How to create product in zendesk?

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What is zendesk?: It is a support desk to address queries of customers.

Why we use zendesk? What is the purpose?:

We use zendesk to provide support to our customers and resolve their issues.

Prerequisites:

 Lastpass,zendesk link https://engageleads.zendesk.com/.

Process:

After login from admin credentials in zendesk

1.You will be at dashboard area .

A.In dashboard area click on setting.

B.Select Ticket Fields.

C.Click on edit of product.

2.After clicking on edit

Scroll down

A.List of already created product

B. + for adding new product. – for removing existing product.

3.click on + to add product

A.Enter the product name.

B.Same should be given to tags.

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Then click on update fields

4. Same to remove product

Click on – and click on update fields.

This how you can create product in zendesk successfully.

Testing or what can go wrong:-

1.After adding product don't forget to click on update fields.

2.Tags are for the incoming support ticket which can used for filter.

3.product name and tags should be same.

4.don't create duplicate product

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