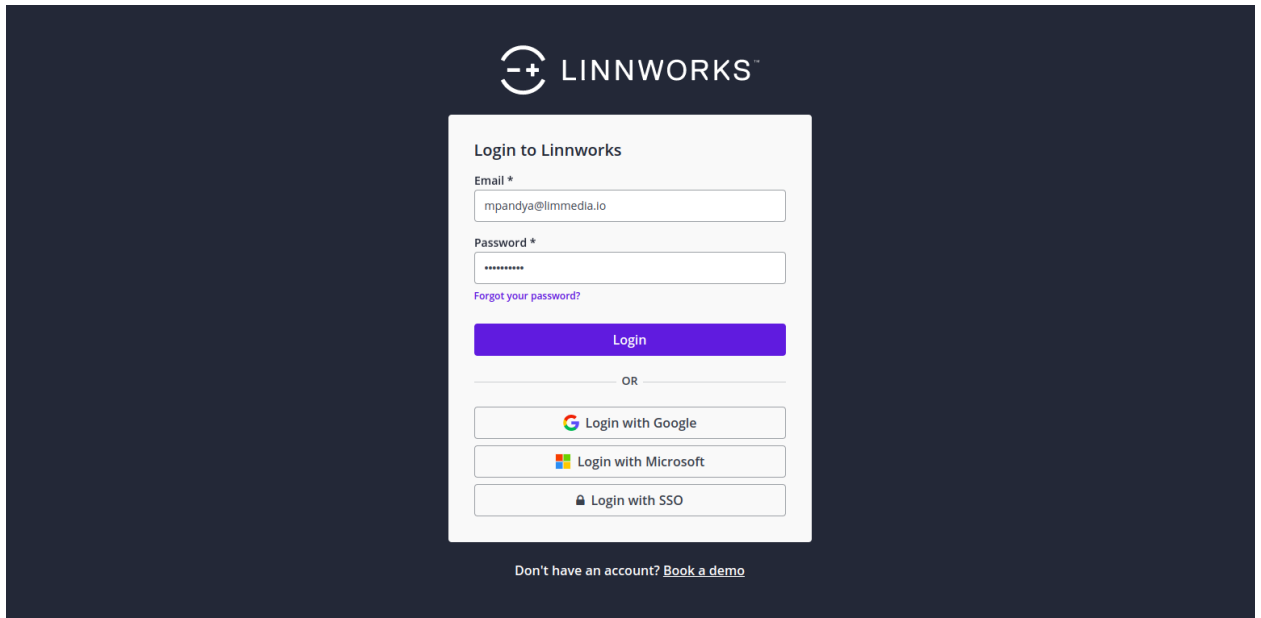


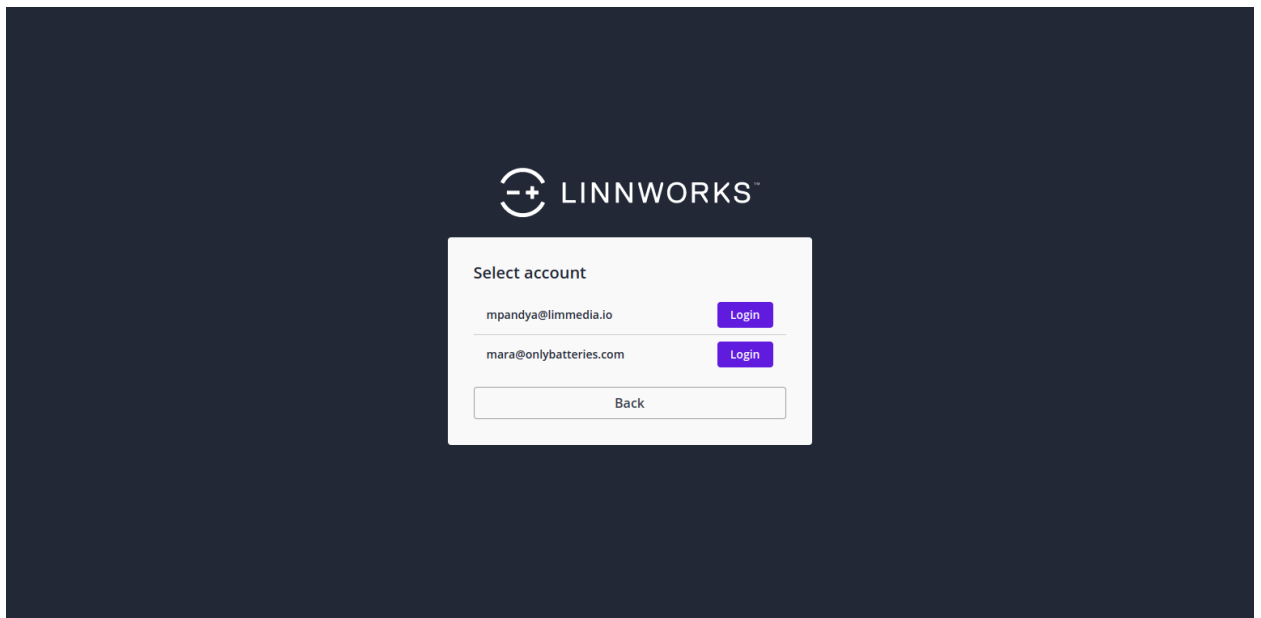
Linnwork Gorgias Integration

1. Need to visit the website first: <https://www.linnworks.net/>
2. Please fill out the login form as below:



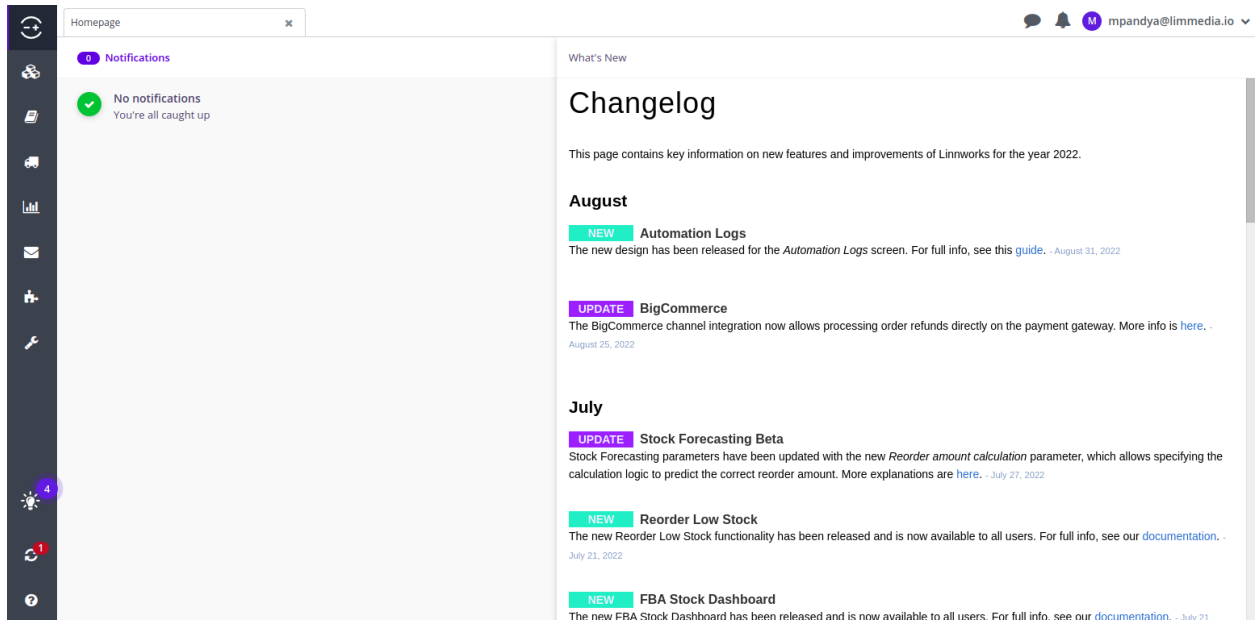
The screenshot shows the Linnworks login interface. At the top is the Linnworks logo, which consists of a circle with a minus sign and a plus sign, followed by the word "LINNWORKS™". Below the logo is a white login form. The form has a title "Login to Linnworks". It contains two input fields: "Email *" with the value "mpandya@linmedia.io" and "Password *" with masked characters "*****". Below the password field is a link "Forgot your password?". A large purple "Login" button is positioned below the form. Underneath the button is the text "OR". Below "OR" are three buttons: "Login with Google" (with the Google logo), "Login with Microsoft" (with the Microsoft logo), and "Login with SSO" (with a lock icon). At the bottom of the form is a link "Don't have an account? [Book a demo](#)".

3. Once filled, click on the login button. If your credentials are right, you will be redirected to the select account feature if you have multiple accounts else you will be redirected to linnwork homepage.

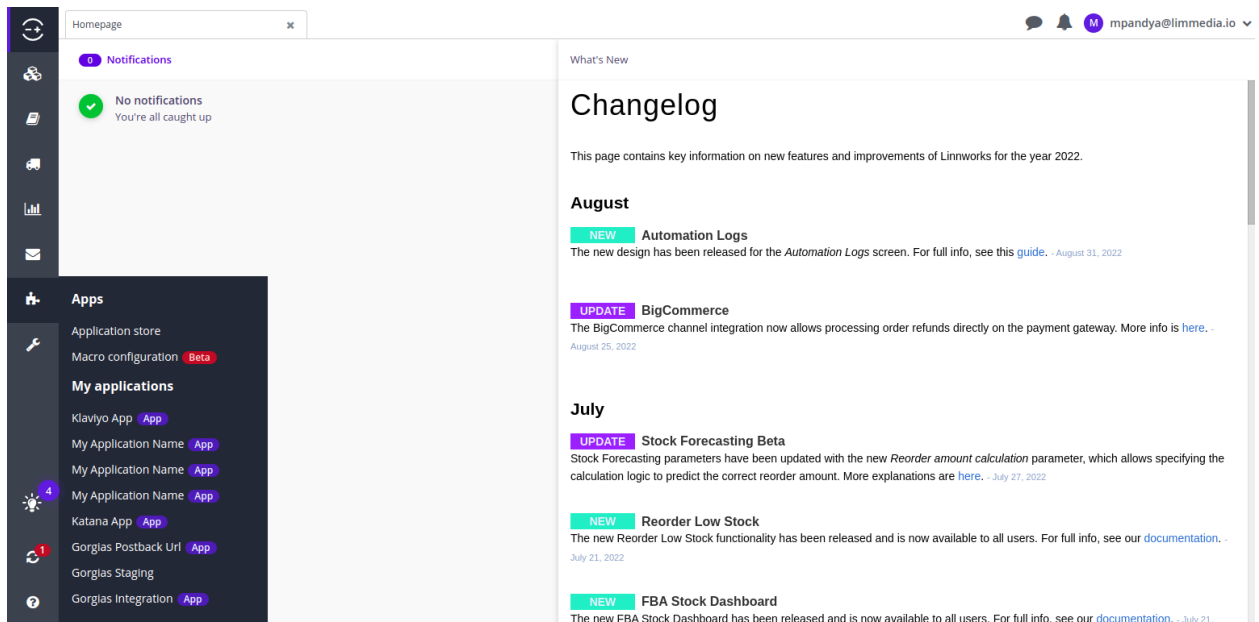


The screenshot shows the "Select account" page in Linnworks. At the top is the Linnworks logo. Below it is a white form titled "Select account". The form lists two accounts: "mpandya@linmedia.io" and "mara@onlybatteries.com". Each account has a purple "Login" button to its right. At the bottom of the form is a "Back" button.

4. Once you click on the login button.



5. Click on the app icon from the left menu options.



6. Click on the Gorgias Integration link.

Gorgias Integration

mpandya@limmedia.io

gorgias LINNWORKS

Setup the Integration

Gorgias Base URL
Ex: <https://linnworks.gorgias.com/api/>

Gorgias Username
Ex: gorgias@linnworks.com

Gorgias API Key

Login

Need help? [Here's the setup guide](#)

7. To fill in all the details you need to get that from gorgias websites. Please visit the <https://gorgias.com/>

gorgias Product tour Pricing Partners Resources Company Log in Sign Up for Free

The best merchants grow through exceptional customer service

Gorgias is the ecommerce helpdesk that turns your customer service into a profit center.

Your work email Sign up for Free

No credit card required Instant setup 7-day free trial

Get a live demo →

Used daily by 9,982+ DTC brands

STEVE MADDEN OLPO Marine Layer BOOKKSU

Jessica @ These shoes look amazing, do you have them in store?

Michelle I'm not sure about the size, can you advise me? ✓

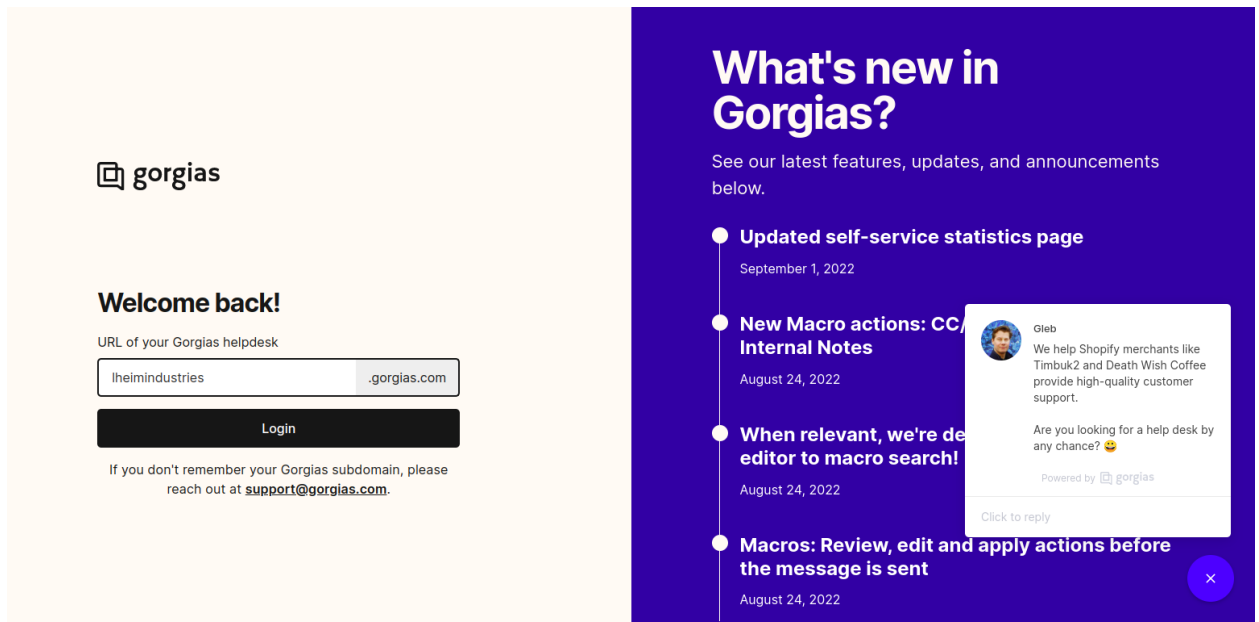
Jim

Maggie Can you update my shipping address please?

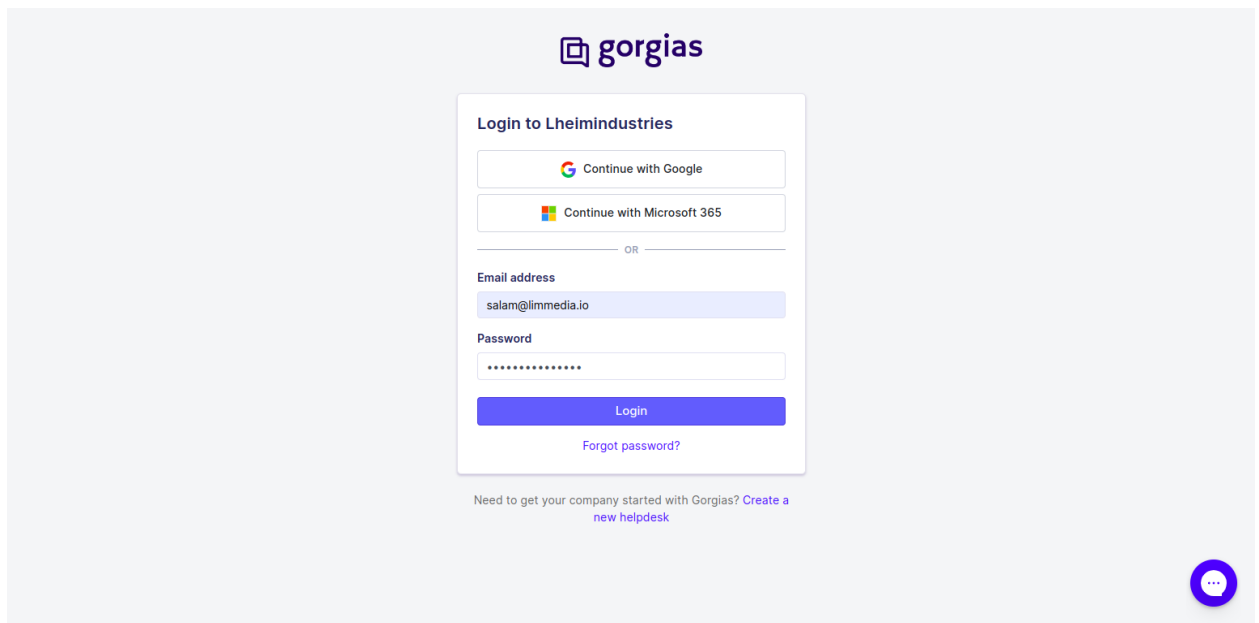
Mariane Hi! Do you know where my order is? ✓

Gorgias bot

8. Click on the login button and fill in the details.



9. Click on the login button. You will see the login form. Please fill the details and hit the login button.



10. If your credentials are valid you will be redirected to the dashboard.

The screenshot shows the Gorgias dashboard home page. On the left is a dark sidebar with a 'Tickets' menu and a list of views including 'Main Views' (Unassigned: 4, Open: 11, Snoozed: 0, Closed: 2), 'My Tickets' (My Open: 7, My Snoozed: 0, My Closed: 1), 'Tags' (Order Status: 0, Returns: 0, Order Updates: 0, Product: 0), 'Social Media' (Social Questions: 0, Social Lead: 0, Negative Comments: 0), and 'Misc' (Trash: 2). The main area is titled 'Home' and features a welcome message 'Hey there, welcome back!' and a 'Your Support Performance Score: 1/5' badge. Below this is a 'Recommended next steps' section with four cards: 'Create Quick Response Flows' (Automation), 'Turn on Automation Rules' (Automation), 'Set up your Chat Widget', and 'Add all your e-commerce apps'. On the right, there are three promotional cards: 'Need help?' (Book a Call), 'Get more out of Gorgias' (Start learning), and a bottom card with a chat icon.

11. Now click on the three dots on the left top side after Tickets. Then after please click on the Settings.

This screenshot shows the same Gorgias dashboard home page, but with the 'Settings' option selected in the left sidebar. The sidebar menu now includes 'Tickets', 'Customers', 'Statistics', and 'Settings' (highlighted). The main content area remains identical to the previous screenshot, showing the 'Recommended next steps' and promotional cards.

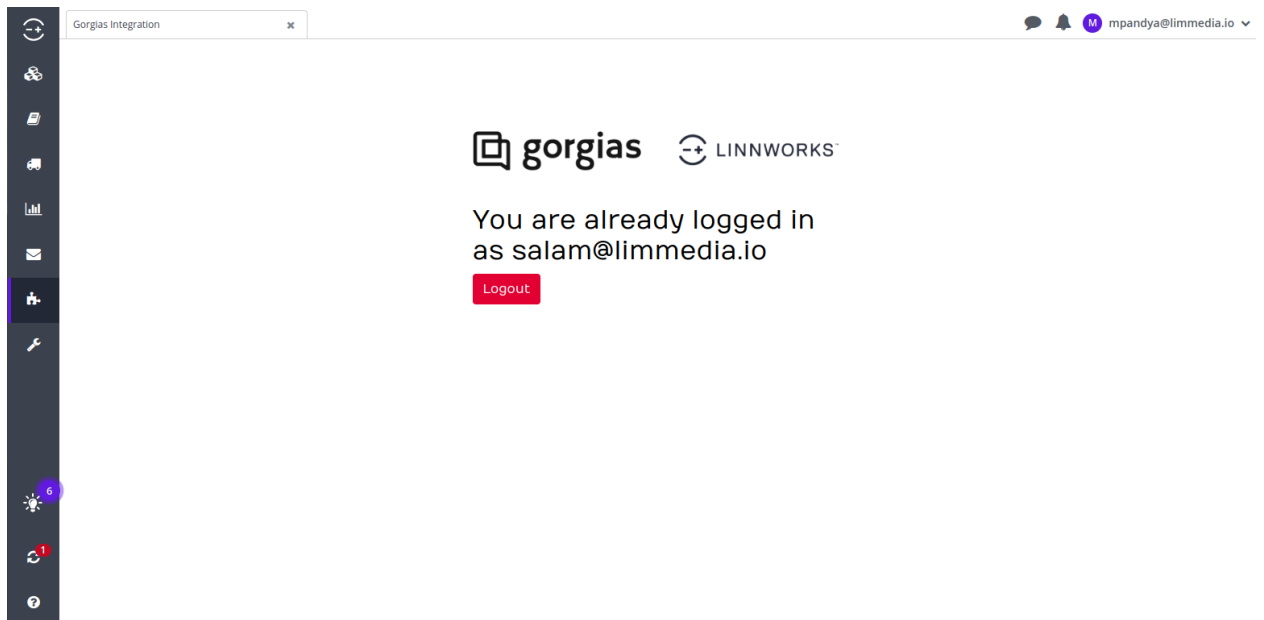
12. After that, you will see the profile, on the left menu under the You

The screenshot shows the 'REST API' settings page in the Gorgias dashboard. On the left is a dark sidebar menu with categories: 'Settings' (Home, YOU, REST API, GENERAL), 'GENERAL' (Integrations, Phone numbers, Help Center, Tags, Satisfaction, Billing & Usage, Import data), 'AUTOMATION' (Self-service, Rules, Macros), and 'USERS & TEAMS' (Users, Shah Alam). The main content area is titled 'REST API' and includes a note about HTTP basic authentication. It features three input fields: 'Base API URL' (https://helmindustries.gorgias.com/api/), 'Username (your email address)' (salam@limmedia.io), and 'Password (API Key)' (masked). Each field has a 'Copy' button. Below these is a 'Postman collection' section with a 'Run in Postman' button. At the bottom is a 'Developer newsletter' section with a 'Subscribe' button. A user profile icon for 'SA' is visible in the bottom right of the sidebar.

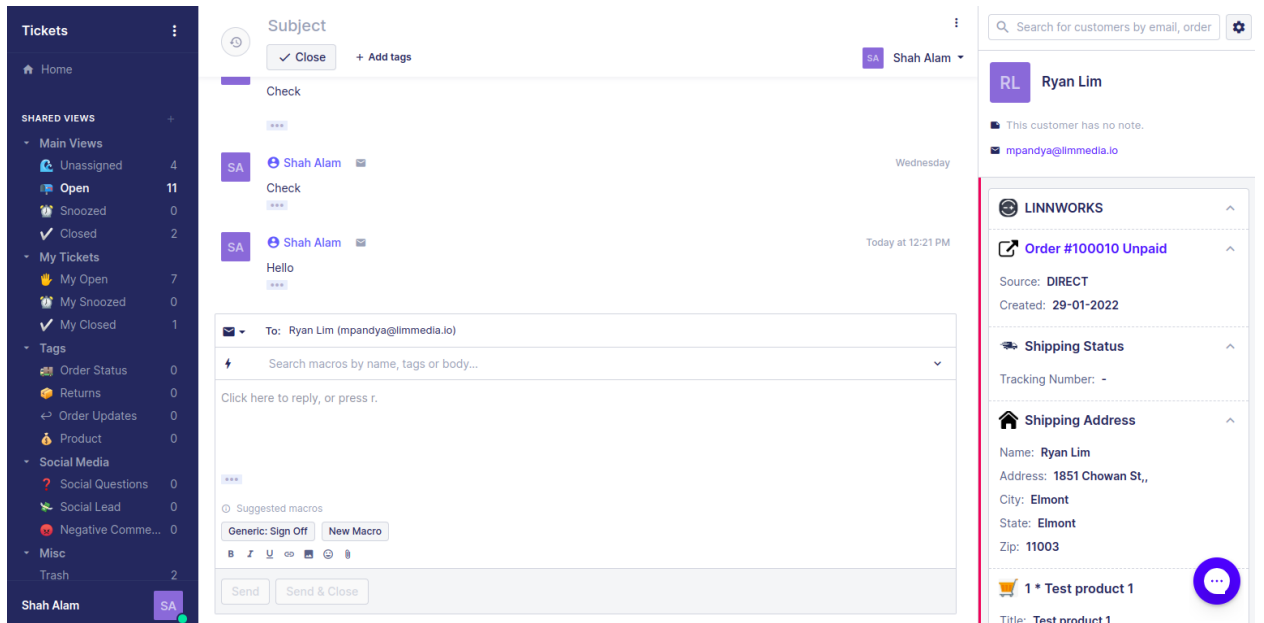
tab click on the REST API. Here you will get the details to login from linnwork.
13. Copy all details from here and paste one by one in the linnwork form field.

The screenshot shows the 'Gorgias Integration' window in the Linnworks application. The window has a title bar with 'Gorgias Integration' and a close button. The main content area displays the 'gorgias' and 'LINNWORKS' logos at the top. Below them is a 'Setup the integration' form with three input fields: a URL field (https://helmindustries.gorgias.com/api/), a username field (salam@limmedia.io), and a password field (masked). Each field has a yellow icon on the left and a 'Copy' button on the right. Below the fields is a yellow 'Login' button. At the bottom of the form is a link: 'Need help? Here's the setup guide'. The background shows the Linnworks interface with a sidebar and a top navigation bar.

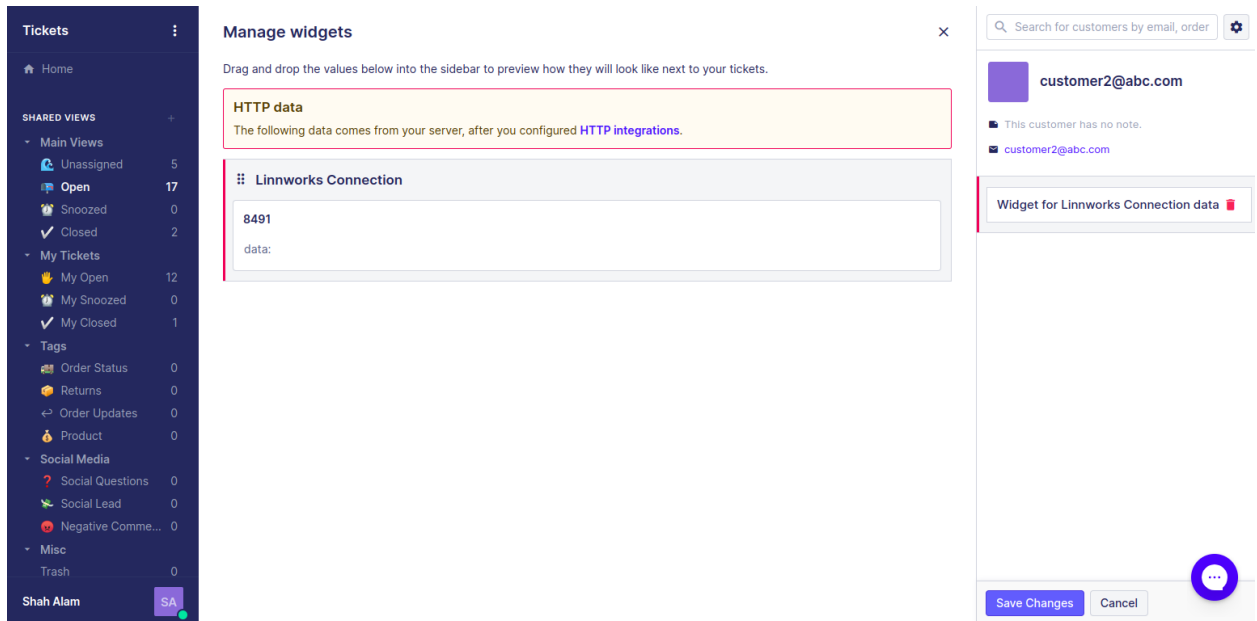
14. Once you hit the login button, if all details are valid you will see the following screen. If you want to logout from the current user session. You can click on Logout and will be redirected to the login screen.



15. Now Please come back to gorgias website and click any open ticket and update the message. After that please reload the current window. You will see the widget on the right side including all details from linnwork.



16. If you want to delete our widget, please click on the setting icon which is in the top right corner and click on the delete icon after that save the changes & widget will be deleted.



Tickets

- Home
- SHARED VIEWS
 - Main Views
 - Unassigned 5
 - Open 17
 - Snoozed 0
 - Closed 2
 - My Tickets
 - My Open 12
 - My Snoozed 0
 - My Closed 1
 - Tags
 - Order Status 0
 - Returns 0
 - Order Updates 0
 - Product 0
 - Social Media
 - Social Questions 0
 - Social Lead 0
 - Negative Comme... 0
 - Misc
 - Trash 0
- Shah Alam

Manage widgets

Drag and drop the values below into the sidebar to preview how they will look like next to your tickets.

HTTP data
The following data comes from your server, after you configured [HTTP integrations](#).

Linnworks Connection

8491

data:

customer2@abc.com

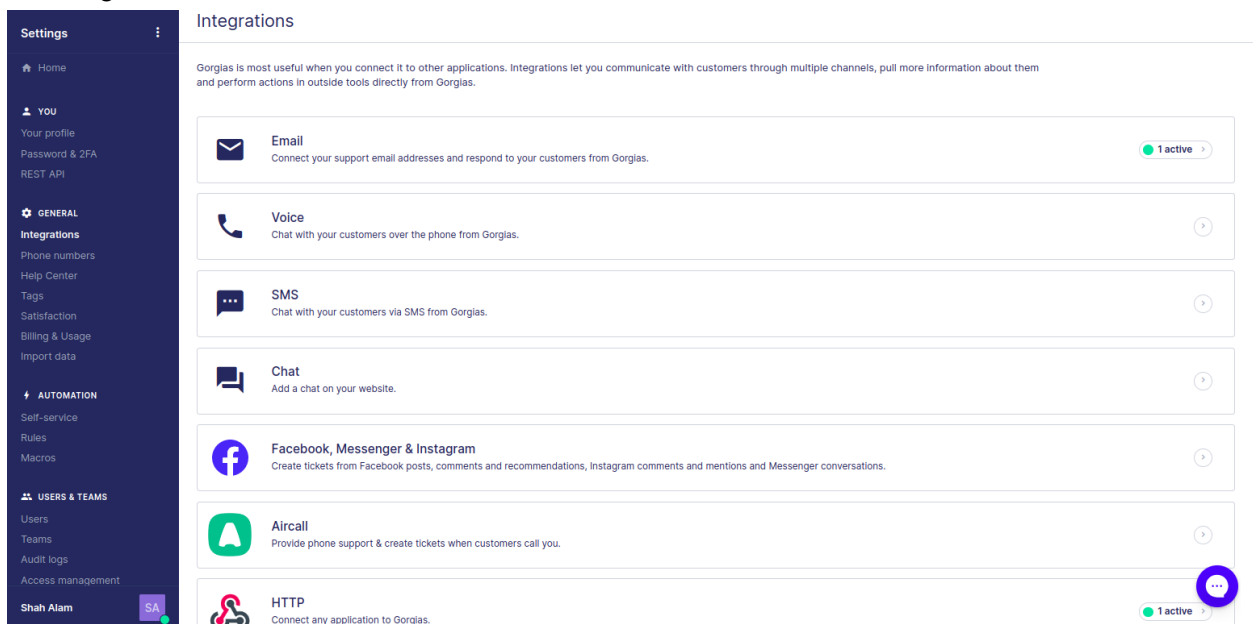
This customer has no note.

customer2@abc.com

Widget for Linnworks Connection data

Save Changes Cancel

17. If you want to delete our integration, please click on the three dots on the left top side after Tickets. Then after please click on the Settings. Now under the general tab click on the integration.



Settings

- Home
- YOU
 - Your profile
 - Password & 2FA
 - REST API
- GENERAL
 - Integrations
 - Phone numbers
 - Help Center
 - Tags
 - Satisfaction
 - Billing & Usage
 - Import data
- AUTOMATION
 - Self-service
 - Rules
 - Macros
- USERS & TEAMS
 - Users
 - Teams
 - Audit logs
 - Access management
- Shah Alam

Integrations

Gorgias is most useful when you connect it to other applications. Integrations let you communicate with customers through multiple channels, pull more information about them and perform actions in outside tools directly from Gorgias.

- Email**
Connect your support email addresses and respond to your customers from Gorgias. 1 active
- Voice**
Chat with your customers over the phone from Gorgias.
- SMS**
Chat with your customers via SMS from Gorgias.
- Chat**
Add a chat on your website.
- Facebook, Messenger & Instagram**
Create tickets from Facebook posts, comments and recommendations, Instagram comments and mentions and Messenger conversations.
- Aircall**
Provide phone support & create tickets when customers call you.
- HTTP**
Connect any application to Gorgias. 1 active

18. Please click on the HTTP and you will see our Linnwork Integration click on it, then after you will see the delete option on the bottom right corner. Your integration will be deleted.

Settings

Integrations > HTTP > Linnworks Connection

Settings Logs

Add the details about the HTTP integration you want to add below. If you need help, you can check our [docs](#) or contact us.

Integration name *

Linnworks Connection

Description

Linnwork Connection

Triggers

This HTTP integration will be executed when any of the events below happens.

☒ Ticket created

☒ Ticket updated

☒ Ticket message created

URL *

https://linnwork-gorgias.lheindustries.com/api/orders?email={{ticket.customer.email}}

You can use `{{ticket.customer.email}}` to pass the email of the ticket customer. See other [variables](#).

HTTP Method *

GET

Response content type *

application/json

Headers

Authorization k1XXx6b2BtyTC

+ Add Header

Save Changes Deactivate Integration

Delete Integration

NOTE: Automatic orders fetch and update on the widget shall take place every 15 mins.

NOTE: We do not recommend to use this integration with Gorgias Sandbox account due to the configuration differences

That's it for the steps & instructions.