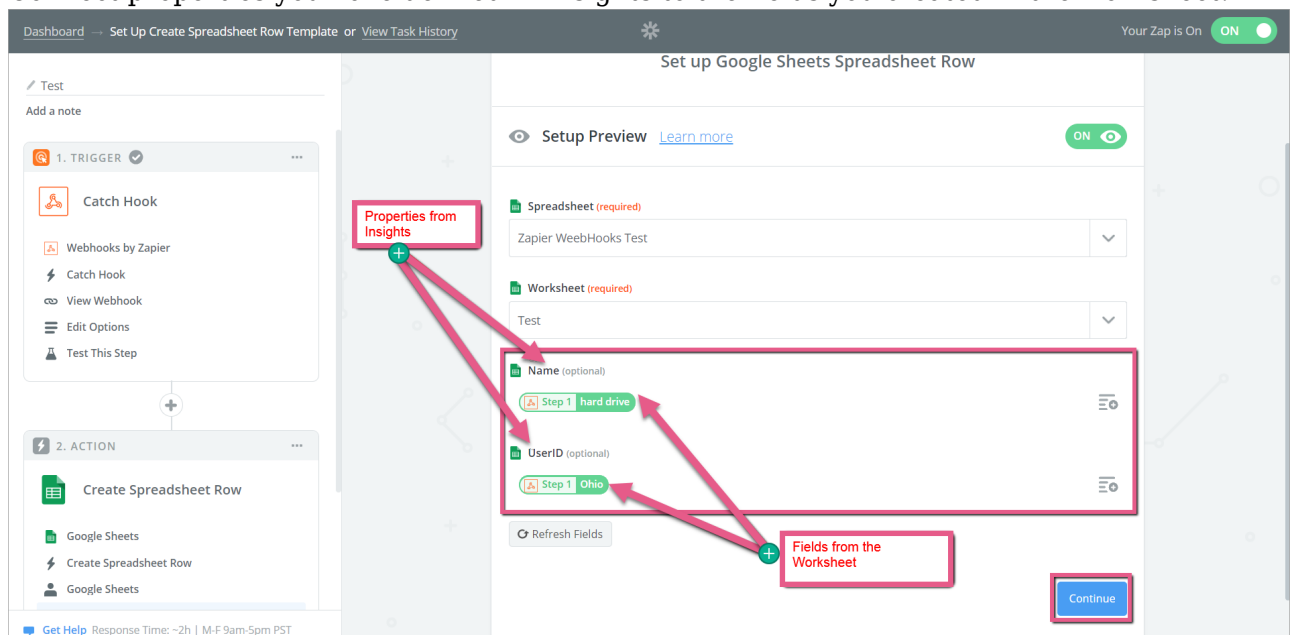
1. Select a spreadsheet from your Google account or create a new spreadsheet;
2. Select a worksheet from the dropdown list;

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



Step 17: Connect fields and click *Continue*

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



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:



Send Test Spreadsheet Row to Google Sheets

To test Google Sheets, we need to create a new spreadsheet row. This is what will be created:

SAMPLE:

Q Search...

Spreadsheet: Zapier WeebHooks Test

Worksheet: Test






Name: Slack Test

UserID: [User Avatar]

EMPTY FIELDS:

Skip Test

Send Test To Google Sheets

 Zapier WeebHooks Test ☆ 📁		
File Edit View Insert Format Data Tools Add-ons		
    100% ▾ \$ % .0 .00 123 ▾ Arial		
fx		
	A	B
1	Name	UserID
2	hard drive	Ohio
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 spreadsheet row was sent to Google Sheets about 21 seconds ago.

SAMPLE FROM GOOGLE SHEETS:

 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

[Dashboard](#) or [View Task History](#)

Your Zap is On ON

Test

Add a note

Catch Hook

Webhooks by Zapier

Catch Hook

View Webhook

Edit Options

Test This Step

2. ACTION

Create Spreadsheet Row

Google Sheets

Create Spreadsheet Row

Google Sheets

Edit Template

Test This Step

✓

Awesome! Your Zap is working.

YOUR ZAP IS ON

While on, this Zap will run instantly when the Webhooks by Zapier Catch Hook trigger happens.

See it on your dashboard

 or

Make another Zap

[Get Help](#) Response Time: ~2h | M-F 9am-5pm PST