Outgoing Webhook

Productivity · https://fluentsupport.com/docs/outgoing-webhook/

The **Outgoing Webhook** feature of **Fluent Support** allows sending data from Fluent Support to other external platforms through **Workflows**. This article will guide you through the whole process of doing it.

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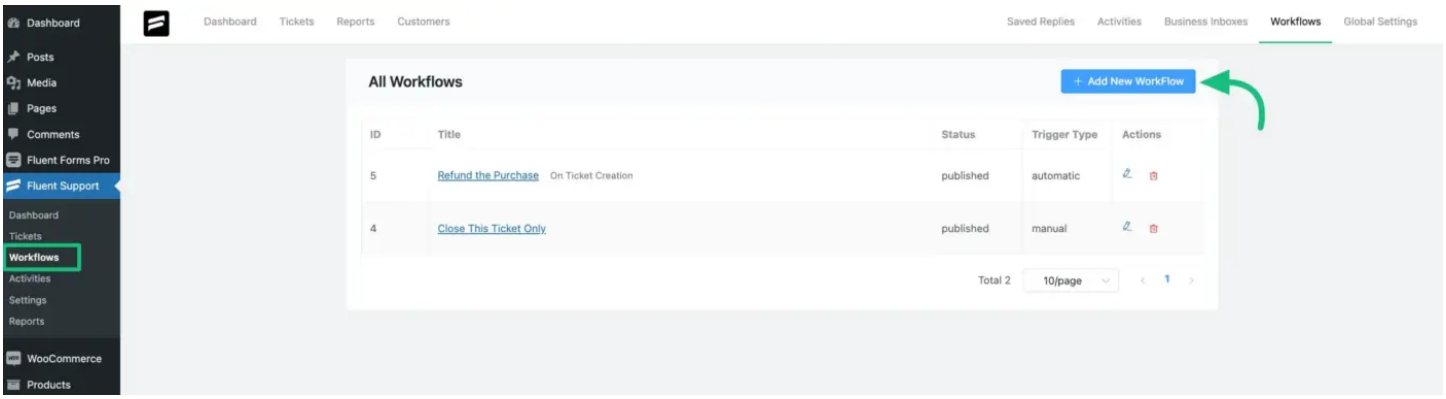
To learn how to send data using Outgoing Webhook, follow the steps with screenshots below —

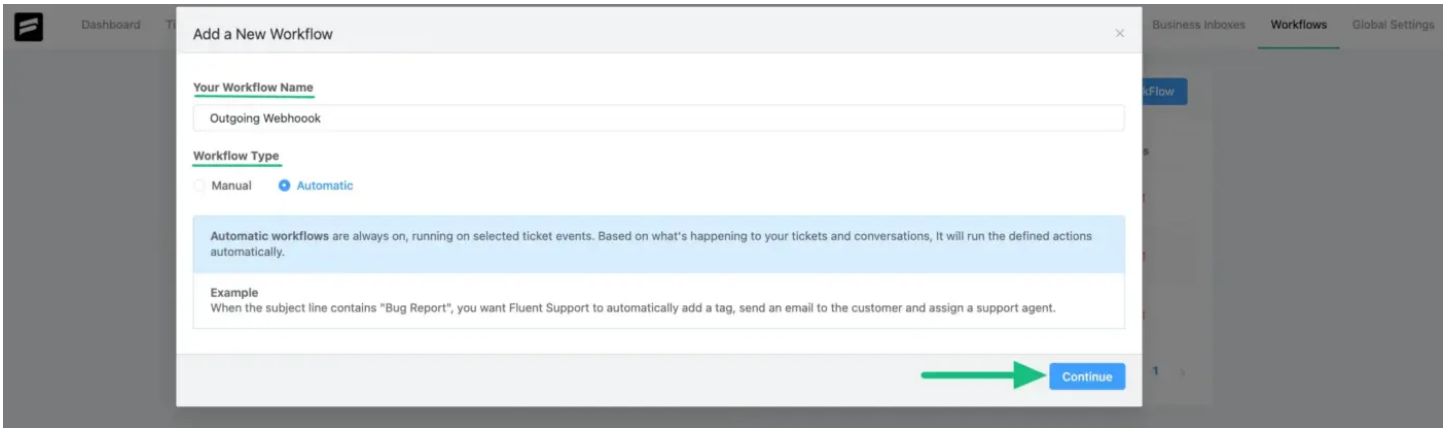
You have to send data through either **Manual** or **Automatic** workflow. To ensure which one is appropriate for you, check this **Documentation**.

Go to **Workflows** from the **Fluent Support Dashboard**, and click the **+ Add new Workflow** button and a popup will appear.



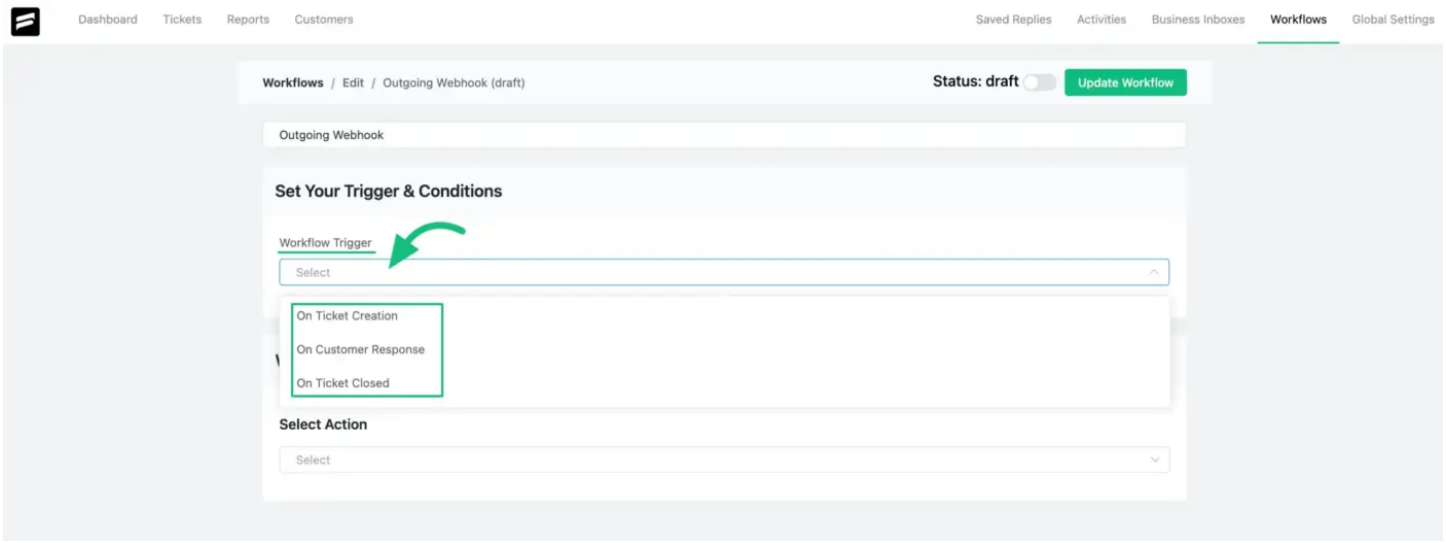
You can choose between **Manual** and **Automatic** workflows according to your needs (e.g., I selected the **Automatic** type to run the Workflow automatically).

Now, enter a Name for the **WorkFlow,** select the **WorkFlow Type**, and click Continue.

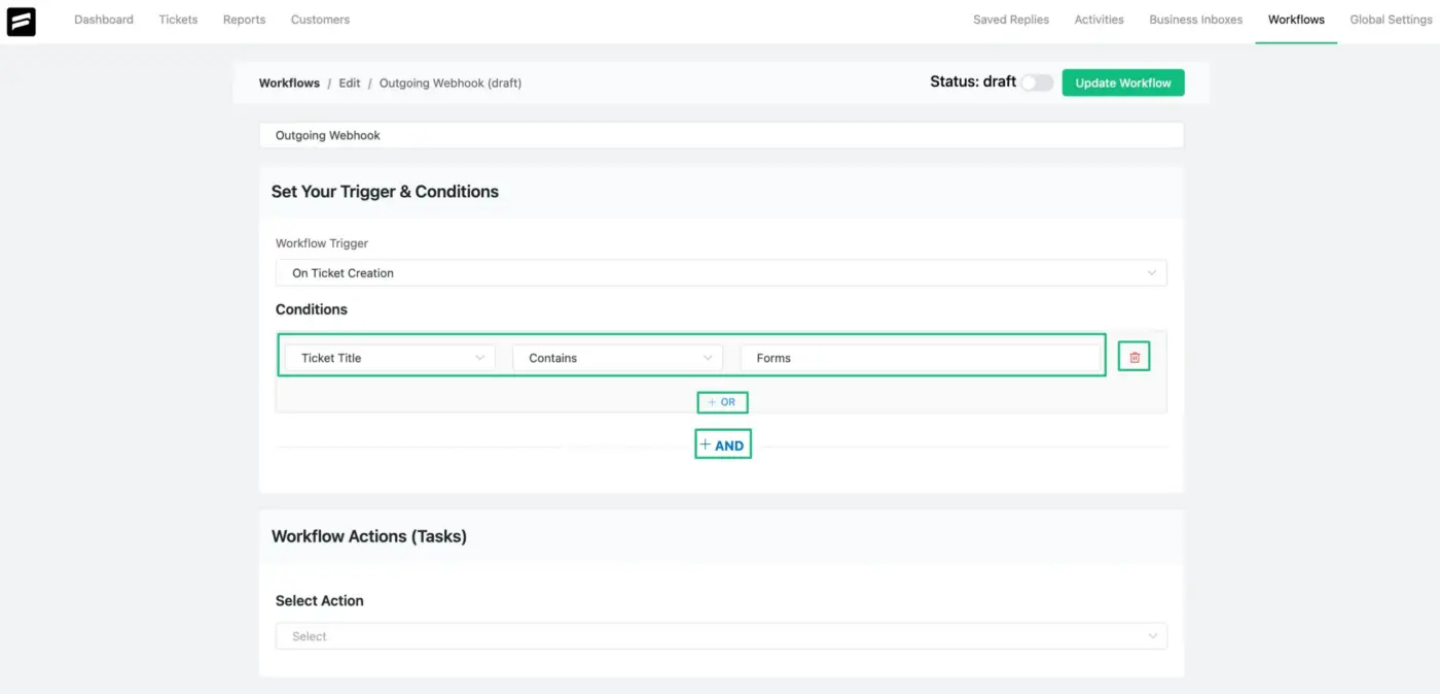


Now choose a Trigger from the dropdown list to decide when your **Workflow** will run.

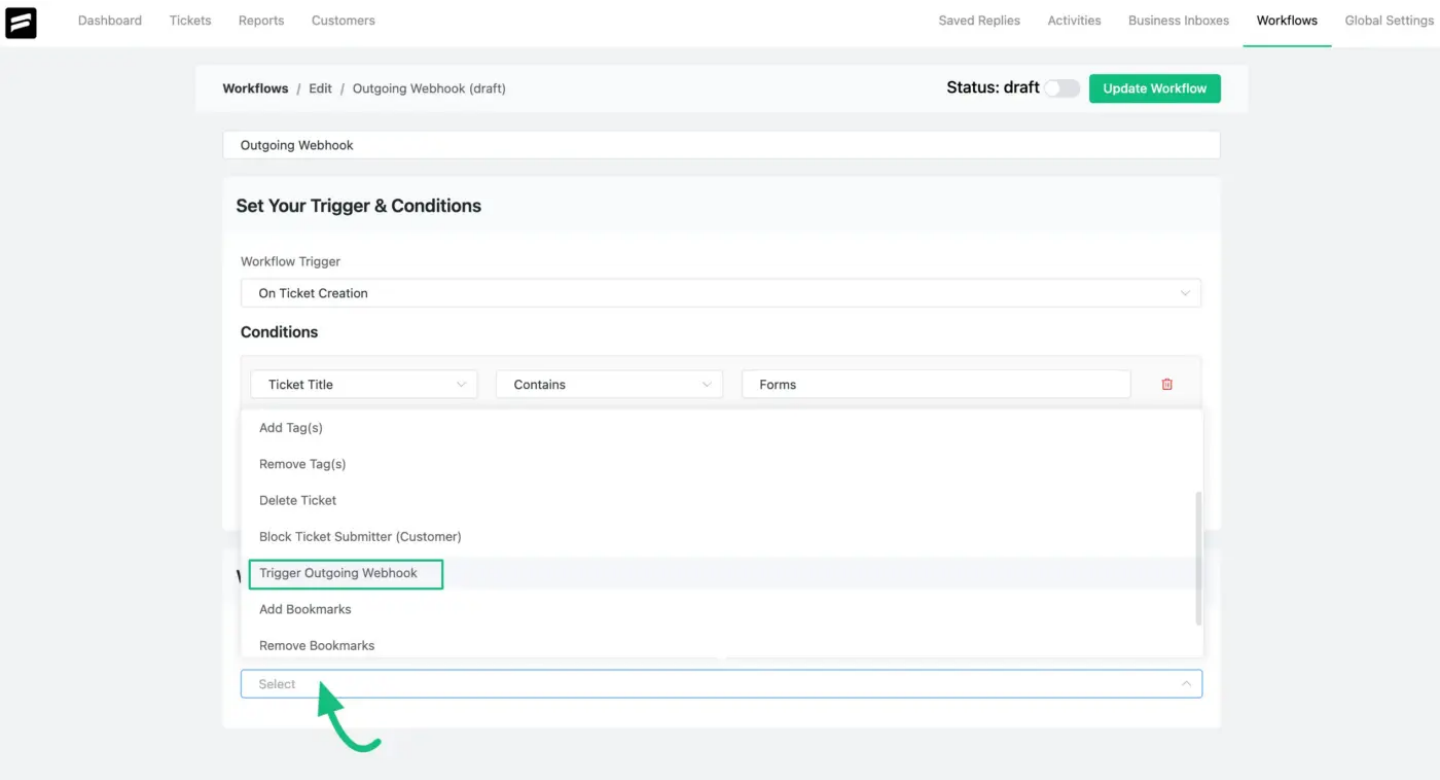
For example, I chose the **On Ticket Creation** trigger so that the Workflow automatically runs each time a ticket is created.



Then, you have to set a **Condition** that will trigger the Workflow. Multiple conditions can be set using the **+ OR** and **+ AND** options. You can also delete any existing condition by clicking the **Trash Icon** button.



Now, select the “**Trigger Outgoing Webhook”** action from the dropdown list for **Workflow** to perform.

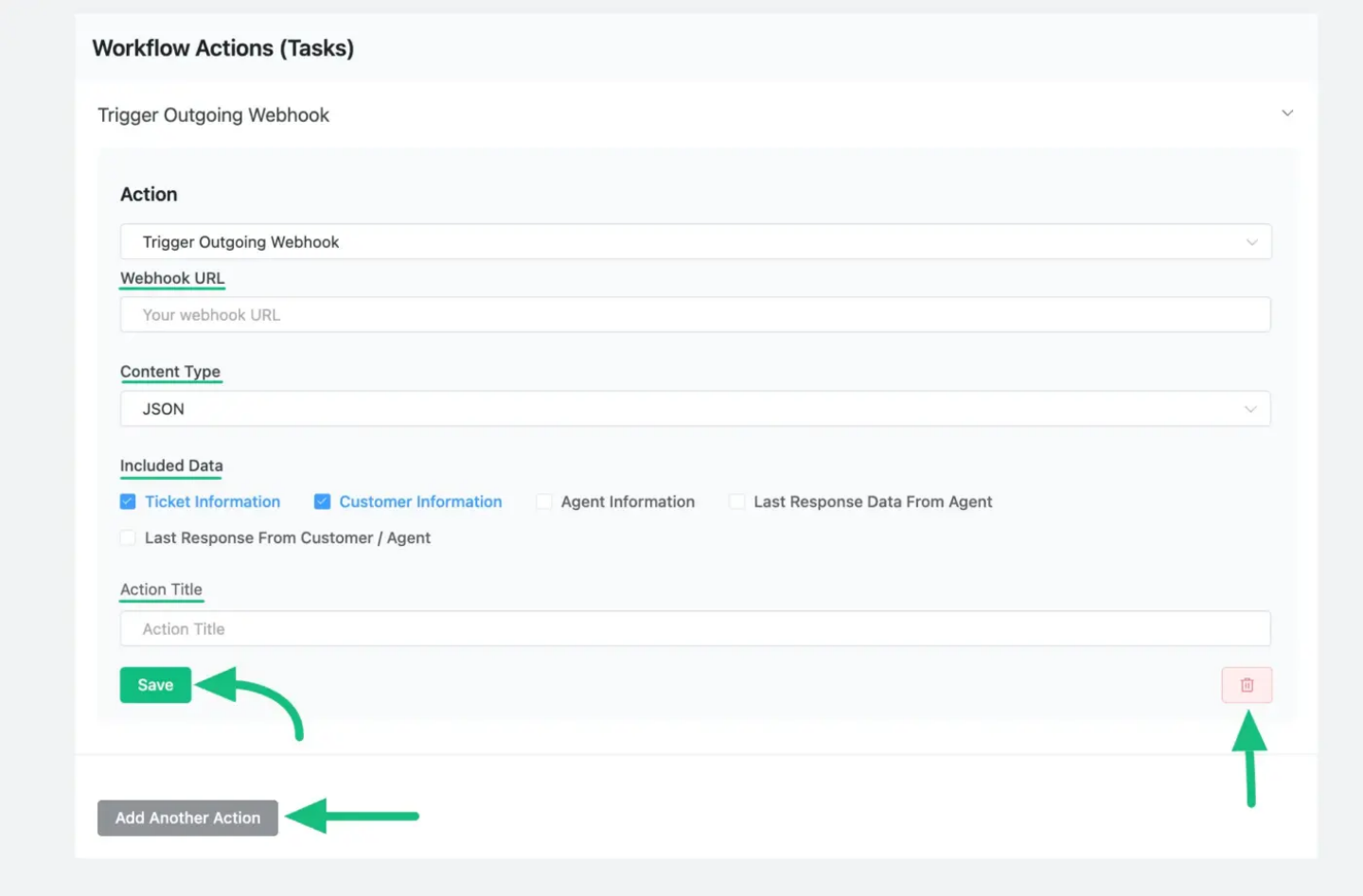


This will expand to show additional fields. Once you fill in all the necessary fields, click the **Save** button.

You will get the following Fields to fill in —

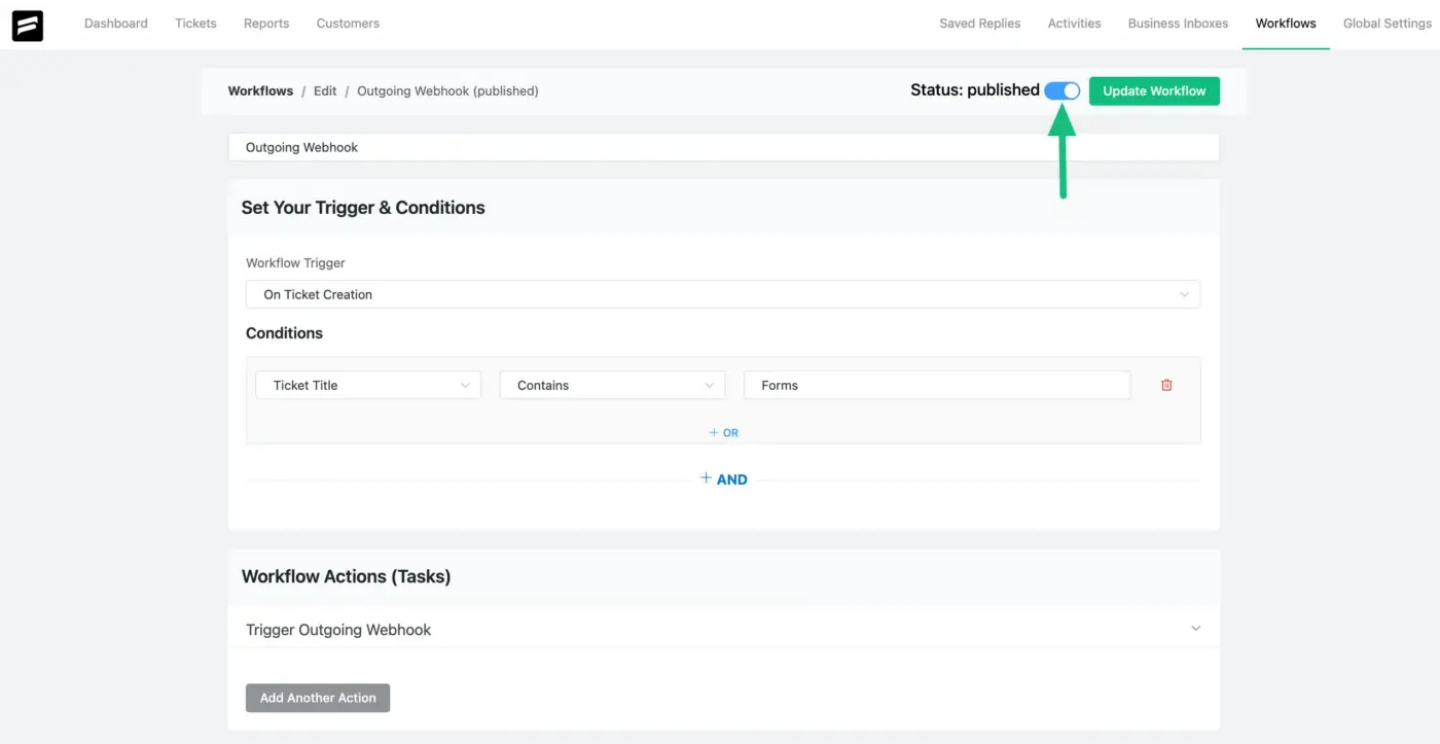
- **Webhook URL**: Enter the **URL** of your **Third-party application** (e.g., **Zapier**, **Pably**).
- **Content Type**: Choose the data type as **Form** if you want to map the form submission entries. Otherwise, use **JSON.**
- **Include Data:** Select the information you want to include for sending.
- **Action Title:** Lastly, add a name to the action.

Plus, multiple actions can be set by clicking the **Add Another Action** and following the same process. Also, you can delete any action by clicking the **Trash Icon** button.



Once you are done, setting up the actions, **Publish** this by enabling the **Toggle** button at the top right corner to run the workflow.

To save any new changes always press the **Update Workflow** button right next to the Toggle.



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