



# **BurstSMS Extension for Zoho Desk**

**Zoho Desk Extension**



**User Manual**

**Version 1.0**

**Prepared By:**



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# BurstSMS - Zoho Desk Extension: User Manual

## 1. Overview

**BurstSMS** is an online SMS text messaging service, offering SMS marketing campaigns, SMS appointment reminders, SMS integrations and an SMS API. BurstSMS is a service that allows you to send one/many messages to one/multiple numbers in just a single click. We could receive replies and inbound SMS messages too.

**BurstSMS for Zoho Desk** is an extension developed by Tiara, Authorized Partner of Zoho, which is available in Zoho Marketplace for all the Zoho users. It lets you access the BurstSMS account and you will receive messages in the form of tickets via Zoho Desk. You can use this extension to send outbound and receive inbound messages within the Zoho Desk.

This User Manual document provides step-by-step instruction to install/configure the BurstSMS extension from Zoho Marketplace. This user manual also has instruction on how to send outbound messages and receive inbound messages within your Zoho Desk account.

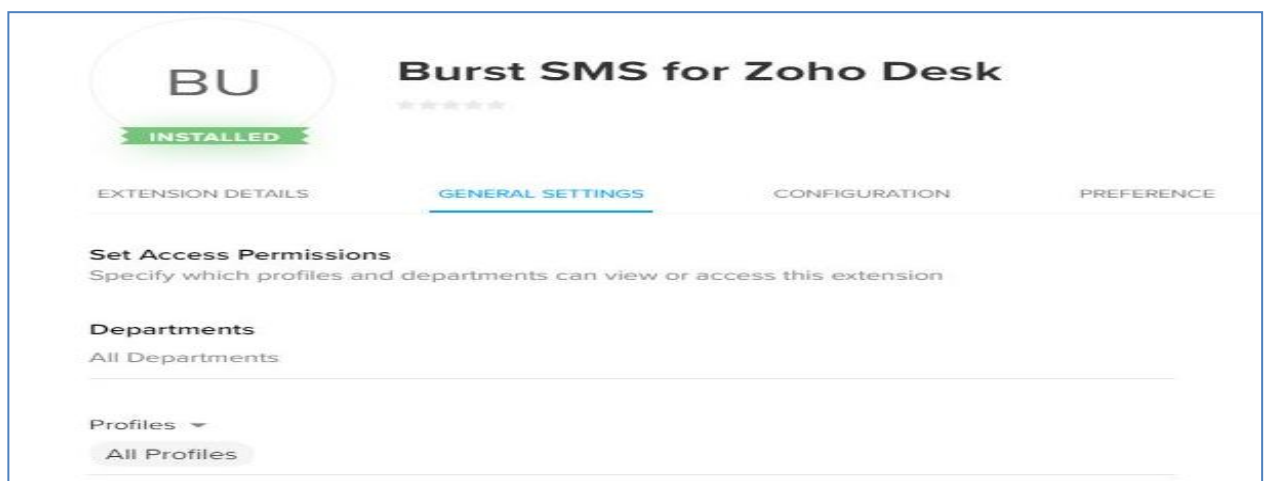
### 1.1 Install BurstSMS Extension

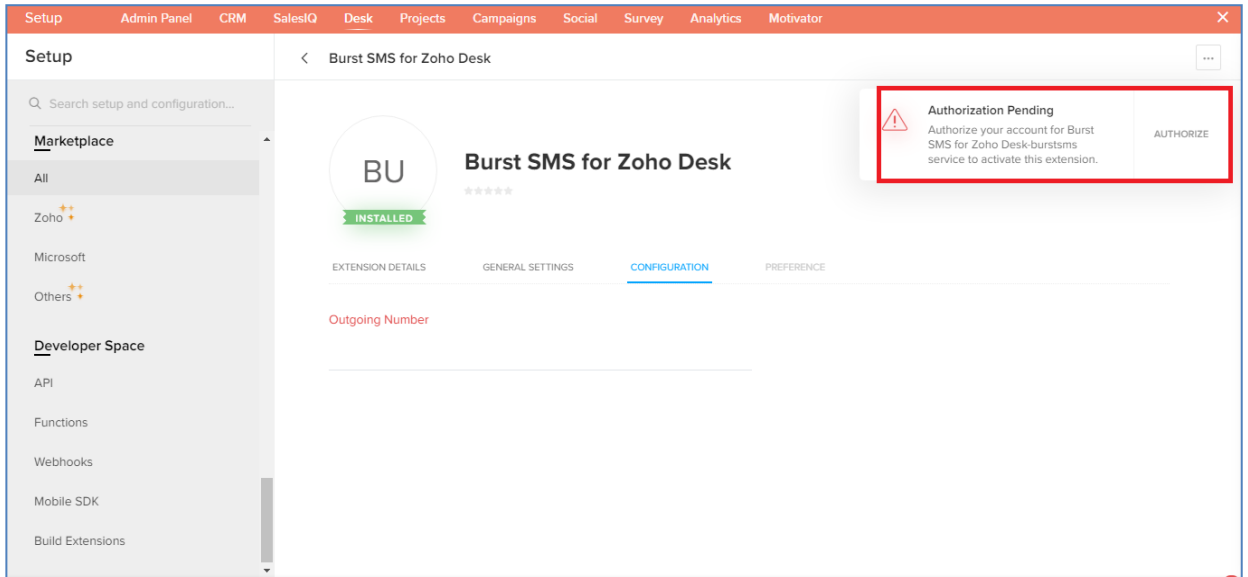
The BurstSMS Extension can be installed into your Zoho Desks account by following either of the below mentioned two ways.

Go to **Zoho Marketplace** and search for **BurstSMS for Zoho Desk** extension to locate the extension and install directly from the Marketplace. Alternatively, you can install the **BurstSMS** Extension by logging in to your Zoho Desk account and follow the below installation instructions.

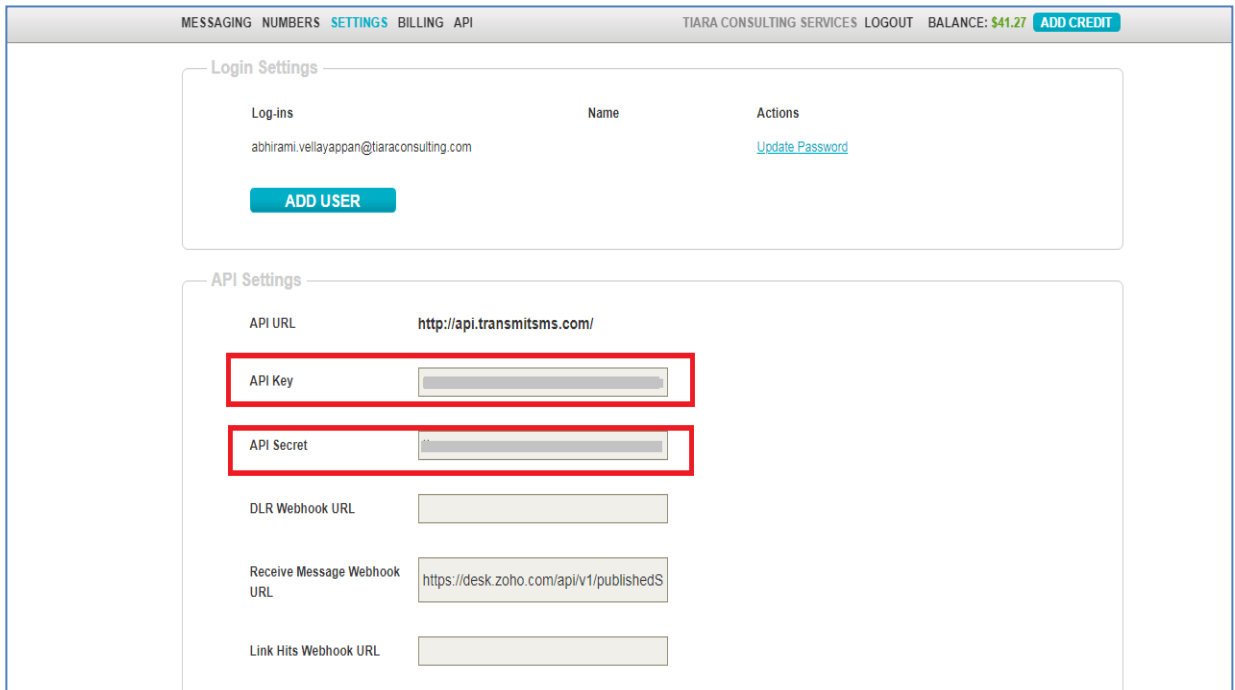
To install BurstSMS Extension from Zoho Desk,

- ❖ Go to (setup) > **Marketplace** > **All**
- ❖ Browse/search for **BurstSMS Extension for Zoho Desk**, locate and then click the Extension
- ❖ Select the appropriate department and profiles that you would like to access the extension then Click **Install** button. Make sure you check the “I agree to the Terms of Use” checkbox.
- ❖ Two level of authorization needed in order to activate the extension. Authorize the Zoho desk and BurstSMS application by clicking on the authorize button as shown below.

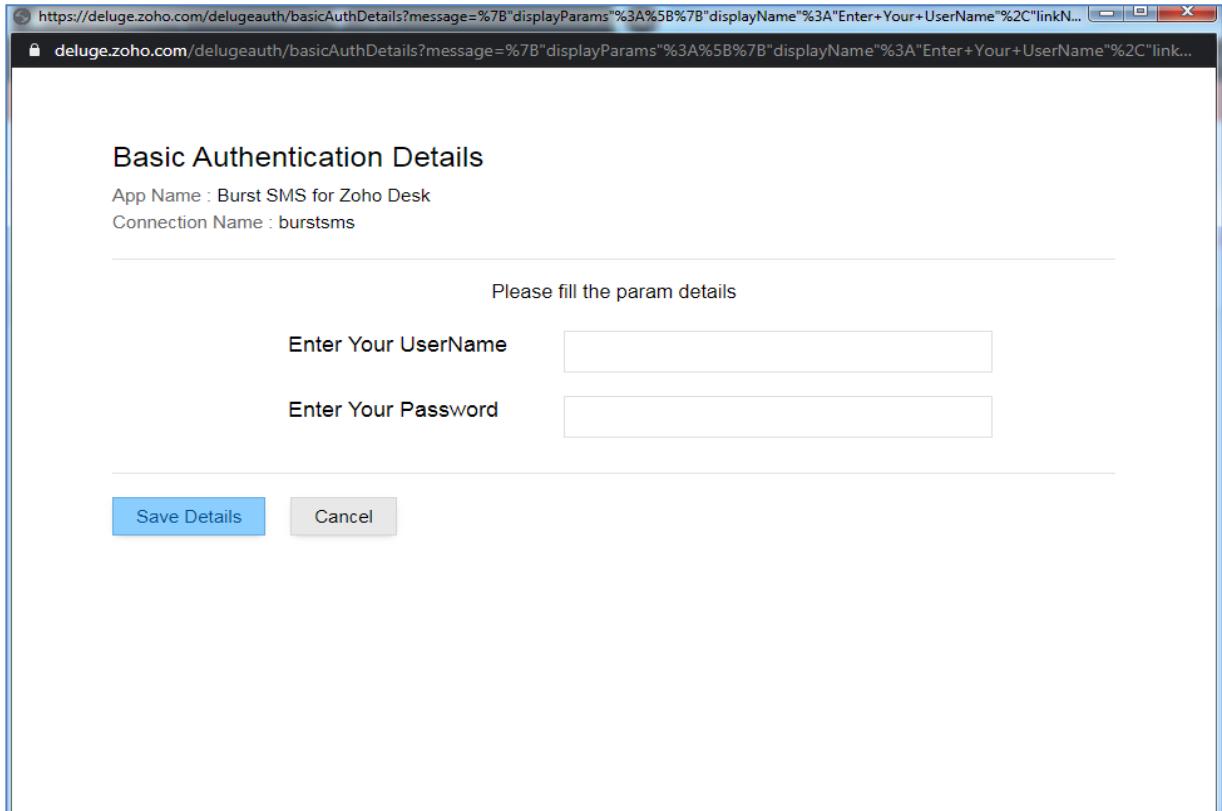




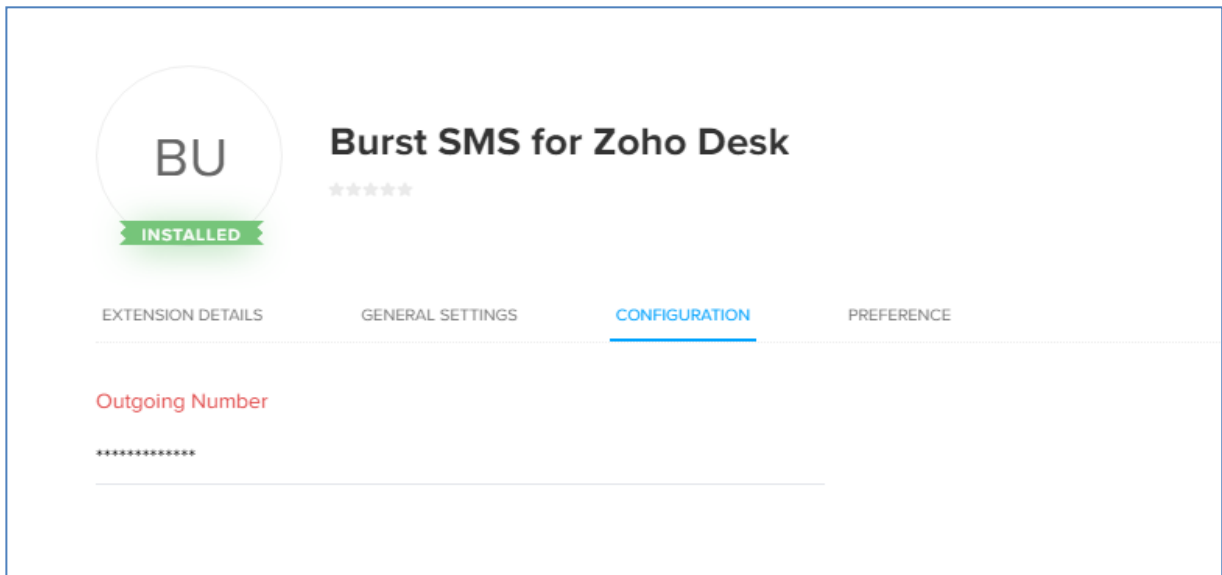
- ❖ In order to access the Burst SMS account within Zoho Desk, the user needs to provide the API Key and API Secret. Both can be found in the BurstSMS account setting page under the API Settings.



- ❖ Enter your BurstSMS "APIKey" value in the "UserName" field and "Secret" value in "Password" field.

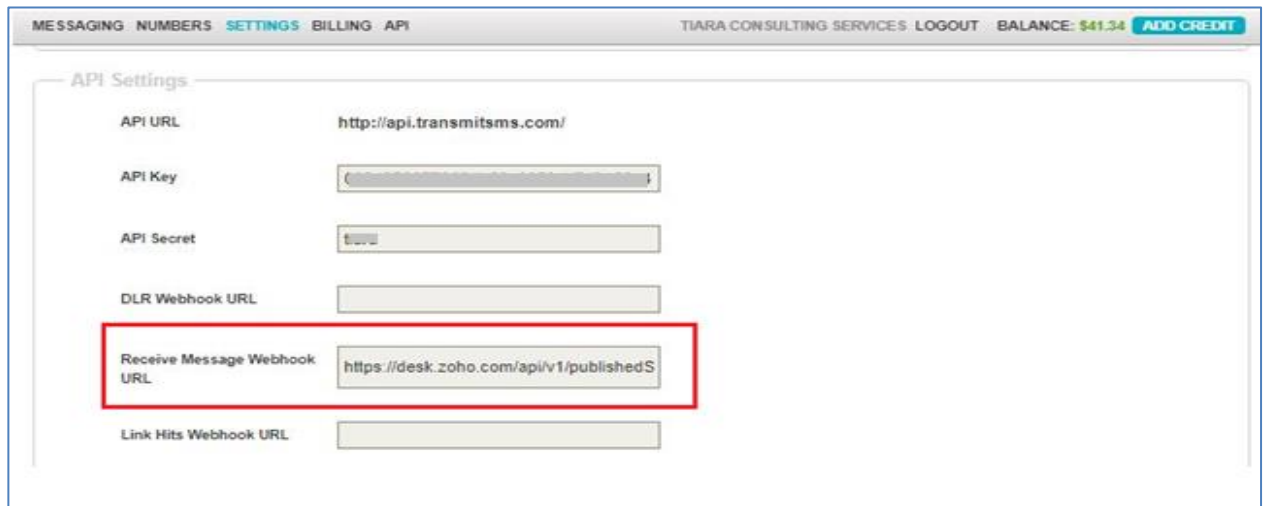


- ❖ On successful installation/authorization of the BurstSMS account, the page will redirect to **“Configuration”** tab. Please provide the Virtual number of the BurstSMS in the **“Outgoing Number”** field which will act as a base number in the **Zoho Desk**. This number can be found inside the **“Numbers”** tab of the BurstSMS account. Clicking the **SAVE** button will redirect to the **“Preference”** tab.



**Note: Make sure to include your country code in Phone number that you have provided**


- ❖ On the **Preference** tab, select the department to which the incoming BurstSMS messages has to be created as Zoho Desk tickets. Upon selecting the department, please click the “Generate URL” button to generate the Incoming Message URL.
- ❖ On your BurstSMS account Settings page, please find the field “**Receive Message Webhook URL**” under the API Settings section. Please paste the generated URL in this field to activate the incoming messages to the selected department. Please see the below image for reference.



- ❖ Now the connections between BurstSMS and Zoho Desk has been authorized.


## 1.2 Uninstall BurstSMS Extension

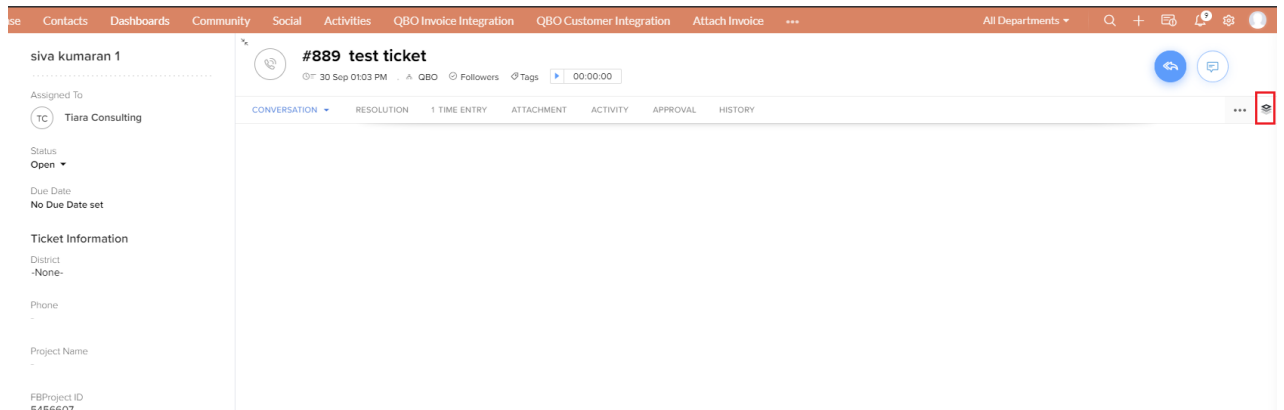
Uninstalling the BurstSMS Extension from Zoho Desk will delete all its associated data. To uninstall BurstSMS Extension, please follow the below steps:

- ❖ Go to  > **Marketplace** > **All** > **Installed** tab.
- ❖ Select the **BurstSMS for Zoho Desk** extension and click on **Uninstall**
- ❖ Click **Uninstall Extension** in the confirmation pop-up that follows. The Extension will be uninstalled.

## 1.3 Send/Receive SMS in Zoho Desk

The incoming messages from the BurstSMS will be created as a new ticket on the selected department. These messages will also create a new contact in the Zoho Desk with the Contact name as “BurstSMS Contact”. Please find the below steps to initiate the outbound/inbound messages from the Zoho Desk Tickets.

- ❖ On the right corner of the selected ticket, please find the Marketplace icon . Click the icon to open the BurstSMS message panel. Please see the below screenshot for reference.



- ❖ Within this panel, you can send the messages to the contacts. Corresponding inbound response from the contact will be shown in the same panel.

## 2. Support – Tiara Help Desk

Thank you for installing BurstSMS Extension. If you have any questions or facing installation issues, please contact **Tiara support Desk** for Zoho extensions via email at [zohosupport@tiaraconsulting.com](mailto:zohosupport@tiaraconsulting.com) or call us at **(925) 218 4080**.

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