Tips for integrating ScheduleOnce with help desk apps

Last Modified on Feb 16, 2019

> (i) **Note:**
>
> When integrating with help desk apps, it's best to use one of our specific triggers.

This article includes helpful tips for integrating ScheduleOnce with help desk apps.

Supported use cases

Using ScheduleOnce with Zapier provides support the following help desk use case:

1. When a new booking is made in ScheduleOnce, a new customer record can be created in the help desk app.
2. When a new booking is made in ScheduleOnce, a new case, ticket, or request can be created in the help desk app.

When a new case, ticket, or request is created, it can be associated with an existing customer.

- Usually, the customer identifier is the email address.
- In some apps, the identifier is a combination of the customer's name and the customer's email address.
- If the email provided by the customer in the ScheduleOnce booking form matches an email in the help desk app, the case will automatically be associated with that customer. Otherwise, the case will be created but not associated with any customer.