Managing Tickets using Telegram

Ticket Management using Third Parties · https://fluentsupport.com/docs/managing-tickets-using-telegram/

FluentSupport allows you to manage your tickets using Telegram. You can see your New Tickets Notification in your Telegram groups or a person's Inbox and can also reply from your Telegram inbox. This article will guide you through how to connect your Fluent Support with Telegram to manage your tickets in Telegram.

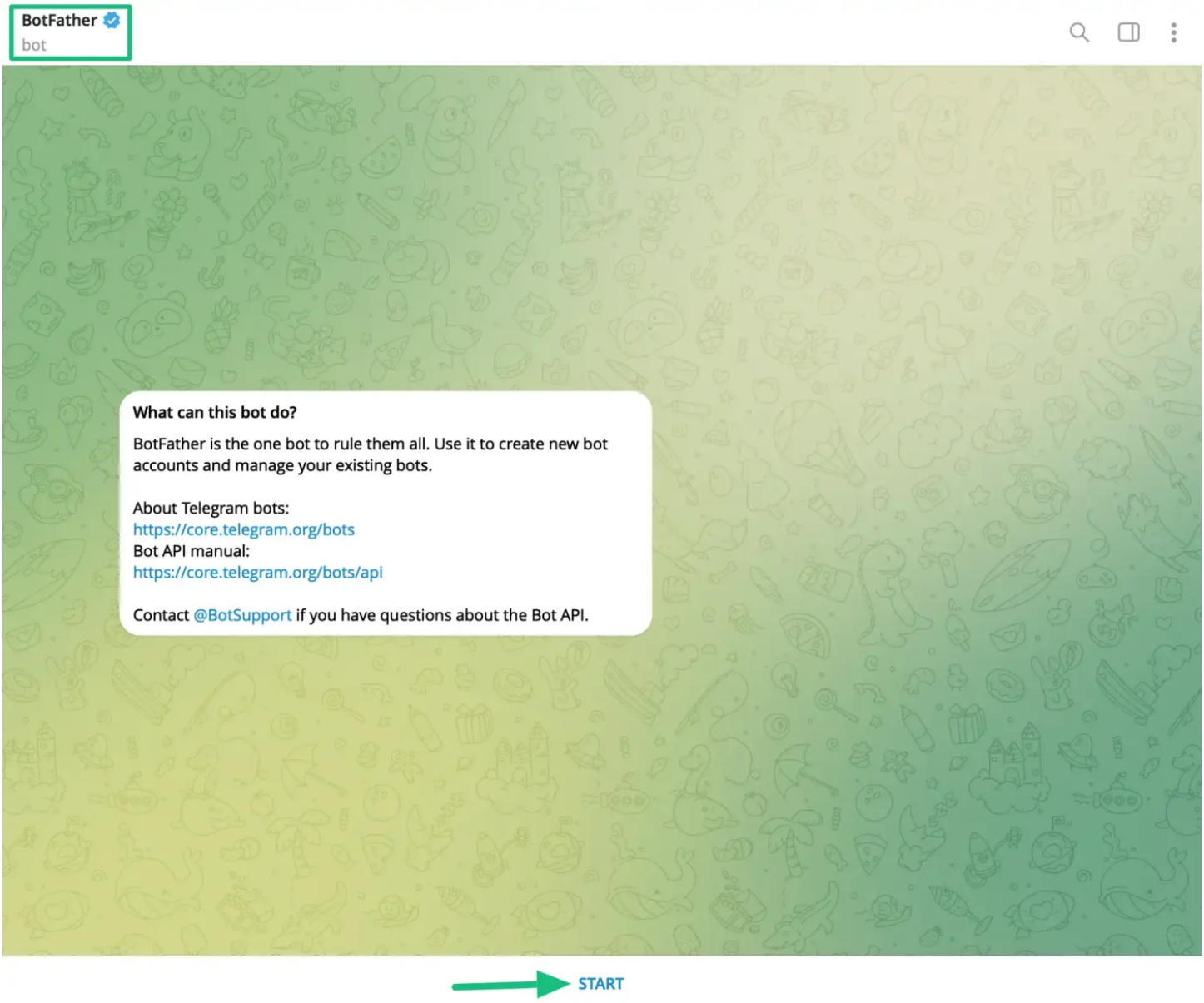
Fluent Support Telegram Settings

To make your **Telegram Integration running**, you need to get the **Bot Token** and **Group Chat ID** from **Telegram**. To learn how to **Manage** your **Tickets** using **Telegram**, follow the guidelines accordingly –

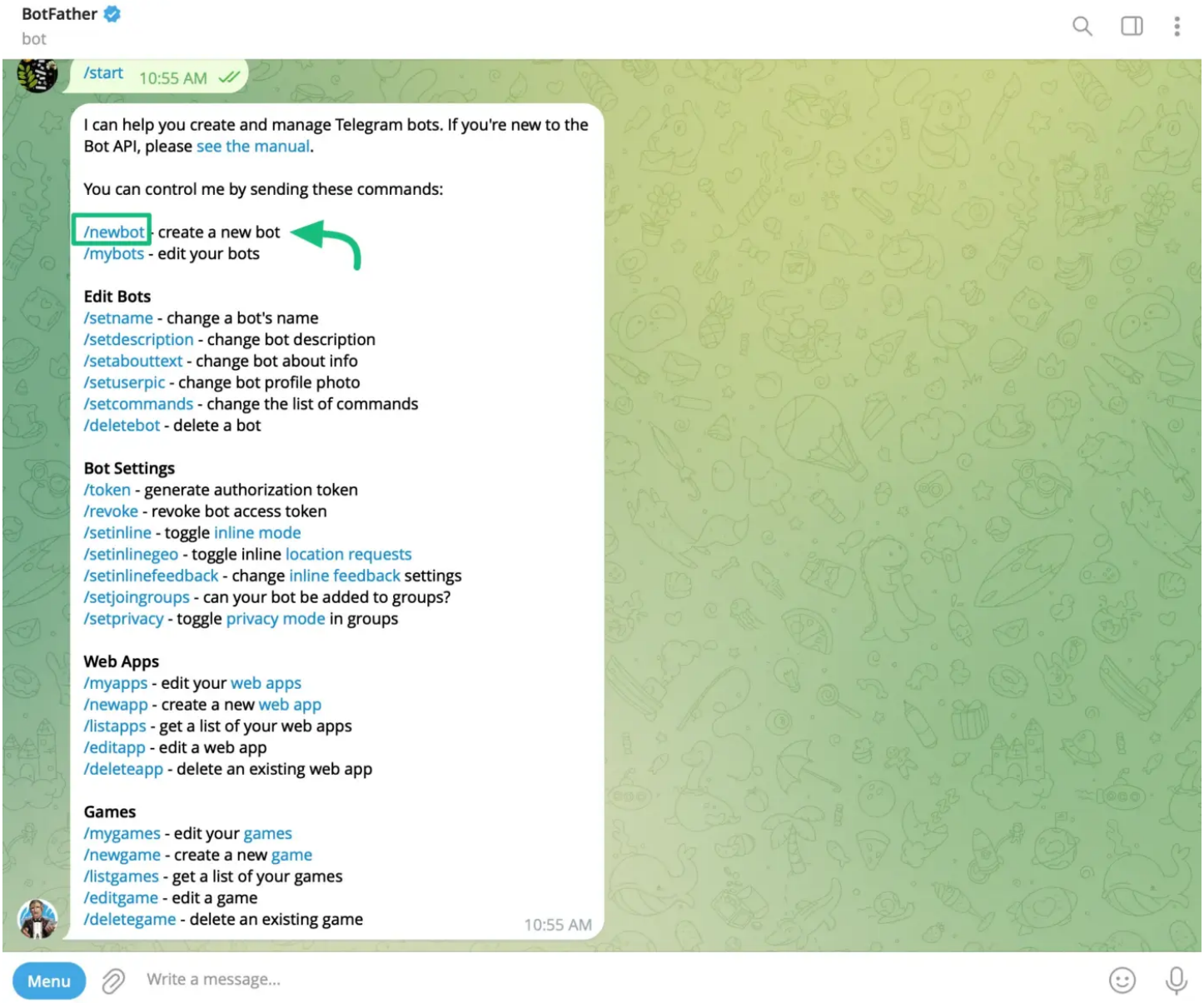
Get Bot Token

Simply follow the steps to get the **Bot Token** from **Telegram**.

First, send a text to **@BotFather** or click the start button to start the bot in your Telegram application.

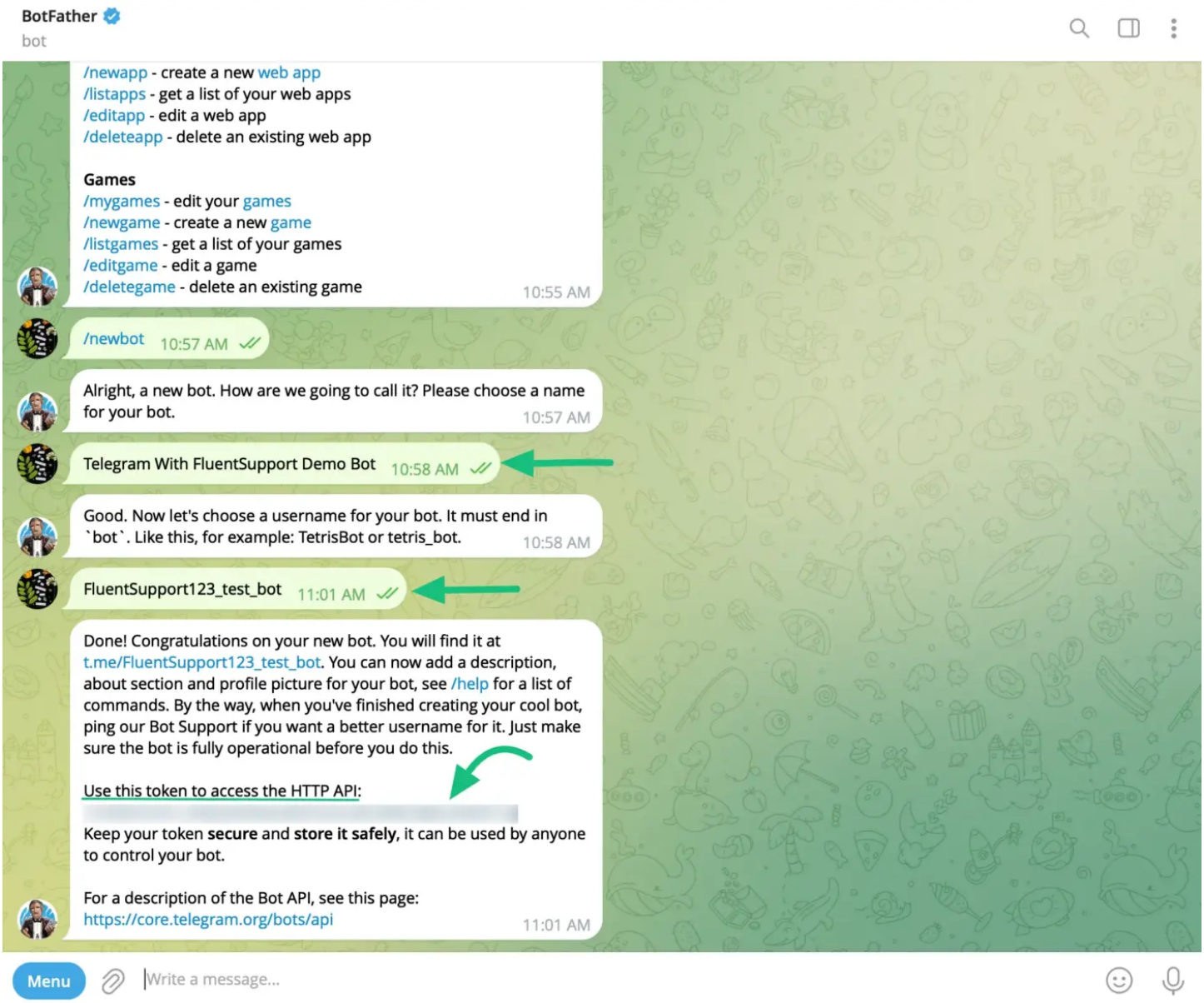


Then **create a Bot** by sending the '**/newbot**' command using the help message.



Provide a **relevant name** for your bot. Next, **choose a username for your bot** that **must end with the text 'bot'.**

After finishing these steps, **@BotFather** will provide you with the **Bot Token** that you need to complete the next step.



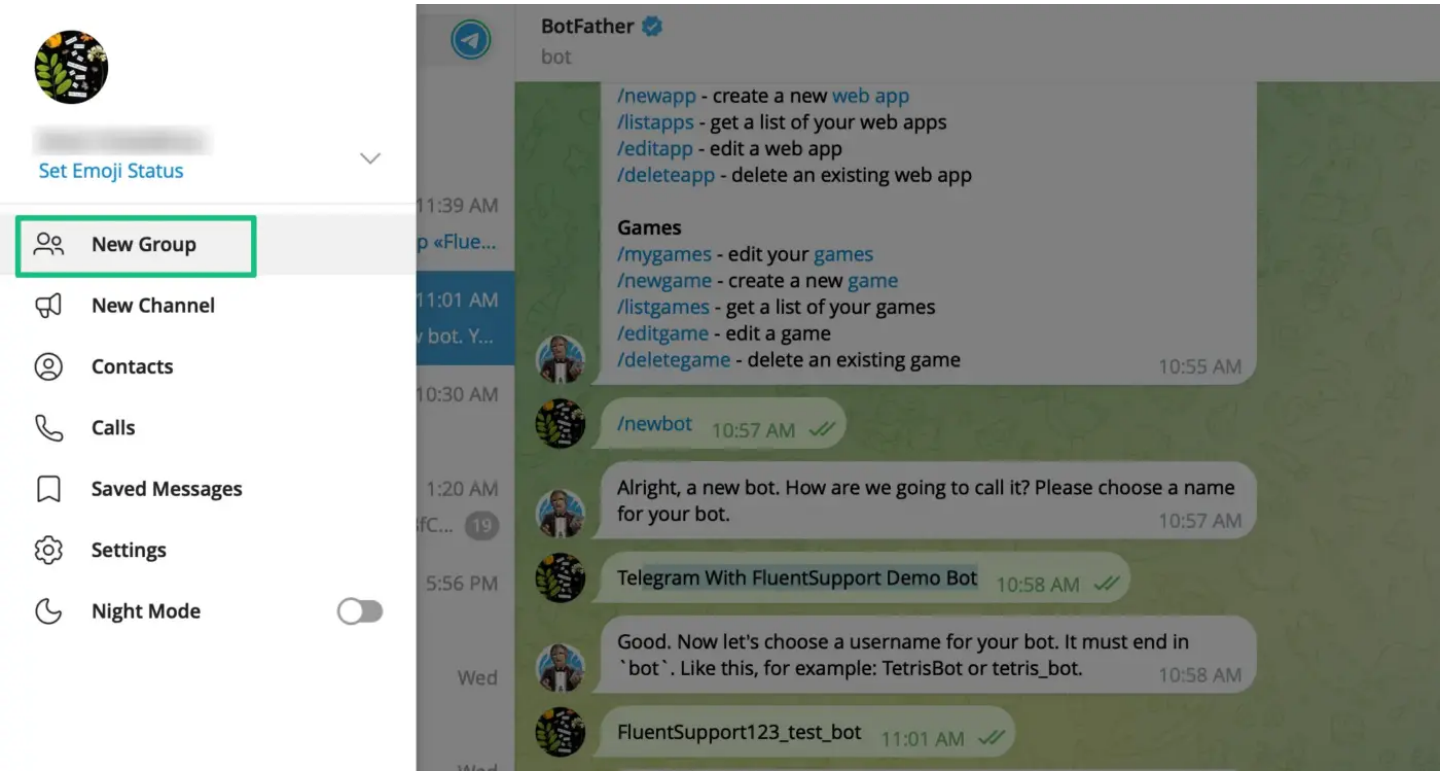
Get Group Chat ID

Now you will need a **Group Chat ID** to send your notification. To do this, first, you need to **Create** a **Group** in **Telegram**.

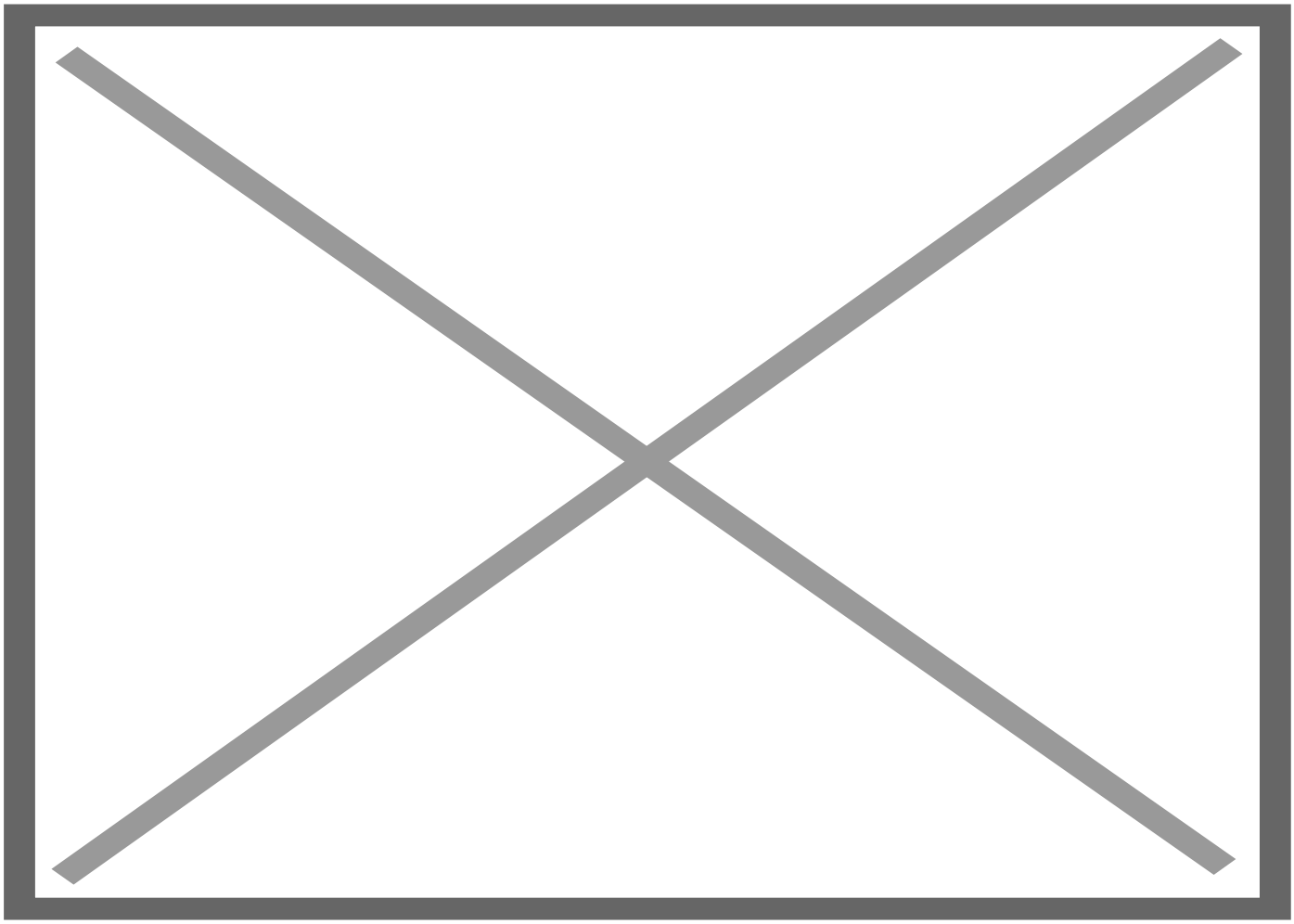
Creating A New Group On Telegram

To create a new group in Telegram, follow the Screenshots & GIF below -

First, click the **New Group** button from the left-side Editor.

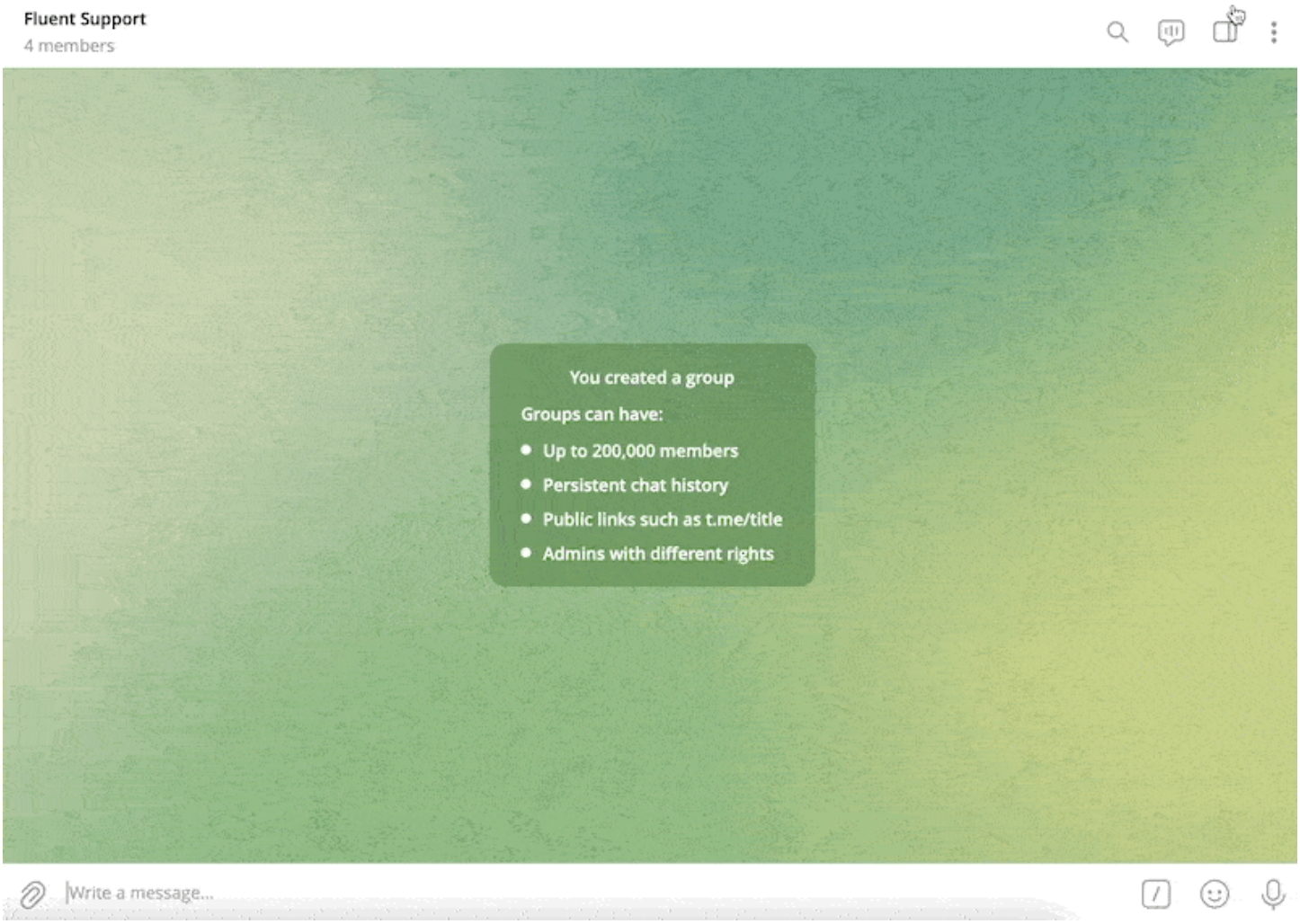


Now, give a **name** to your group and **Add** the **Bot** that you **created in the previous** step **as a member** of the group. Press the **Create** button and your group will be created.

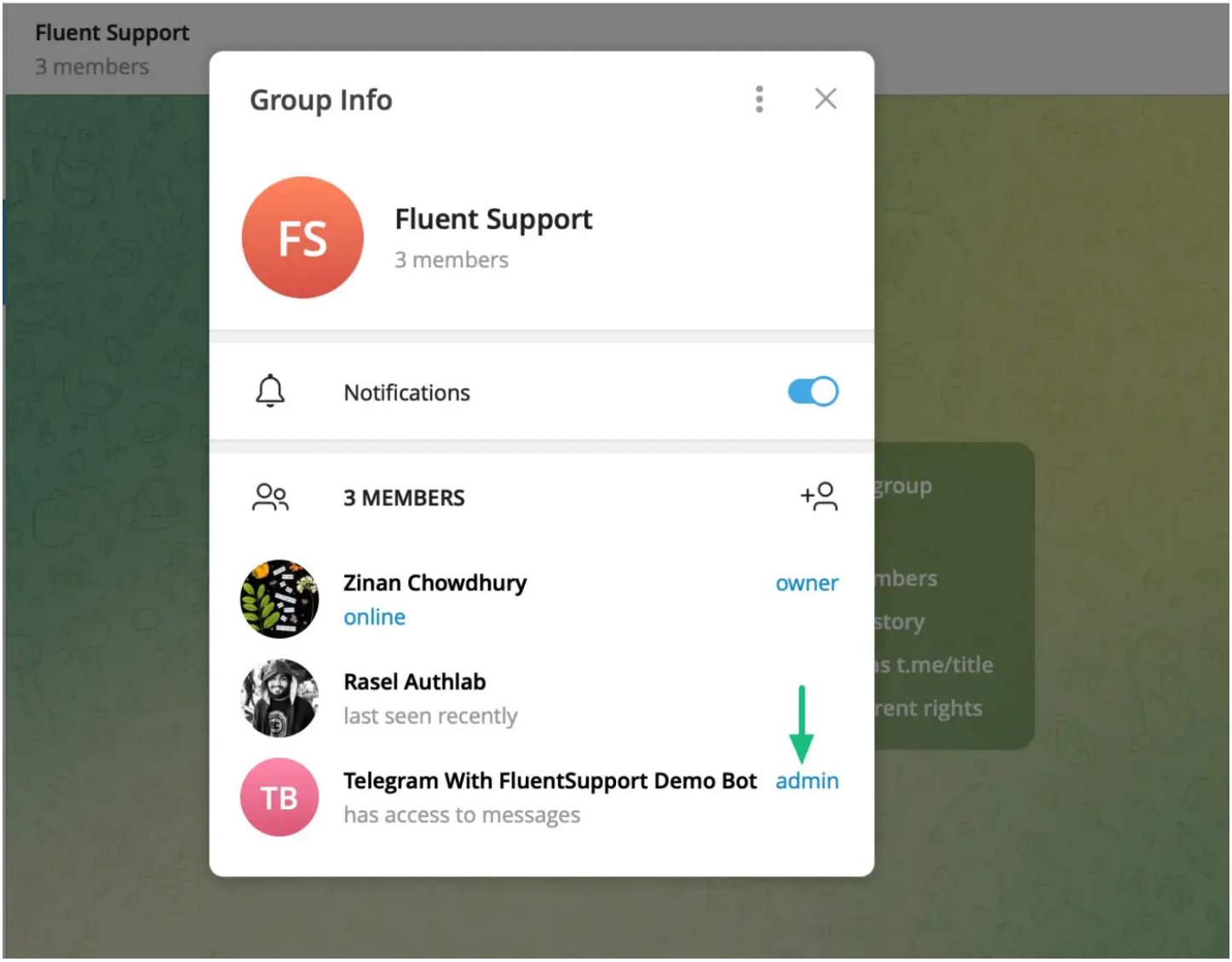


Now, give your bot “**Admin Acces**" i.e., simply **make the bot admin** of your group chat.

Follow the GIF below, to learn how you can make your Bot Admin of your group.



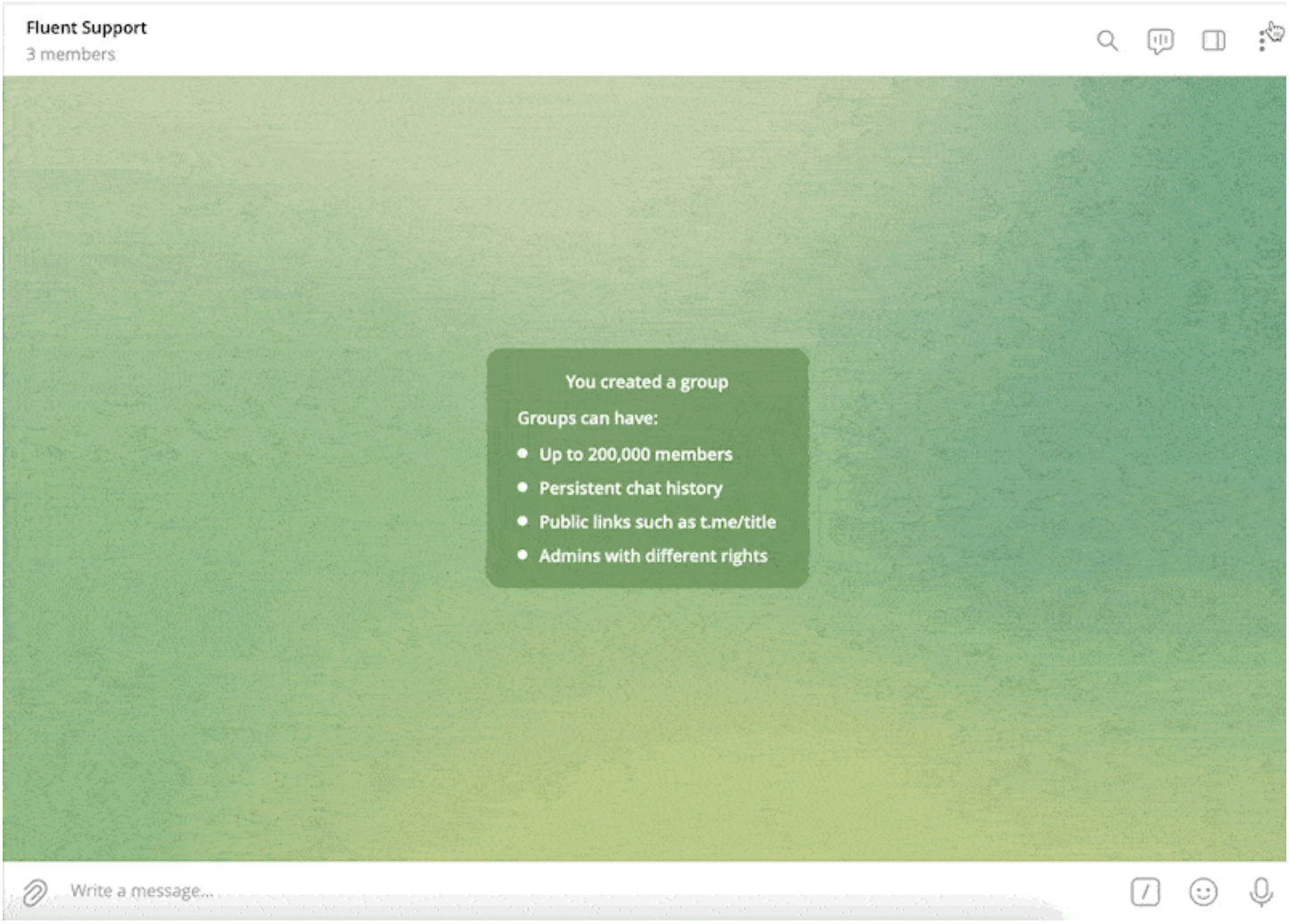
After giving your Bot the **"Admin Access"** you can see the preview from **View group info** by clicking the three-dot from the right-side corner



Get Group Chat ID

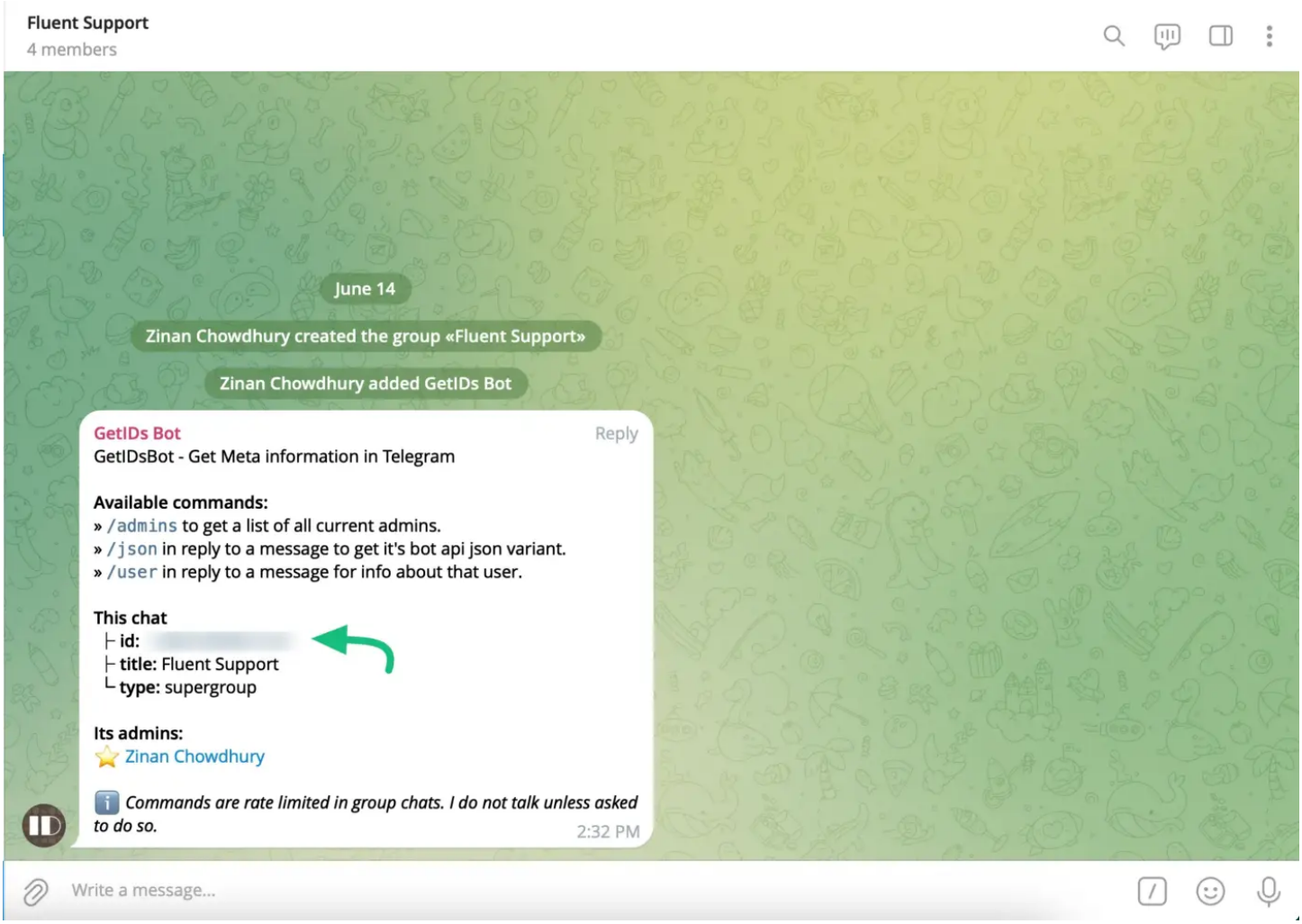
Finally, to get the **Chat ID** of your group, add **@GetIdsBot** as a member of this same newly created group.

To do this follow the Screenshots & GIF below step-by-step -



After adding the GetIDs Bot as a member, it will send a message to the group with the **Group Chat ID**.

Remember, the **Chat ID starts with a minus sign (-)**, and you would have to **copy the code exactly provided by the GetIDs bot**.

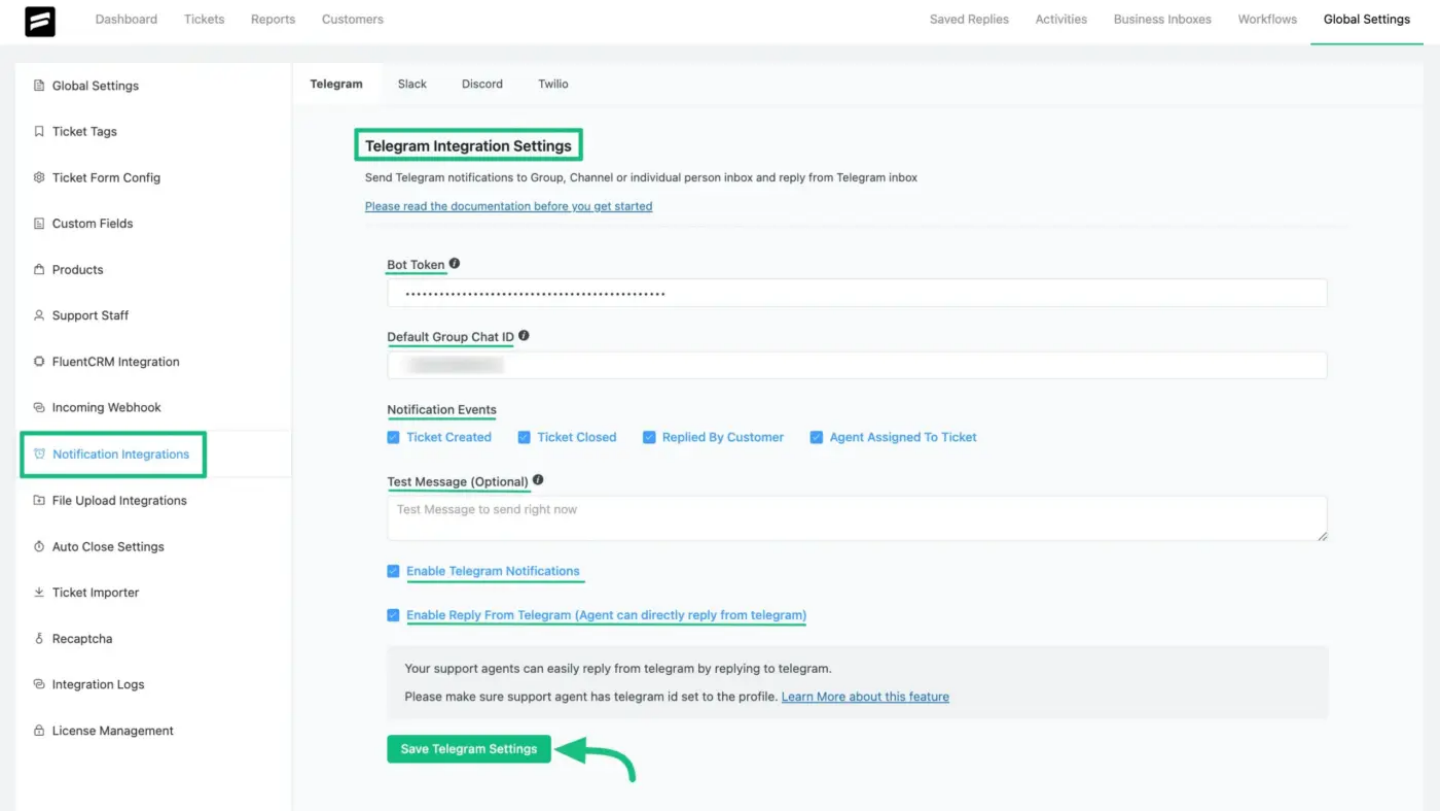


Configure Telegram in Fluent Support

From your **Fluent Support Dashboard**, go to **Global Settings**, and click the **Notification Integrations** from the left sidebar. This will open the **Telegram Integration Settings** tab**.**

Then, paste the **Bot Token** & **Group Chat ID** that you have copied before into the **Bot Token** & **Default Channel/Group Chat ID** field. Finally press the **Save Telegram Settings**.

Remember, the **Chat ID starts with a minus sign (-)**, and you would **have to copy the code exactly provided** by the **GetIDs bot**.



A brief explanation of other options mentioned above -

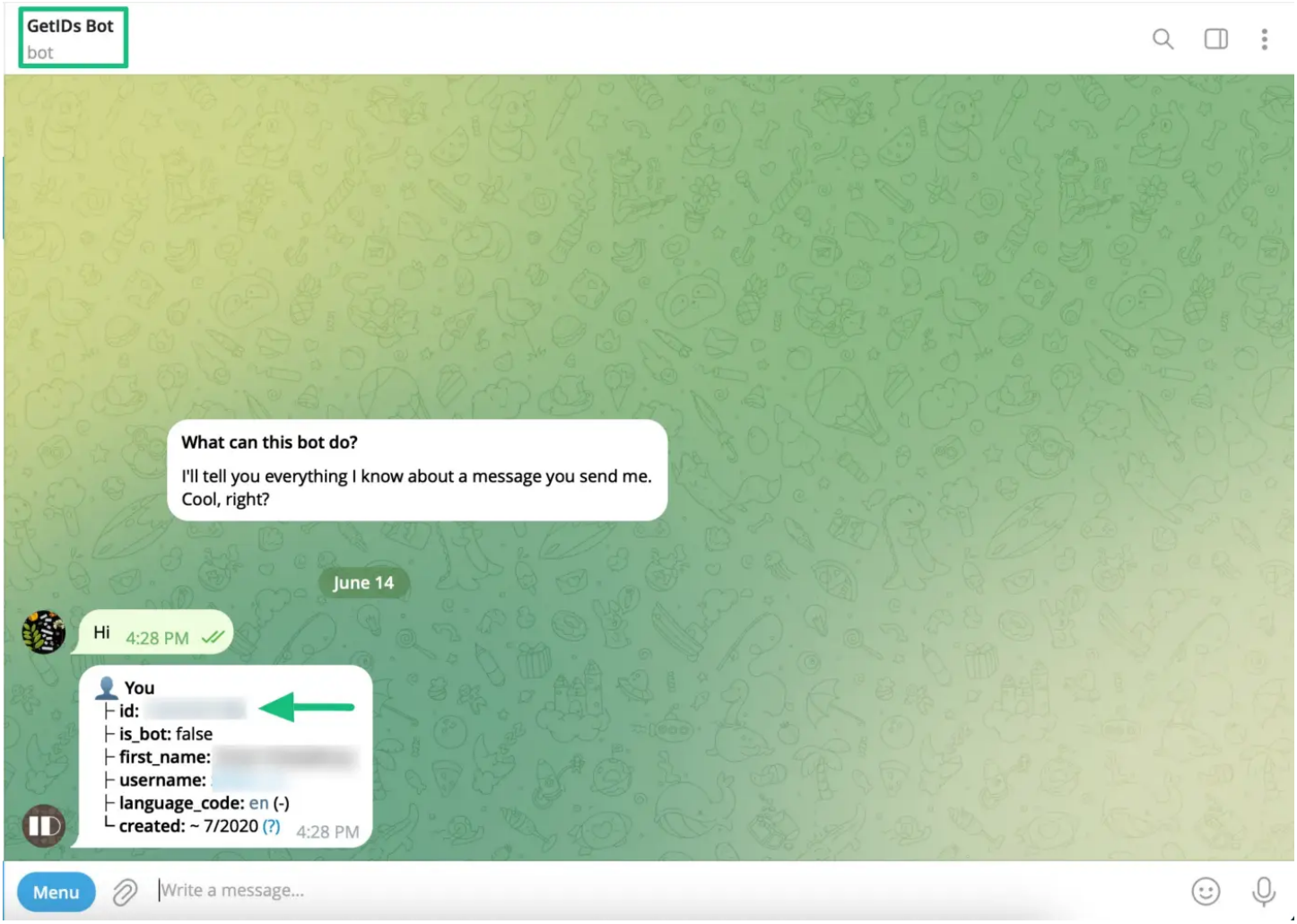
- **Notification Events:** Using this option, choose for which instances you want to be notified through Telegram. The available notification events are - **Ticket Created**, **Ticket Closed**, **Replied by Customer**, and **Agent Assigned To Ticket**.
- **Test Message**: You can also insert any text message to test whether you connected your telegram successfully or not. After you click the **Save Telegram Settings** if the settings are correct, you will see a message in your Telegram, and the settings will be saved.
- **Enable Telegram Notifications:** Enable this option, to make sure you get the telegram notifications.
- **Enable Reply From Telegram (Agent can directly reply from telegram):** You can also enable this option, so that your support agents can directly reply from Telegram.

Reply Tickets From Telegram

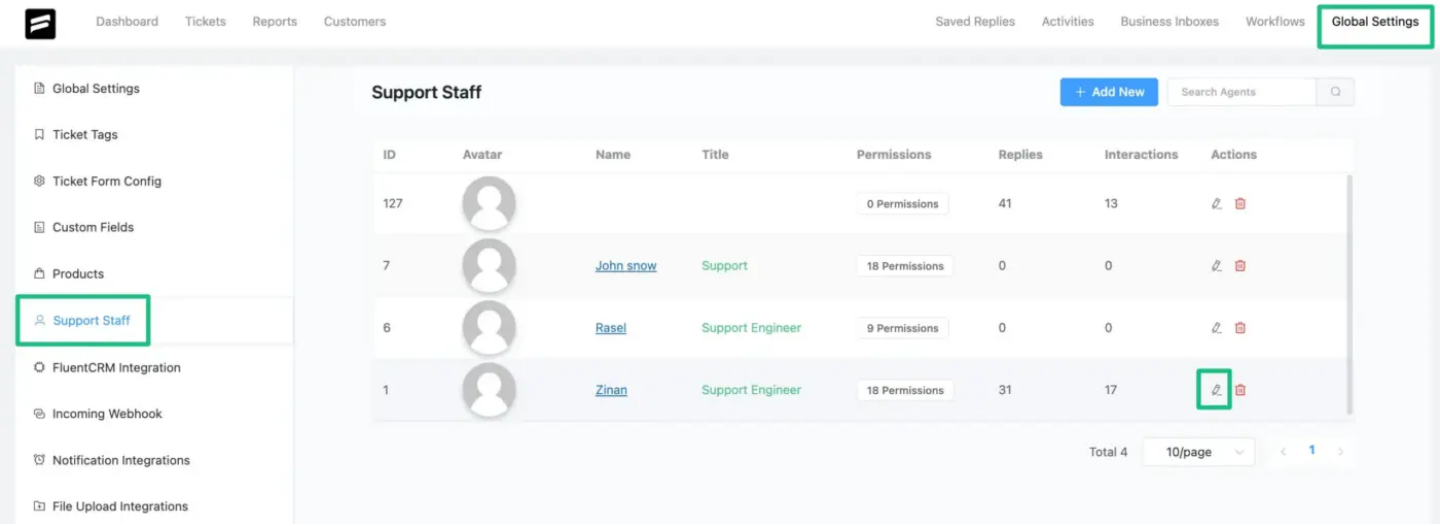
To reply to any tickets directly from Telegram, follow the steps with screenshots below -

Note: If **you** or **your agents** want to **get notifications** in your/their **individual inbox**, **you** or **any agents** must **send** a **test message** (e.g., Hi) to the **Bot** that you have **created and added to the group**. This will enable the bot to forward telegram replies to the original tickets in the support portal.

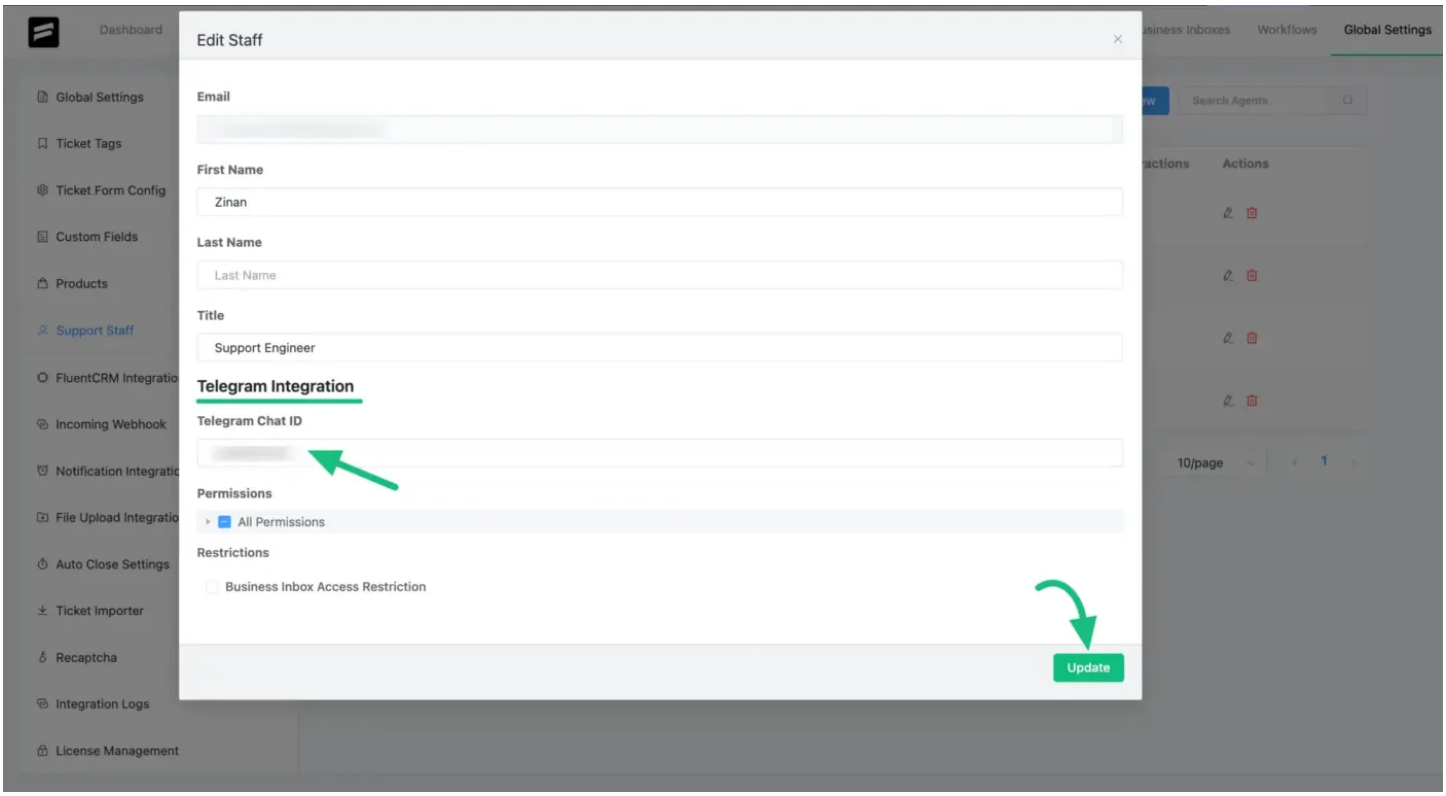
First, you need to add your support agent's **Telegram Chat ID** to their profile.
To get the Telegram **user chat ID**, send a message to **@GetIdsBot** and it will return the message with the ID. Copy the **Chat id**.



Now, go to **Support Staff** under the **Global Settings** from your Fluent Support Dashboard, and click on the **Pencil Icon** of your desired agent/s whom you want to give access to reply tickets directly from telegram.



Scroll down to the **Telegram Integration** option, paste the **Chat Id** you have copied before into the Telegram Chat ID field, and click the Update button. Now your chosen agent/agents can reply to tickets from Telegram.



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