inbenta

Zendesk Integration

Index

Document history

Version Number	Modification Date
1.0	02/26/2019

Introduction

The purpose of this documentation is to define the integration of a search SDK in a Zendesk portal. Zendesk uses a template to create or modify all the pages. The following SDK setup was done using the basic template "Zendesk Copenhagen" because it is the default template.

ℹ More info about the Zendesk Templates.

Features

This application uses the Inbenta search SDK with the following used and supported components:

- Autocompleter
- Instants
- Last Chance
- Loader
- No Results
- Pagination
- Refinement Lists
- Refinement Tabs
- Results
- Results per Page Selector
- Router
- Sort By Selector
- Stats

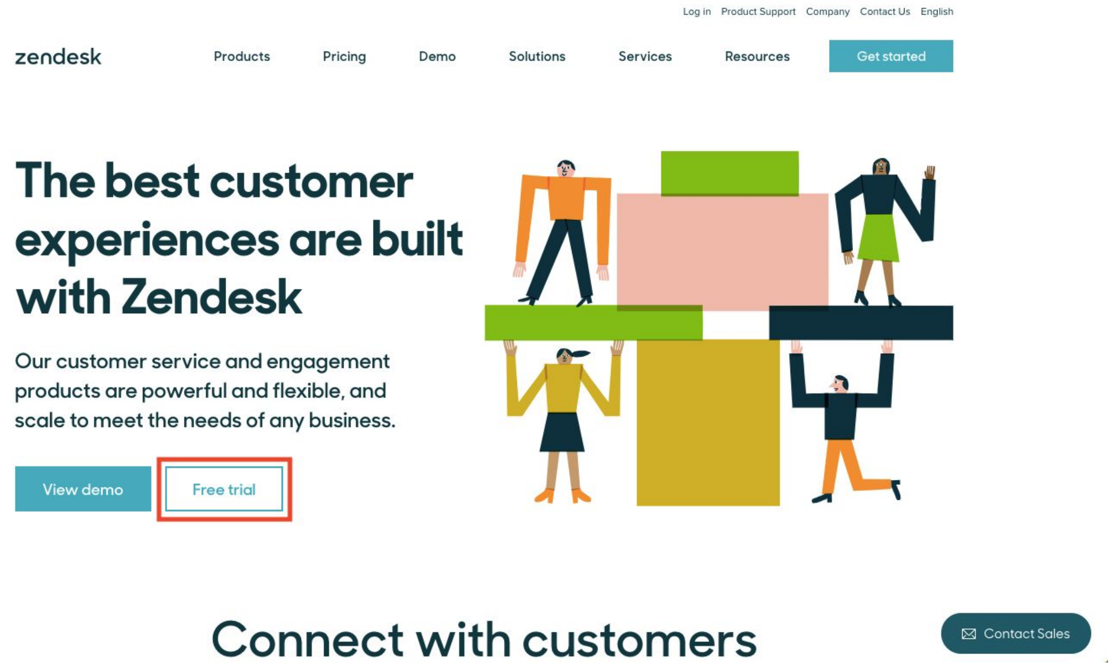
Setting up a Zendesk app

The purpose of this section is to showcase how a Zendesk Free Trial can be.

Step 1: Create a Zendesk page

Follow this step only if you don’t have an available Zendesk Sandbox where the Inbenta Search could be tested in.

1. Go to the Zendesk main page and click on the "Free trial" option.


Log in
Product Support
Company
Contact Us
English
zendesk
Products
Pricing
Demo
Solutions
Services
Resources
Get started
The best customer experiences are built with Zendesk
Our customer service and engagement products are powerful and flexible, and scale to meet the needs of any business.
View demo
Free trial
Connect with customers
Contact Sales

2. Register an account and follow the Zendesk registration guide to obtain it.

Step 2: Download the Inbenta Search for Zendesk template

All of the code provided by Inbenta is located in a GIT repository. Download the Inbenta code from https://github.com/inbenta-integrations/zendesk_search_template and move it into the UI repository.

Step 3: Configuring the Inbenta template

Although this template is designed with most of the search components, it also allows for their deactivation (except for the results components). Modify the **conf** files to activate/deactivate the different components in order to adapt the application to fit your requirements. To deactivate a component remove the whole component from the config file.

ⓘ In order for the application to work properly, only one conf file should be loaded per page.

General configuration

The config file has some general configuration that is not related to the components.

```
sdkVersion: '1.22.0',
sdkIntegrity:
"sha384-ifuG86EAWx0kUeqJZTJxHpdJDFlKrXW0JcaBz2UsA5hdIXbvM9OmBQt6I98payUv",
sdkAuth: {
    publicKey: " ---------------- ",
    domainKey: " ---------------- "
},
// Inbenta standard SDK configuration - Check inbenta API/SDK documentation
<https://apidocs.inbenta.io/> for more information
sdkConfig: {
    // Environments => "development"/"preproduction"/"production"
    environment: "production",
    userType: 0
},
userTypes: {
    anonymous: 0,
    end_user: 0,
    agent: 0,
    manager: 0
},
// List of the paths where this script shouldn't be loaded (results and deflection
pages)
resultsDeflectionPaths: {
    paths: ['/search', 'requests/new', 'community/posts/new']
},
```

- **sdkVersion**: The version of the SDK that will be used.
- **sdkIntegrity**: Each SDK version has a SRI. This is a security feature that enables browsers to verify that the resources they fetch are delivered without unexpected manipulation. Changing the version might need a change of the inbenta-core.js to adapt it with the new features

- **sdkAuth**: Introduce the public key and domain key of the Backstage instance that will be used. More info.
- **sdkConfig**: Standard SDK configuration. More info.
- **userTypes**: This configuration sets the Inbenta User Types that will be used for each Zendesk user role. This configuration will look for the variable “*HelpCenter.user.role*”, and assign the corresponding Inbenta User Type IDChange the numbers to assign the desired Inbenta User Type to each Zendesk role.
- **resultsDeflectionPaths**: This configuration has an array of the paths where the 'inbenta-conf-autocompleter.js' shouldn't be loaded. This configuration is only available in the autocompleter configuration file to be able to load the Inbenta files that only use the autocompleter component in the header in order to avoid conflicts in pages like results or deflections where the files are loaded again.

Common components

Most components have the following configuration:

```
<component-name>: {
    target: '#component-name',
    conf: {
        <component-configuration-options>
    }
}
```

-
- **target**: Id or class of the HTML element that this component will use. The application will add this div and replace it with the corresponding component.
- **conf**: Object with the configuration of the component. This object can be empty and it will use the default configuration.

> Check the components page to learn about all the available options. To remove a component, remove it and all its configuration options from the config file.

The results and search configuration are special as they can't be deactivated and have additional options.

Search

If this option is activated, the Zendesk search bar will be replaced and the Inbenta Search results will load on that page.
If this option is inactive, the script will load an Autocompleter component or deflection tools components only, and any existing search bar on the page will redirect to the search results page.

```
search: {
    active: true
}
```

Results

```
results: {
    container: '#inbenta-container', // Div where inbenta will be loaded
    target: '#inbenta-results',
    conf: {}
}
```

- **container**: Id or class where the application will be loaded. The application will add the needed elements above this div and will hide it when a search is performed.
- **target**: Id or class of the HTML element that this component will use. The application will add this div to the page and then replace it with the ‘results’ component.
- **conf**: Object with the configuration of the component. If the object is empty, it will use the default configuration.

> ℹ If this element doesn't exist, the application will launch an error. This component is required for the application to work. Do not remove it.

Autocompleter

```
autocompleter: {
    input: '#query', // Input to be linked to the autocompleter
    target: '#inbenta-autocompleter',
    conf: {
        showViewAllButton: false
    }
}
```

- **input**: Id or class of the input to be linked. The autocomplete component will listen to changes in this input. The input will only be replaced if the search is active.
- **target**: Id or class of the HTML element that this component will use. The application will add this div to the page and then replace it with the ‘autocomplete’ component.
- **conf**: Object with the configuration of the component. This object can be empty and it will use the default configuration.

> ℹ The linked HTML input must have the attribute **autocomplete="off",** to avoid the browser’s autocomplete from loading.

Integration

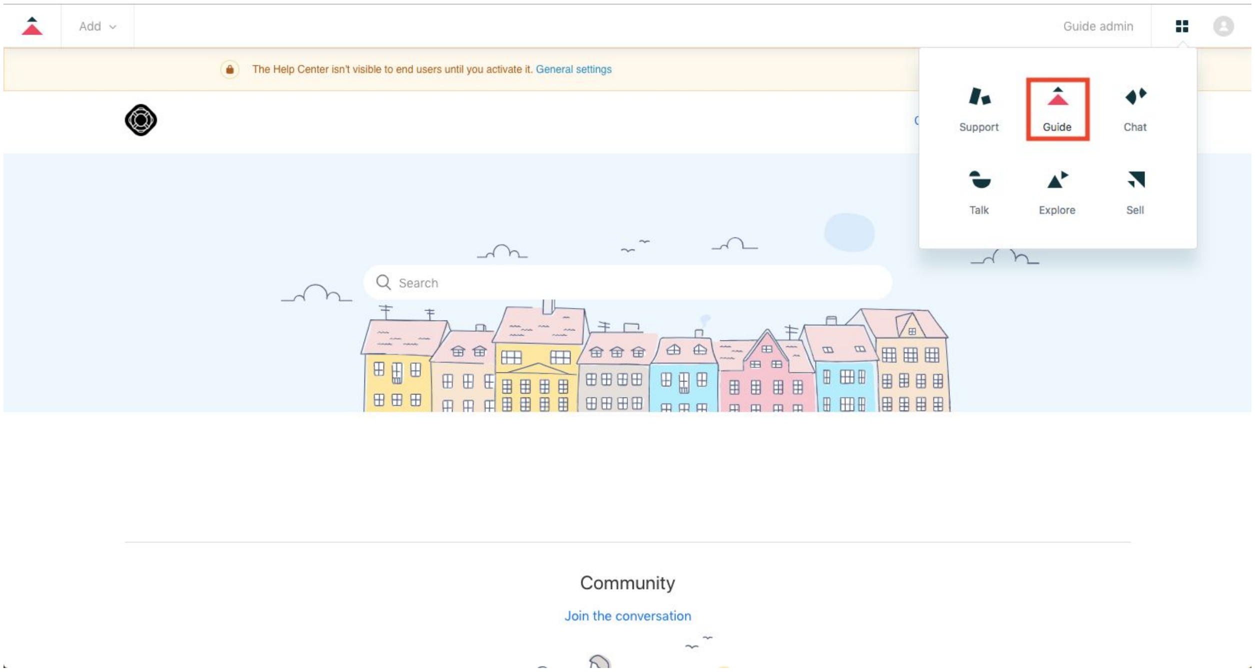
This section is a guide for knowing how to integrate the Inbenta Search SDK into the Zendesk page. There are many possible options for integrating the SDK. In this document, only a search ,autocompleter and '*New Request'* deflection integration will be exemplified as those are the most common use-cases.

Search Integration

This integration will link the search to the search bar and show the results in the same page. Remember to modify the configuration file to select the components, where the application should be loaded, the input id or class to be linked...

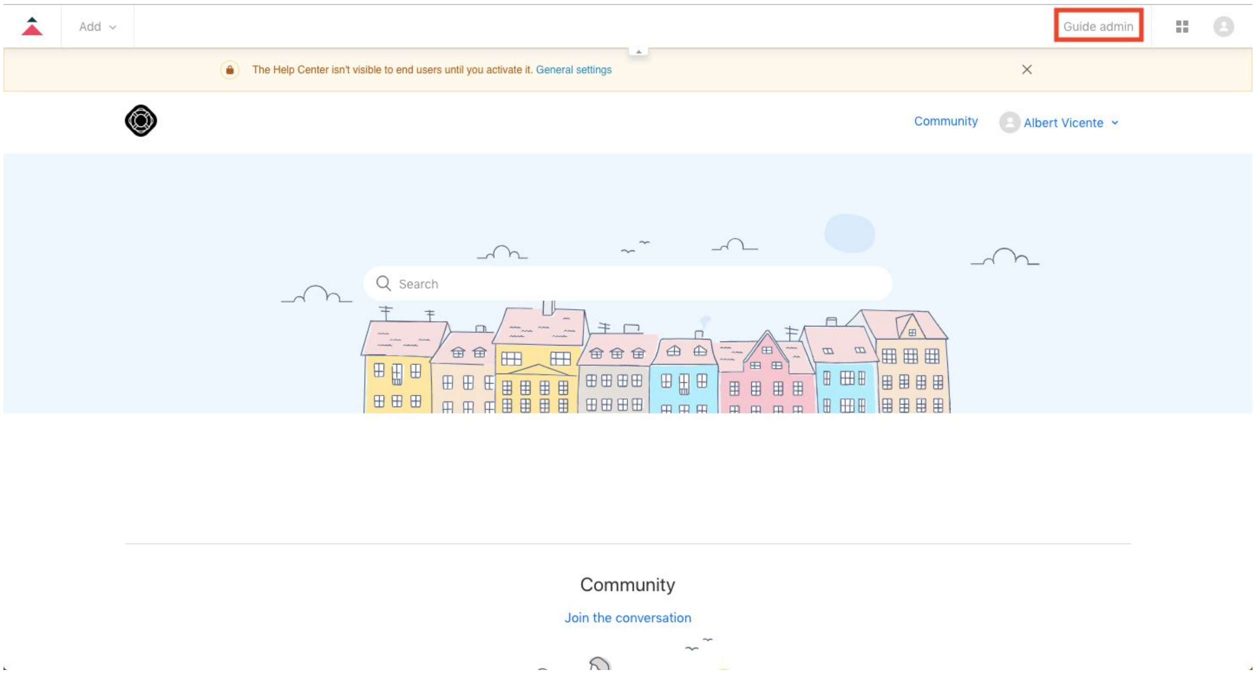
Go to guide theming in the admin panel

1. Select the Guide view



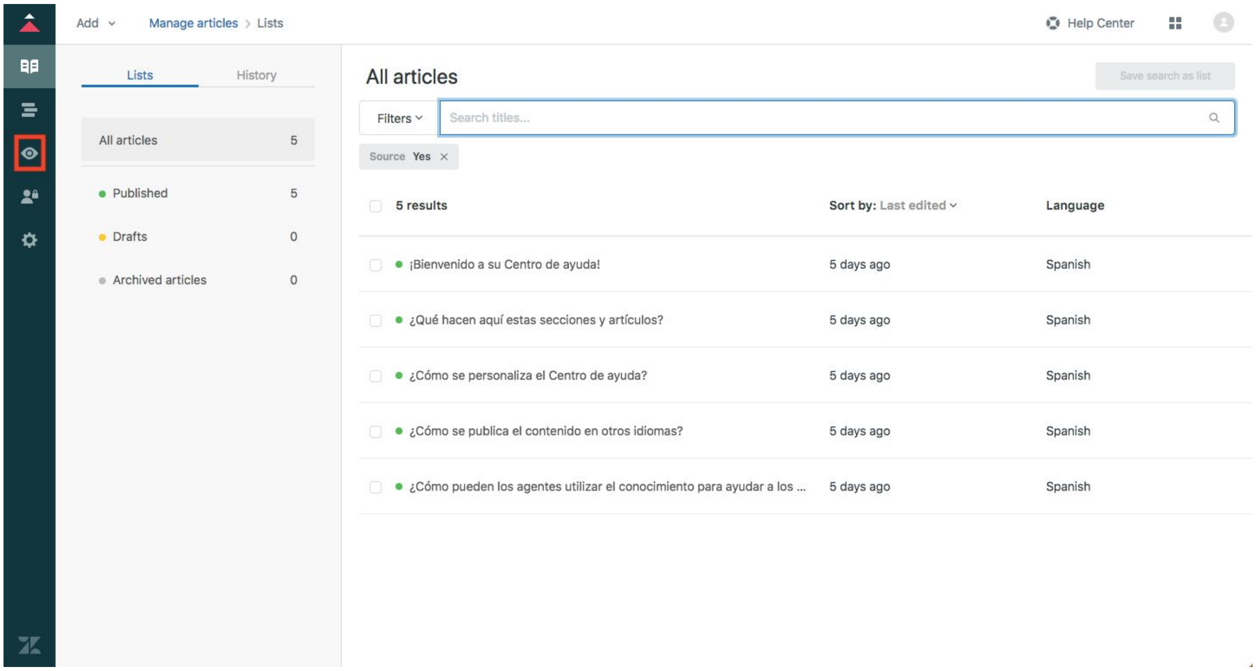
The Help Center isn't visible to end users until you activate it. General settings

2. Go to the Guide admin



The Help Center isn't visible to end users until you activate it. General settings

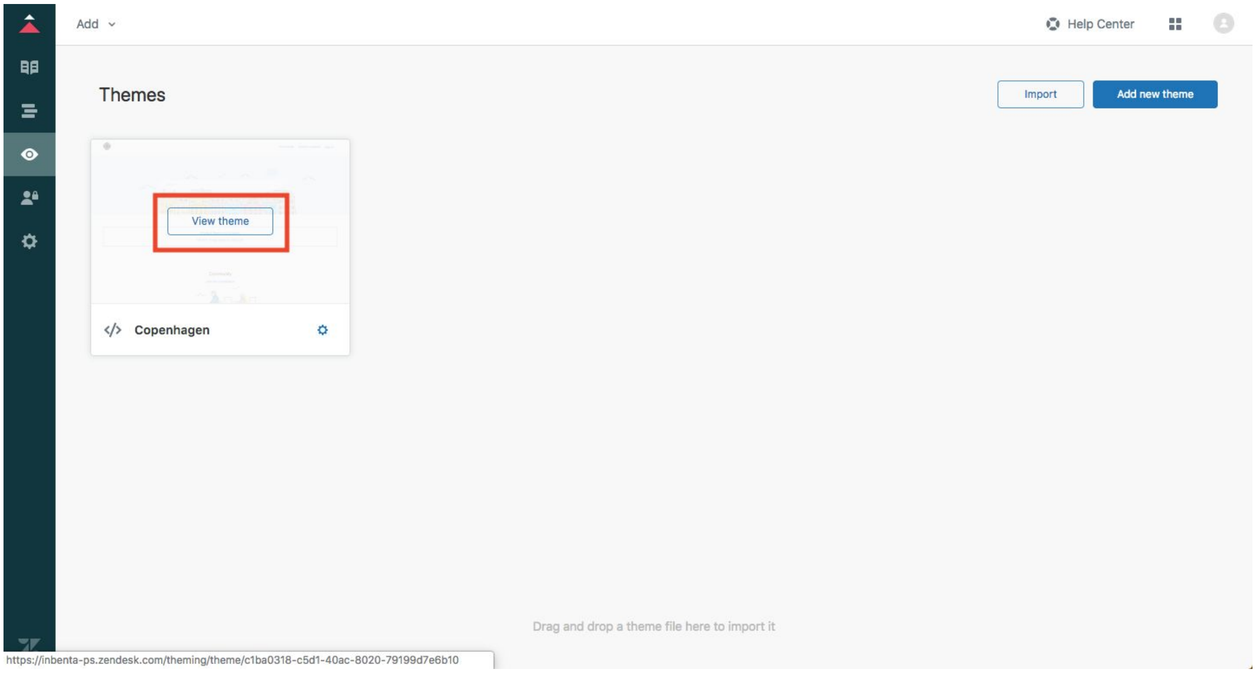
3. Select the theming option on the left menu



All articles

5 results	Sort by: Last edited	Language
¡Bienvenido a su Centro de ayuda!	5 days ago	Spanish
¿Qué hacen aquí estas secciones y artículos?	5 days ago	Spanish
¿Cómo se personaliza el Centro de ayuda?	5 days ago	Spanish
¿Cómo se publica el contenido en otros idiomas?	5 days ago	Spanish
¿Cómo pueden los agentes utilizar el conocimiento para ayudar a los ...	5 days ago	Spanish

4. Select the theme to change it.



Add

Help Center

Themes

Import

Add new theme

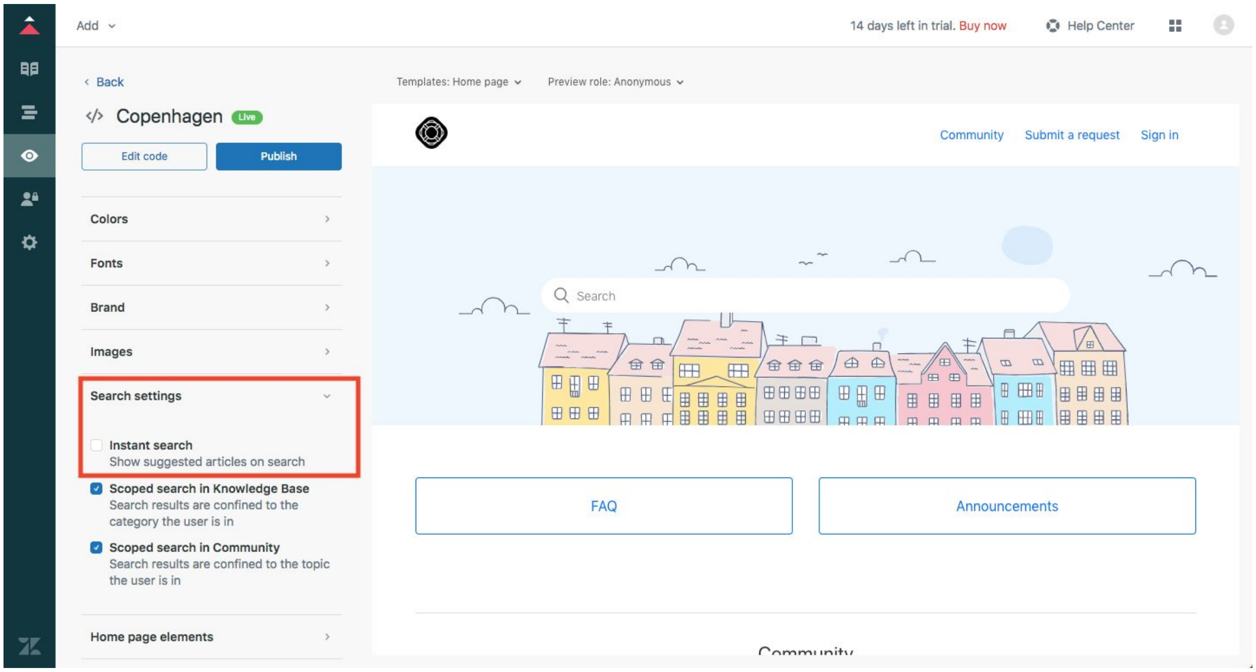
View theme

Copenhagen

Drag and drop a theme file here to import it

https://inbenta-ps.zendesk.com/theming/theme/c1ba0318-c5d1-40ac-8020-79199d7e6b10

5. Select Search settings and disable Instant search to avoid conflicts with Inbenta autocompleter.



Add

14 days left in trial. Buy now

Help Center

‹ Back

Copenhagen Live

Edit code

Publish

Colors ›

Fonts ›

Brand ›

Images ›

Search settings

□ Instant search
Show suggested articles on search

☑ Scoped search in Knowledge Base
Search results are confined to the category the user is in

☑ Scoped search in Community
Search results are confined to the topic the user is in

Home page elements ›

Templates: Home page

Preview role: Anonymous

Community

Submit a request

Sign in

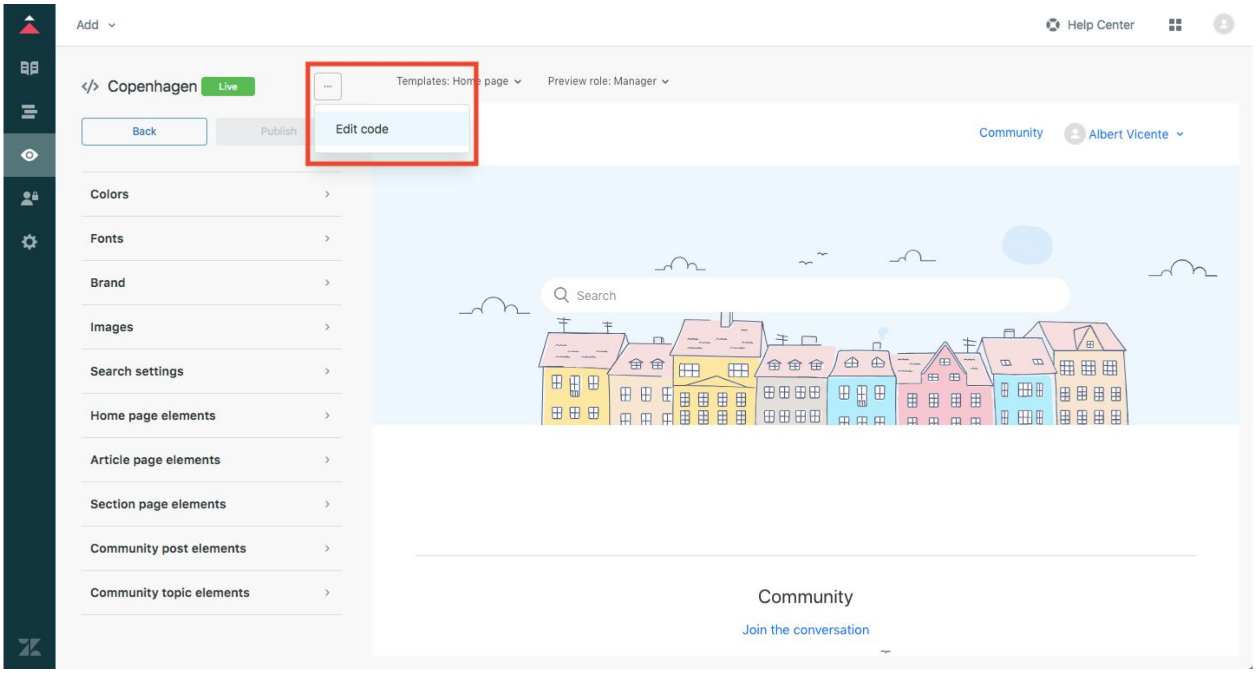
Search

FAQ

Announcements

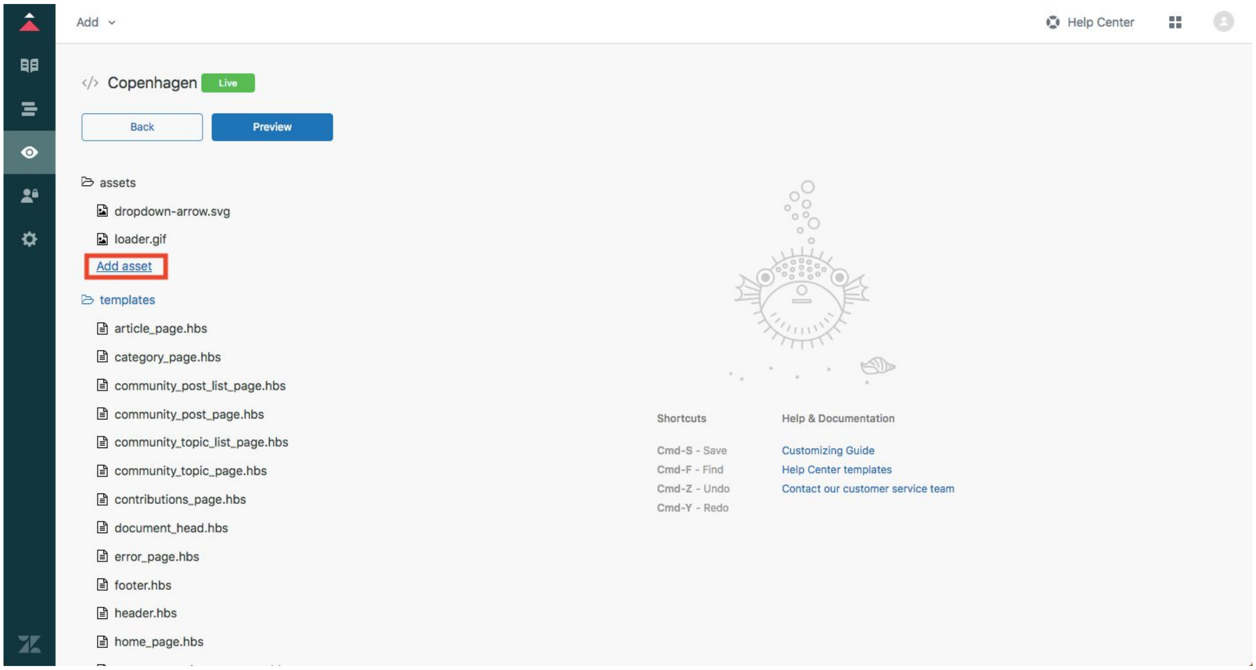
Community

6. Click on the three dots and select edit code.

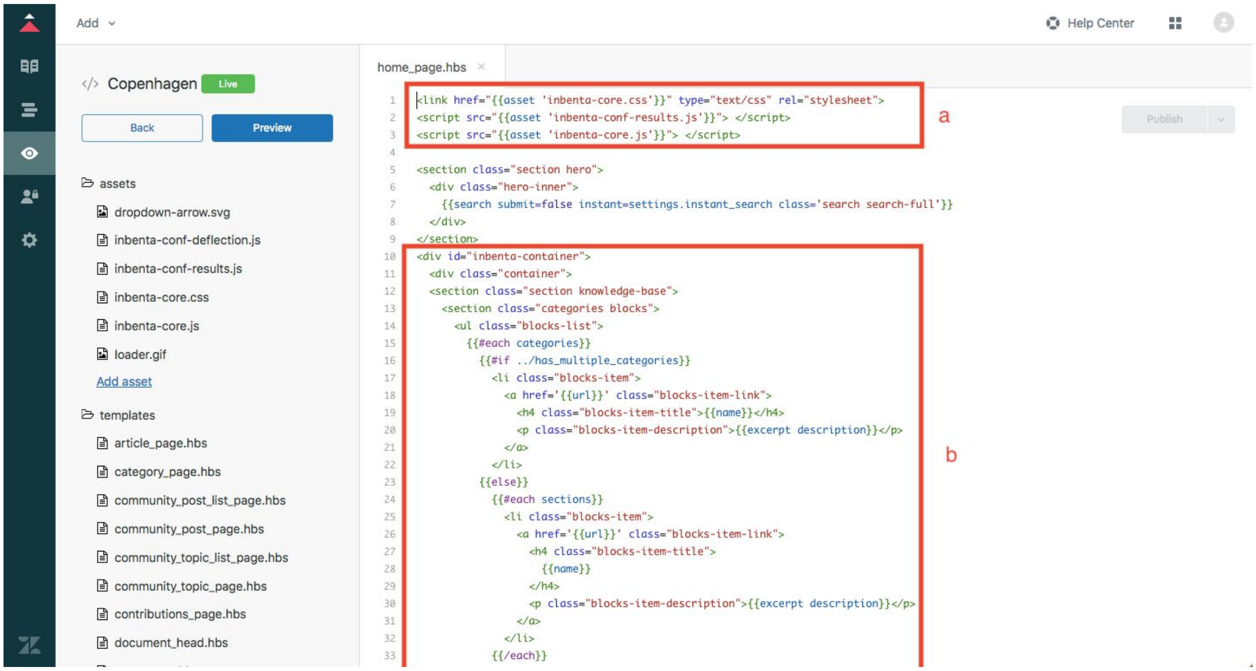


Add the needed files and include them in the desired page

1. Add the “inbenta-core.js”, “inbenta-core.css” and the conf files (i.e: inbenta-conf-results.js) as a resource.

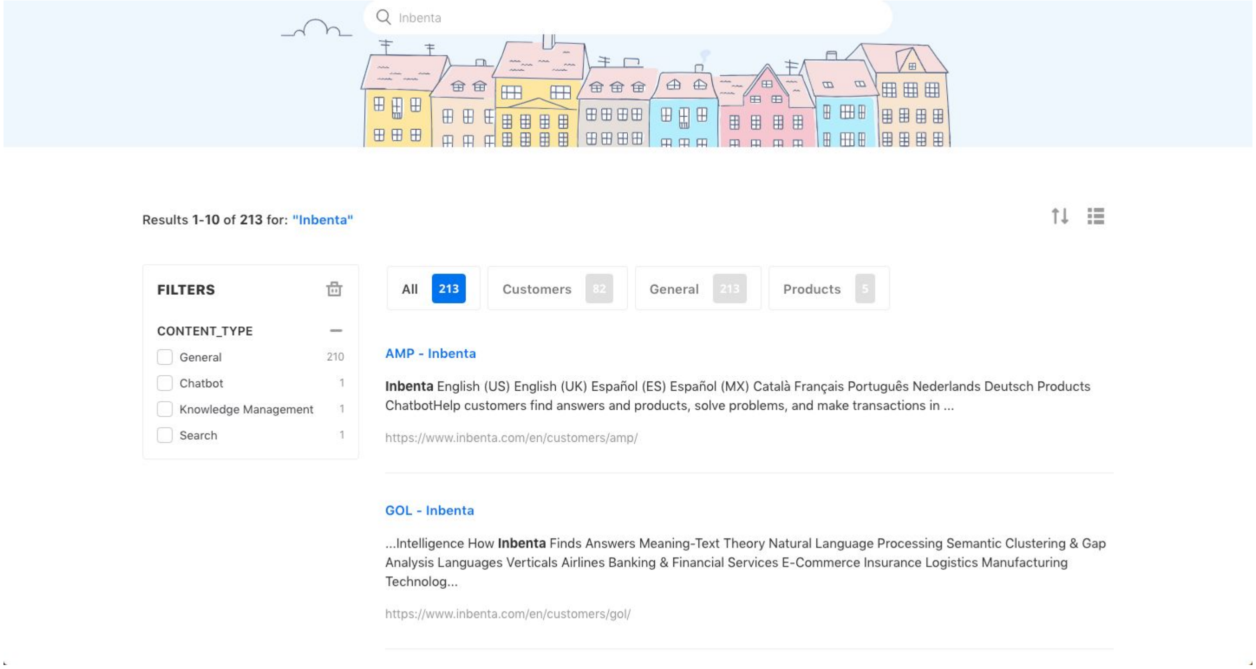


2. Include them in the desired pages.
    a. Include the scripts and CSS at the top of the file. The conf files must be added before the “*inbenta-core.js*”.
    b. Add the needed div or modify the conf file to use an existing one and load the application



```
<link href="{{asset 'inbenta-core.css'}}" type="text/css" rel="stylesheet">
<script src="{{asset 'inbenta-conf-results.js'}}"> </script>
<script src="{{asset 'inbenta-core.js'}}"> </script>

<section class="section hero">
  <div class="hero-inner">
    {{search submit=false instant=settings.instant_search class='search search-full'}}
  </div>
</section>
<div id="inbenta-container">
  <div class="container">
  <section class="section knowledge-base">
    <section class="categories blocks">
      <ul class="blocks-list">
        {{#each categories}}
          {{#if ../has_multiple_categories}}
            <li class="blocks-item">
              <a href='{{url}}' class="blocks-item-link">
                <h4 class="blocks-item-title">{{name}}</h4>
                <p class="blocks-item-description">{{excerpt description}}</p>
              </a>
            </li>
          {{else}}
            {{#each sections}}
              <li class="blocks-item">
                <a href='{{url}}' class="blocks-item-link">
                  <h4 class="blocks-item-title">
                    {{name}}
                  </h4>
                  <p class="blocks-item-description">{{excerpt description}}</p>
                </a>
              </li>
            {{/each}}
```

3. Perform a search on the integrated page to check that everything went well



Results 1-10 of 213 for: "Inbenta"

CONTENT_TYPE

□ General	210
□ Chatbot	1
□ Knowledge Management	1
□ Search	1

AMP - Inbenta

Inbenta English (US) English (UK) Español (ES) Español (MX) Català Français Português Nederlands Deutsch Products ChatbotHelp customers find answers and products, solve problems, and make transactions in ...

https://www.inbenta.com/en/customers/amp/

GOL - Inbenta

...Intelligence How **Inbenta** Finds Answers Meaning-Text Theory Natural Language Processing Semantic Clustering & Gap Analysis Languages Verticals Airlines Banking & Financial Services E-Commerce Insurance Logistics Manufacturing Technolog...

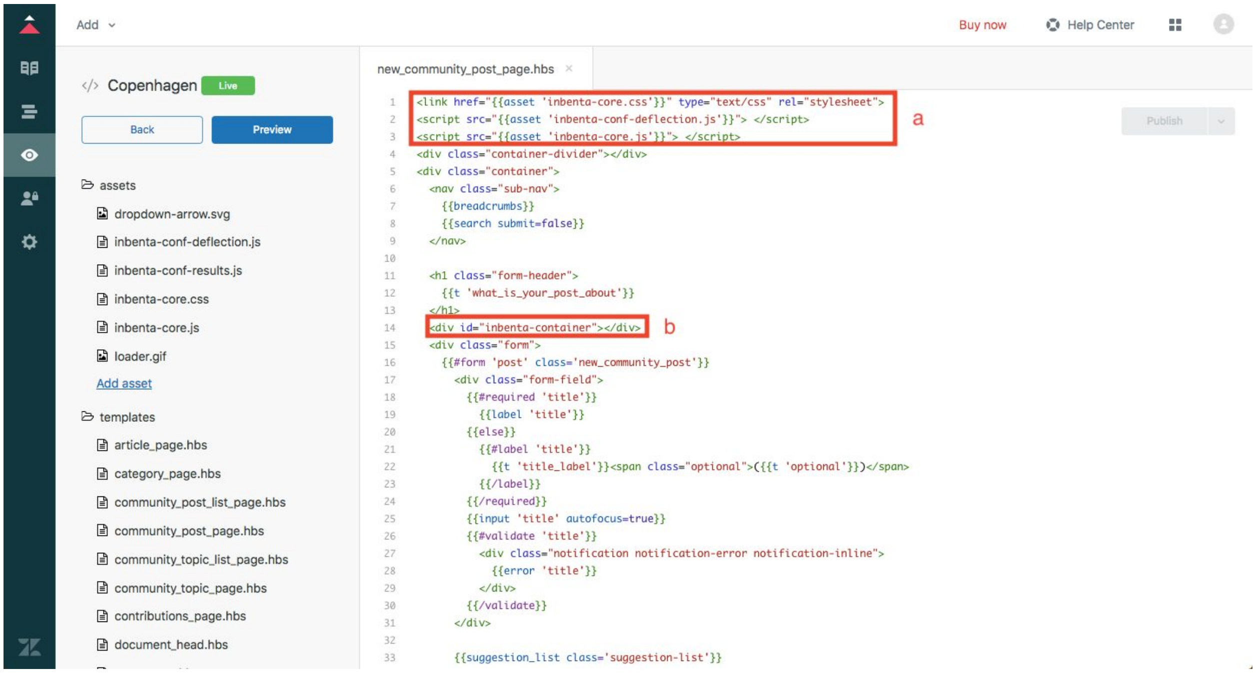
https://www.inbenta.com/en/customers/gol/

Deflection Integration

This integration is designed for a page with a form where the user sends an email or ticket. Remember to modify the configuration file to select the components, inputs id or class...

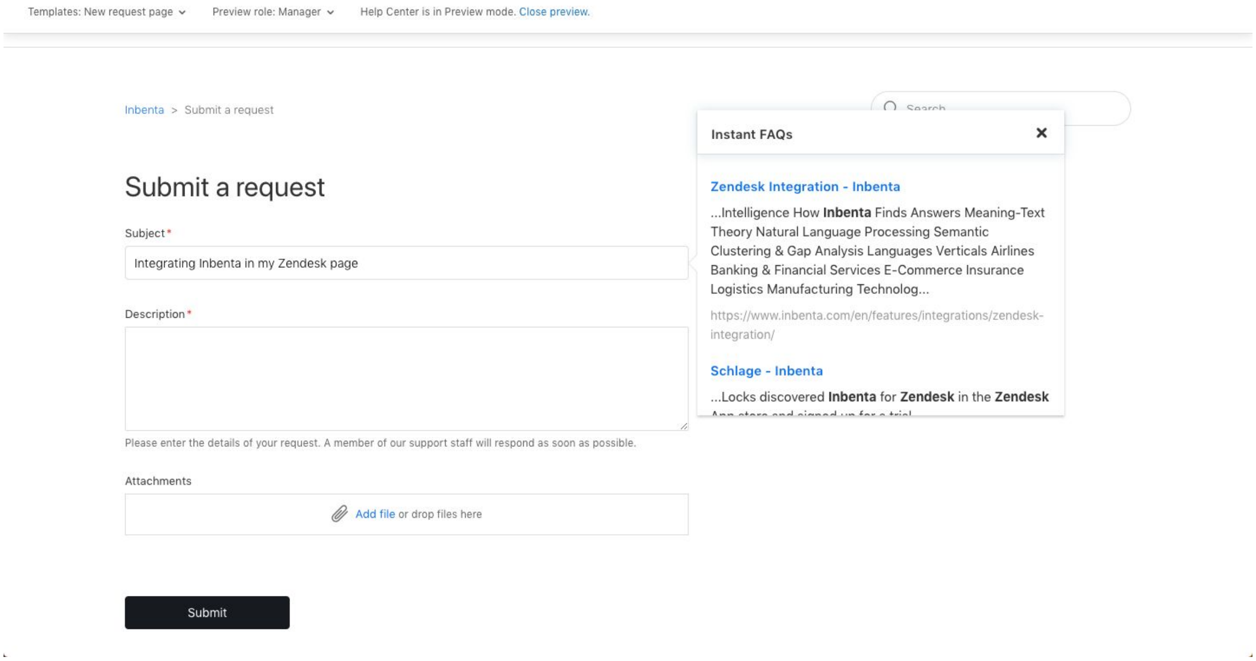
In the Guide admin view, add the needed files and include them in the desired page

1. Follow the same steps as the Search Integration but with the deflection configuration
    a. Go to the contact page to include the scripts and CSS at the top of the file
    b. Remember to add the needed div to load the application



```
<link href="{{asset 'inbenta-core.css'}}" type="text/css" rel="stylesheet">
<script src="{{asset 'inbenta-conf-deflection.js'}}"> </script>
<script src="{{asset 'inbenta-core.js'}}"> </script>
<div class="container-divider"></div>
<div class="container">
  <nav class="sub-nav">
    {{breadcrumbs}}
    {{search submit=false}}
  </nav>

  <h1 class="form-header">
    {{t 'what_is_your_post_about'}}
  </h1>
  <div id="inbenta-container"></div>
  <div class="form">
    {{#form 'post' class='new_community_post'}}
      <div class="form-field">
        {{#required 'title'}}
          {{label 'title'}}
        {{else}}
          {{#label 'title'}}
            {{t 'title_label'}}<span class="optional">({{t 'optional'}})</span>
          {{/label}}
        {{/required}}
        {{input 'title' autofocus=true}}
        {{#validate 'title'}}
          <div class="notification notification-error notification-inline">
            {{error 'title'}}
          </div>
        {{/validate}}
      </div>

      {{suggestion_list class='suggestion-list'}}
```

2. Fill the form and check that the instant answers and/or last chance are shown



Templates: New request page ⌄ Preview role: Manager ⌄ Help Center is in Preview mode. Close preview.

Inbenta > Submit a request

Submit a request

Subject *

Integrating Inbenta in my Zendesk page

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Submit

Instant FAQs ✕

Zendesk Integration - Inbenta

...Intelligence How **Inbenta** Finds Answers Meaning-Text Theory Natural Language Processing Semantic Clustering & Gap Analysis Languages Verticals Airlines Banking & Financial Services E-Commerce Insurance Logistics Manufacturing Technolog...

https://www.inbenta.com/en/features/integrations/zendesk-integration/

Schlage - Inbenta

...Locks discovered **Inbenta** for **Zendesk** in the **Zendesk**

3. Add a script to control the form submission and show the last chance

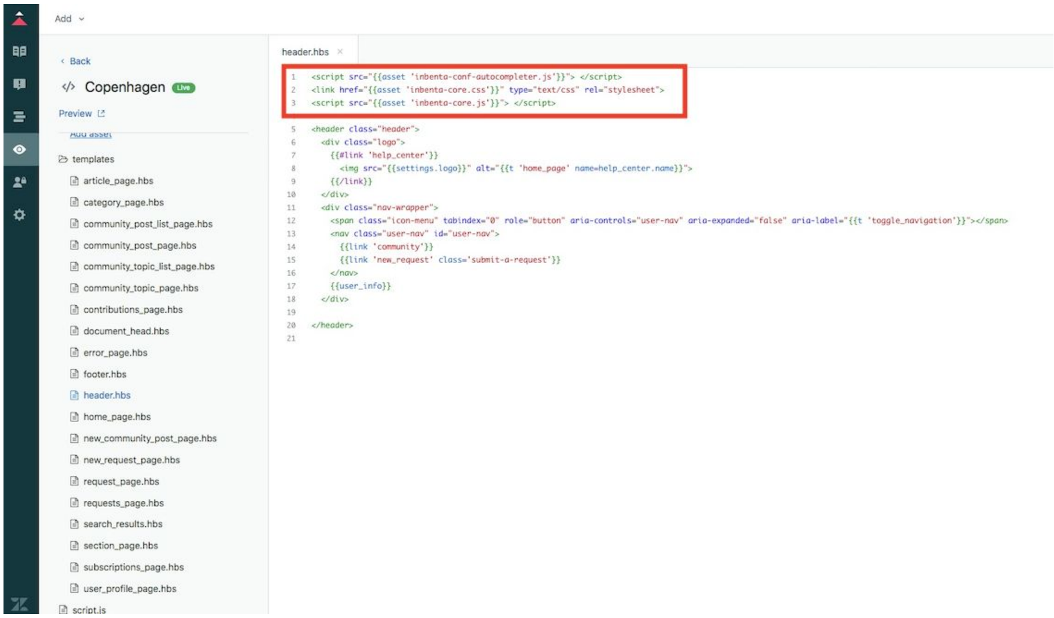
The id and classes used can be different so be sure to change them to use the same ones as the integrated page.

```
/*--------------------------------------------------
  |      EXAMPLE CODE TO BE ADDED BY CUSTOMER
  |--------------------------------------------------
  |
  | This is just an example code of how to use the Deflection tools.
  | We provided the functions window.inbentaEventTrigger() and
  | window.inbentaEventListener(), but we will be firing/listening events
  | so feel free to do the solution that fits better
*/

// We are capturing submit event, but lastChanceShow should be called
// before submitting and after doing any validation on the form

var canSubmit, hasSubmitted = false;
var formSelector = "#new_request";
var submitButtonSelector = formSelector + " input[type=submit]";

if (window.inbentaEventTrigger) {
      // Clone the submit button to use inbenta
  var originalSubmit = $(submitButtonSelector);
  var inbentaSubmit = $(originalSubmit).clone(false);
  $(originalSubmit).hide();
  $(inbentaSubmit).insertAfter(originalSubmit);

     $(inbentaSubmit).on('click', function(e) {
    if (!canSubmit) {
      e.preventDefault();
      // These Events have to be called when inbenta has already loaded,
      // doing it here should be a good idea
      window.inbentaEventTrigger(document, 'lastChanceShow');
    }
    // Check if the form has been already submitted to avoid multiple submits
    else if (hasSubmitted) {
      e.preventDefault();
    }
  });

     window.inbentaEventListener(document, 'lastChanceSubmit', function(e) {
    canSubmit = true;
    // Check if the form has been already submitted to avoid multiple submits
    if (!hasSubmitted) {
      // Submit the form
      $(originalSubmit).click();
      hasSubmitted = true;
    }
  });
}
```

Autocompleter Integration

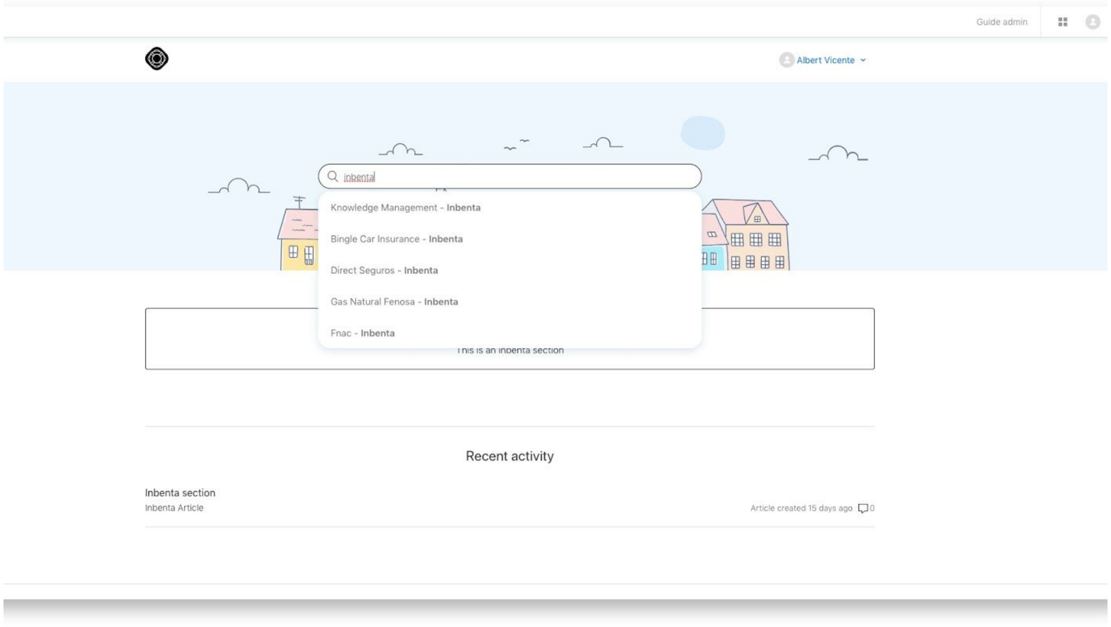
This integration is designed for a page with a search bar that will only use the autocompleter component. This search bar should redirect to the results page as this redirection won't be done by Inbenta. In the Guide admin view, add the needed files and include them in the header page

1. Follow the same steps as the Search Integration but with the autocompleter configuration
    a. Include the scripts and CSS at the top of the file



```
<script src="{{asset 'inbenta-conf-autocompleter.js'}}"> </script>
<link href="{{asset 'inbenta-core.css'}}" type="text/css" rel="stylesheet">
<script src="{{asset 'inbenta-core.js'}}"> </script>

<header class="header">
  <div class="logo">
    {{#link 'help_center'}}
      <img src="{{settings.logo}}" alt="{{t 'home_page' name=help_center.name}}">
    {{/link}}
  </div>
  <div class="nav-wrapper">
    <span class="icon-menu" tabindex="0" role="button" aria-controls="user-nav" aria-expanded="false" aria-label="{{t 'toggle_navigation'}}"></span>
    <nav class="user-nav" id="user-nav">
      {{link 'community'}}
      {{link 'new_request' class='submit-a-request'}}
    </nav>
    {{user_info}}
  </div>

</header>

```

    b. Start typing in the search bar and check that the autocompleter is shown


Guide admin
Albert Vicente
inbenta
Knowledge Management - Inbenta
Bingle Car Insurance - Inbenta
Direct Seguros - Inbenta
Gas Natural Fenosa - Inbenta
Fnac - Inbenta
This is an inbenta section
Recent activity
Inbenta section
Inbenta Article
Article created 15 days ago
0

Zendesk styles modified

To avoid style conflicts with Inbenta and Zendesk template, we changed some of the Zendesk styles. This change is to show the autocompleter component properly. The styles changed are:

```
.section.hero{
      z-index: 9;
      position: relative;
}
```

All the components activated

This is an example of a configuration file with all the possible components of the search SDK that this application allows. Use it as a guide to add any component needed.

```
{
    appConfig: {
              autocompleter: {
                      input: '#query', // Input to be linked to the autocompleter
                      target: '#inbenta-autocompleter',
                      conf: {
                             showViewAllButton: false
                      }
              },
              loader: {
                      target: '#inbenta-loader',
                      conf: {}
              },
              noResults: {
                      target: '#inbenta-no-results',
                      conf: {}
              },
              pagination: {
                      target: '#inbenta-pagination',
                      conf: {
                             padding: 1 // pages before and after the actual
                      }
              },
              filters: {
                      target: '#inbenta-filters',
                      conf: {
                        refinements: [
                          {
                             attributeName: 'CATEGORY',
                          }
                        ]
                      }
              },
              tabs: {
                      target: '#inbenta-tabs',
                      conf: {
                             attributeName: 'CONTENT_TYPE'
                      }
              },
              results: {
                   // Div where inbenta will be loaded
                      container: '#inbenta-container',
                      target: '#inbenta-results',
                      conf: {}
               },
               search: {
                  // Activate/Deactivate the search engine in the page,
                    // If deactivated is recommended to disable the router too.
                 active: true
               },
               resultsPerPageSelector: {
                      target: '#inbenta-results-per-page',
                      conf: {
                      options: [5, 10, 15]
                      }
               },
               router: {
                      target: '#inbenta-router',
                      conf: {}
               },
               stats: {
                      target: '#inbenta-stats',
                      conf: {}
               },
               sortBy: {
                      target: '#inbenta-sort-by',
                      conf: {
                             attributes: [
                            {name: 'desc(_relevance)', label: 'Relevance'},
                            {name: 'desc(Source)', label: 'Source - Descending'},
                            {name: 'asc(Source)', label: 'Source - Ascending'},
                           ],
                      }
               },
               resultsPerPage: {
                      target: '#inbenta-results-per-page',
                      conf: {}
               },
               instants: {
                      target: '#inbenta-instants',
                      input: ['#request_subject', '#request_description'],
                      conf: {}
               },
               lastChance: {
                      target: '#inbenta-last-chance',
                      input: ['#request_subject', '#request_description'],
                      conf: {}
               }
        }
}
```

Live examples

Here you can find a list of Inbenta Search and Deflection integration examples for a Zendesk Help Center, using the default configuration options explained in this document. You can use these examples to review how a vanila example looks in a basic Zendesk template:

- Autocompleter page
- Deflection page
- Community Deflection page
- Results page