

Store Website Chat Logs from Userlike in Planio Help Desk

Using [Userlike](#) for chatting live with your website visitors is great, and it's an awesome way to provide support or explain your product.

Normally, Userlike sends you an email after each chat session with a chat log, so you can keep it for future reference.

{{>toc}}

We thought it would be great to store these chat logs in [Planio Help Desk](#) as issues instead, so you'll have everything neatly organized by contact and so you'll be able to see support issues from Planio side-by-side with Userlike chats.

Setting it up is really easy:

Set up Planio Help Desk

If you haven't already, set up Planio Help Desk in one of your projects. We have an in-depth guide about [how to set up Planio Help Desk](#), but if you want to get started quickly, just do the following:

1. Navigate to your project
2. Click on the **Apps** tab
3. Find **Planio Help Desk**
4. Click **Install**

Helpdesk_install_button@2x.png

Install Planio Help Desk

Configure an API end point in Userlike

Next, we'll log in to Userlike. You'll need your Userlike username and password for this. Once logged in, we are going to:

1. Find **Config** in the left hand menu
2. Click on **Addons Settings**
3. Find an entry called **API** in the table
4. Click on its small **Edit** icon on the far right

userlike_main_menu@2x.png

Configure an API end point in Userlike

You'll be presented with a configuration form. We'll get to that in a minute.

Let's figure out your **Callback URL** first!

Constructing the Userlike Callback URL

This part gets a little technical. But don't worry – we'll get through this.

Generally speaking, the **Callback URL** needs to follow this format:

```
https://acme.plan.io/projects/support/userlike_callback?key=abc123
```

The URL needs to be adapted to fit your particular Planio account though, so let's take a closer look:

- <https://acme.plan.io/projects/support> is the full URL to the designated project where you activated Planio Help Desk. You can copy it from your browser's address bar when you're on the **Overview** tab of your project. [acme.plan.io](#) is your Planio domain and [support](#) is the project's **Identifier**.

- /userlike_callback instructs Planio that this call is coming from Userlike, it does not need to be changed
- ?key=abc123 is a secret key for authentication purposes. In Planio, please navigate to *your avatar* -> **Administration** -> **Settings** -> **Incoming emails** and find the key in the field labeled **Incoming email WS API key**. Now, replace abc123 in your URL with your actual key.

That's it. Now, paste your URL in the corresponding field on Userlike and select one or two of the **Automatic Tickets** boxes:

- Select **for Offline Messages** if you would like to receive messages in Planio when you're offline in Userlike Chat and a website visitor leaves a message.
- Select **for Chats** if you would like to receive actual chat logs with your website visitors in Planio.

Our recommendation is to select both checkboxes. Here's what it should look like:

userlike_callback_form@2x.png

Userlike Callback API form

Please *leave all other checkboxes unchecked* and finally, click on **Update settings**.

And that's it! You can go ahead and try it out now. Any chats and/or messages from Userlike will show up as issues in Planio Help Desk.

Advanced Callback URL Tricks

Of course, we have some more advanced config options for you if you think building the URL above was fun!

You can add any of the following parameters to your Callback URL to further configure how Planio issues will be created. Please add each parameter as &key=value to your URL and replace key and value appropriately.

Key	Value
status_chat_meta	The name of a Planio issue status to be set on the issue for chat logs. If you merely want to archive chat logs to have them available in your customer history and in search , you could select a Closed status here.
category_chat_meta	The name of a Planio issue category to be set on the issue for chat logs, for instance <i>Userlike Chat</i> .
status_offline_message	The name of a Planio issue status to be set on the issue for messages you've received in Userlike while offline. Use an Open status like <i>New</i> or <i>In Progress</i> here, you'll be also able to respond to messages right from within Planio Help Desk!
category_offline_message	The name of a Planio issue category to be set on the issue for offline messages, for instance <i>Userlike Message</i> .

Here's a fully-fledged example:

```
https://acme.plan.io/projects/support/userlike_callback?key=abc123&status_chat_meta=Closed&category_chat_meta=Userlike%20Chat&status_offline_message=Open&category_offline_message=Userlike%20Message
```

(Line breaks are only there to make it more legible.)

This URL will instruct Planio to:

- create issues for the Planio account at acme.plan.io,
- in a project with the identifier support,
- with a key of abc123,
- with a **Status** of *Closed* and a **Category** of *Userlike Chat* for chat logs,
- and with a **Status** of *Open* and a **Category** of *Userlike Message* for offline messages.

That's it! Have any questions? [Get in touch with us](#) – we'll be happy to help set up the Userlike integration with you!

Files

Helpdesk_install_button@2x.png	31.6 KB	03/14/2017	Jan Schulz-Hofen
userlike_main_menu@2x.png	303 KB	03/14/2017	Jan Schulz-Hofen
userlike_callback_form@2x.png	51.4 KB	03/14/2017	Jan Schulz-Hofen