Incoming Webhook

Integrations · https://fluentsupport.com/docs/incoming-webhook/

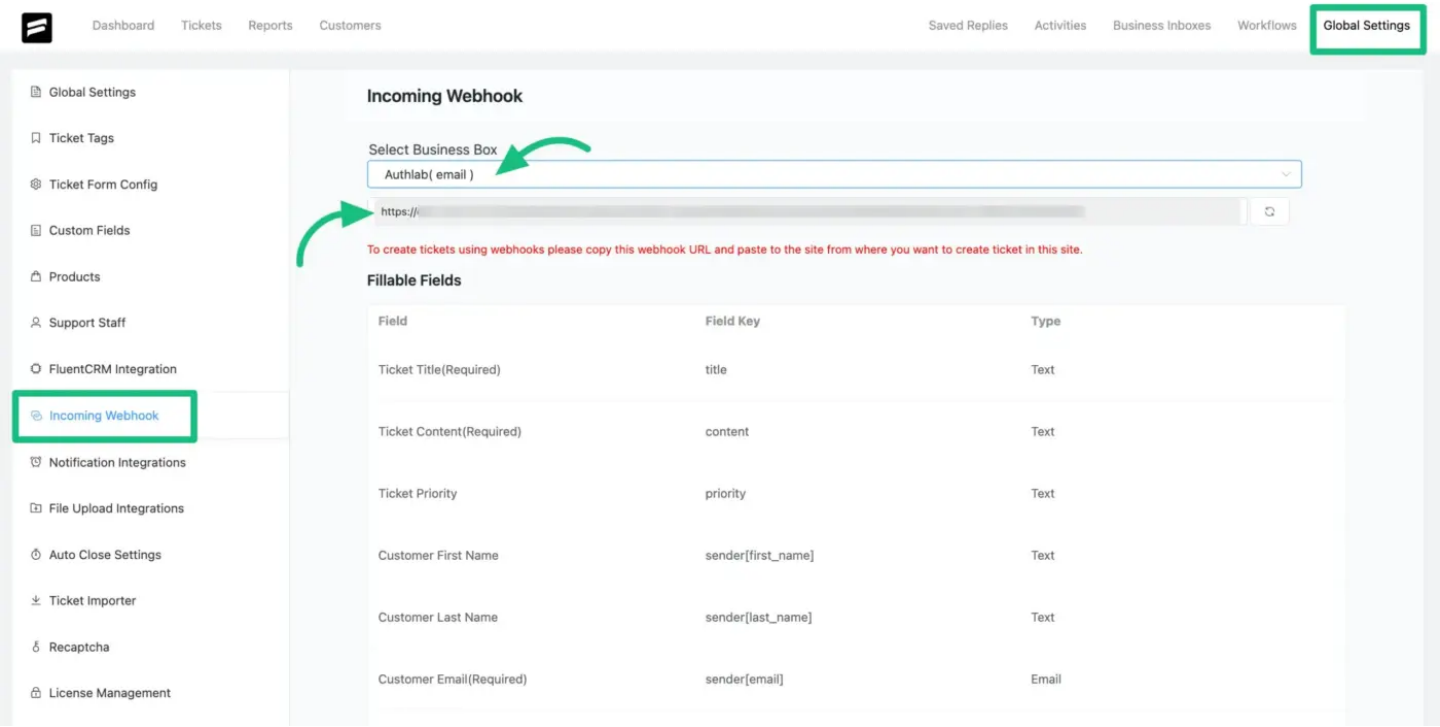
The **Incoming Webhook** feature of **Fluent Support** allows users to create tickets automatically from an external platform or server using a **FORM-type** request format. This article will guide you through the whole process of doing it.

Incoming Webhook in Fluent Support

To learn the process of using Incoming Webhook, follow the steps with screenshots below —

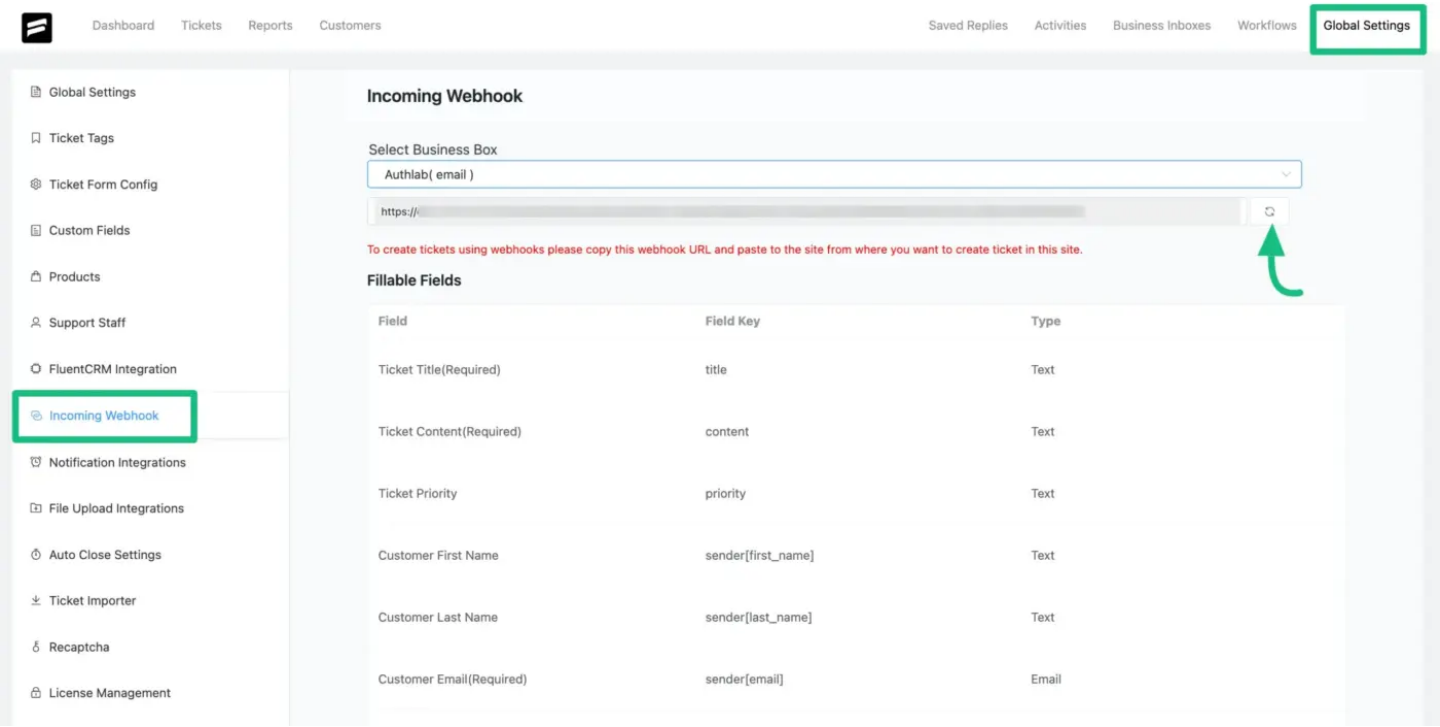
Get The Incoming Webhook Link

From the **Fluent Support Dashboard** go to **Global Settings**, select **Incoming Webhook** from the left sidebar, and you will see a webhook link on that page. Now select **Business Box** and copy the **Webhook Link** to start using it.



Regenerate The Webhook Link

You can also **Regenerate** the **Webhook Link** by clicking on the **Refresh** button. If you regenerate a new URL, you must change all your used webhook links with the new one.

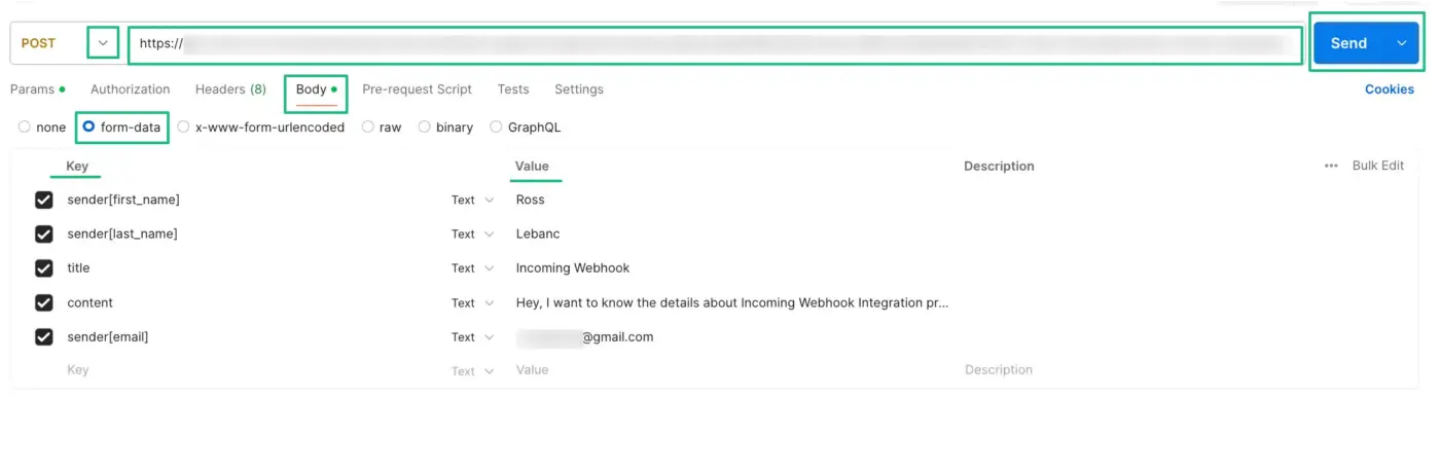


How To Send Data Using Incoming Webhook

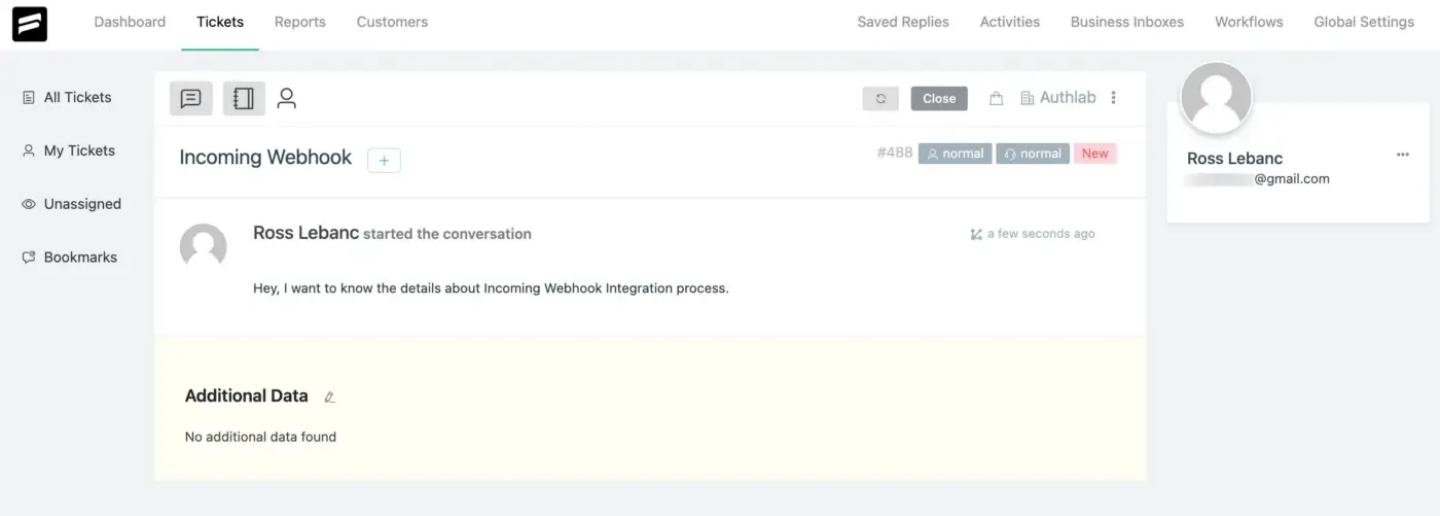
You can use any external platform that suits your needs to send data using the Incoming Webhook feature. E.g., here, I used **Postman** as an external platform.

To use this Incoming Webhook, choose **Post** as the **Request Method** and **Form-data** as the **Request Format**.

Then, paste the **Webhook Link,** map the **Key** field following the Incoming Webhook's **Field Key,** and enter the appropriate **Value** that suits your needs. Finally, click on the **Send** button to create the ticket.



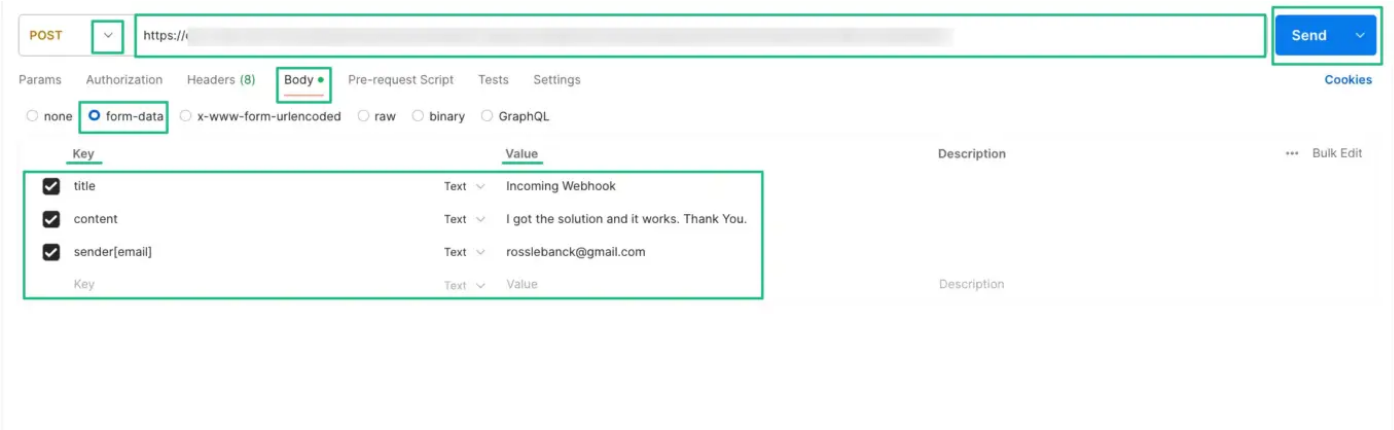
Here, you can see a **ticket** is **created automatically** in Fluent Support.



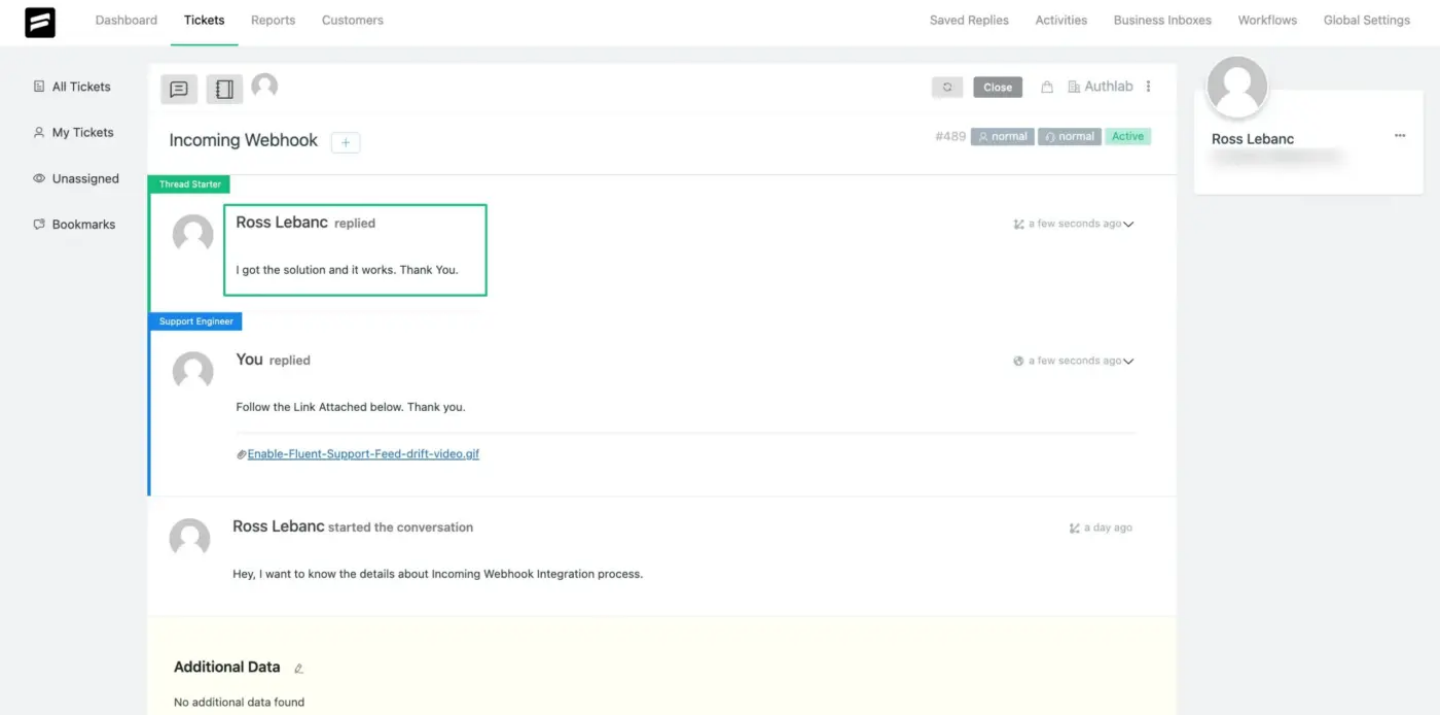
How To Reply Ticket Using Incoming Webhook

Customers can also reply to a ticket using the incoming webhook. However, some mandatory things are required to reply to a ticket.

This includes the **Customer email**, **Ticket content**, **Ticket title**, and ensuring that the **Ticket Title** is the same as the one you used while creating the ticket. Here, you can see a reply is sent to the previously created ticket from **Postman** using **Incoming Webhook.**



Here, you can see a **reply is added** to the ticket by a user in Fluent Support.



If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.