



INSTALLATION AND CONFIGURATION MANUAL

GUIDE WITH THE INSTALLATION AND CONFIGURATION PROCESS OF
SHOPIFY ORDERS FOR ZOHO DESK EXTENSION FOR ZOHO MARKETPLACE.

DEVELOPED BY  **logoscorp**

LOGOSCORP.COM

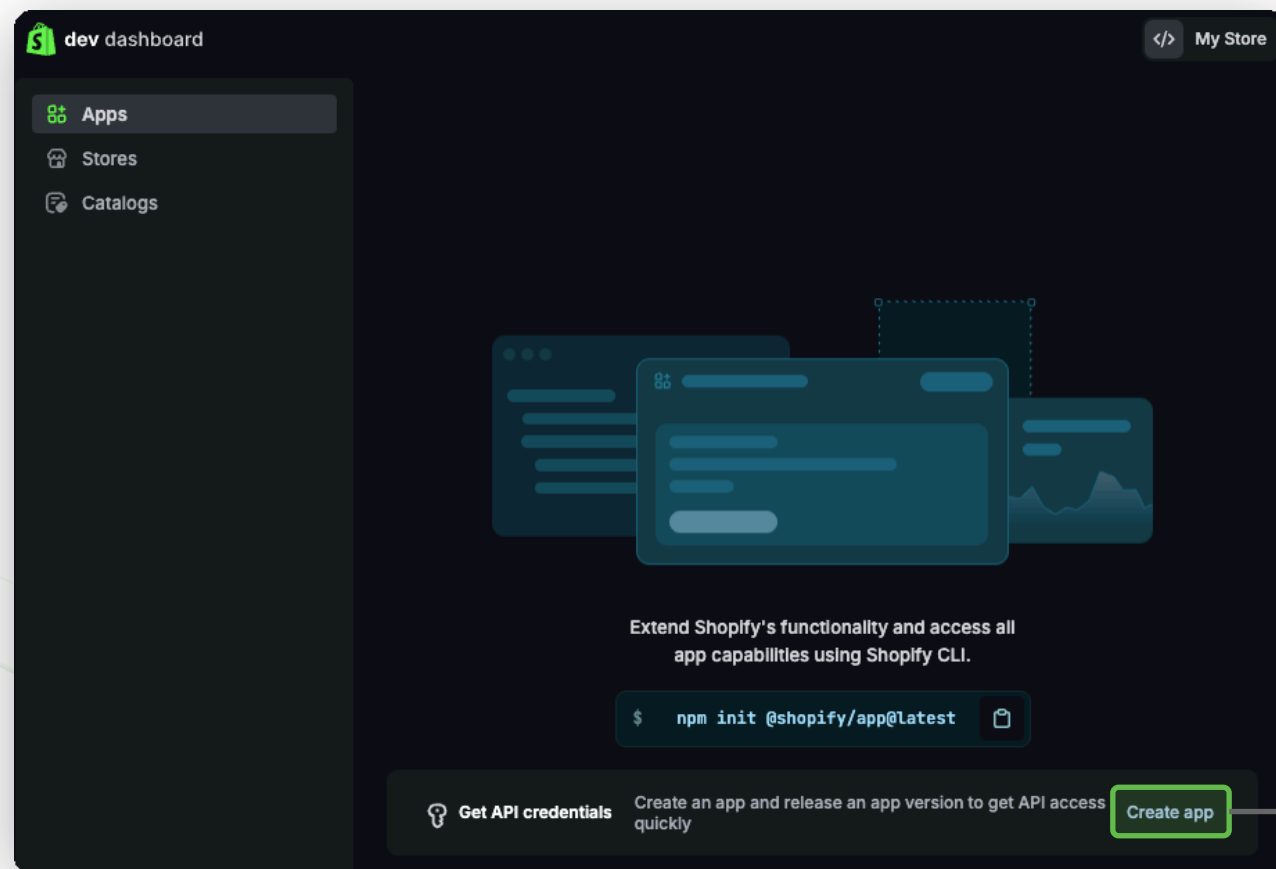
CREATE **SHOPIFY** **ADMIN API KEY**



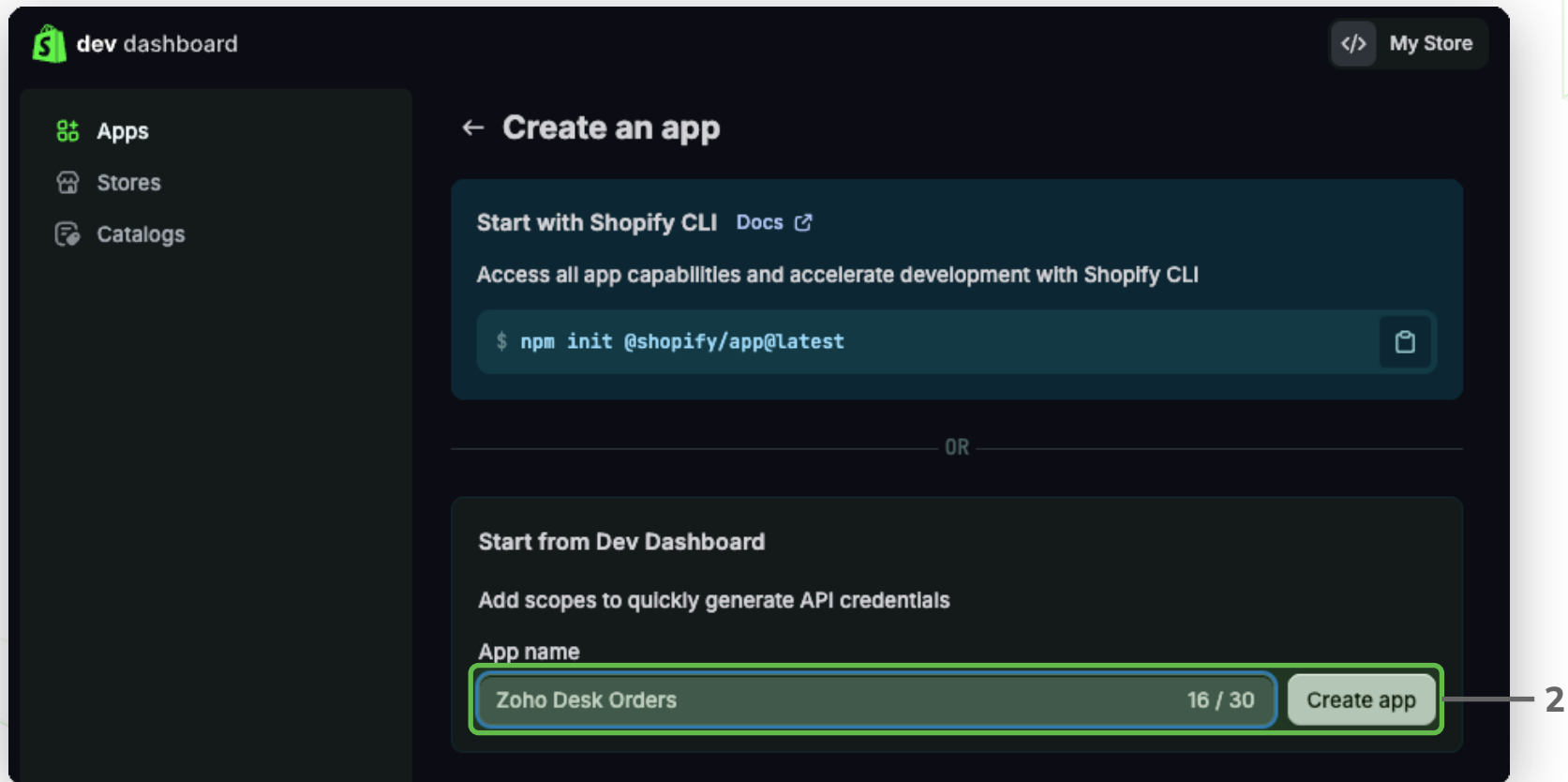
To enable seamless integration, create an app in the **Shopify Dev Dashboard** to obtain the API credentials that grant access to your order data.

Follow these simple steps:

1. Go to the Shopify Dev Dashboard (dev.shopify.com) and, in the “Apps” section, click on “Create app”.

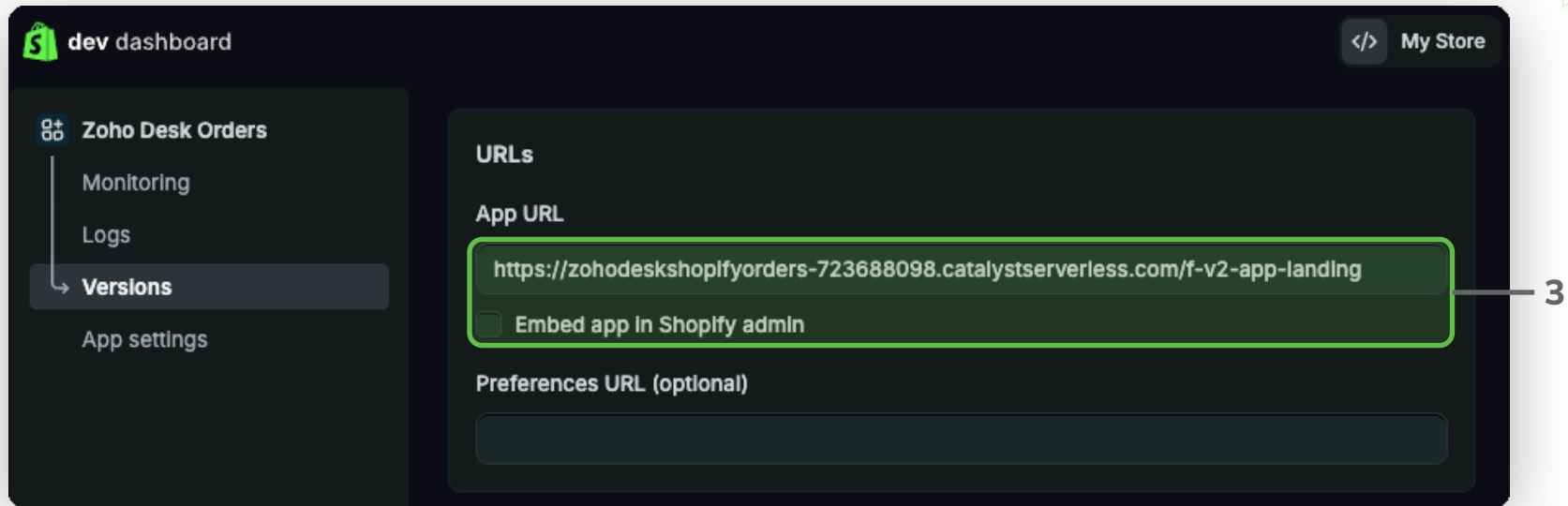


2. Under “Start from Dev Dashboard”, type a name for your app (for example, “Zoho Desk Orders”) and click on “Create app”.

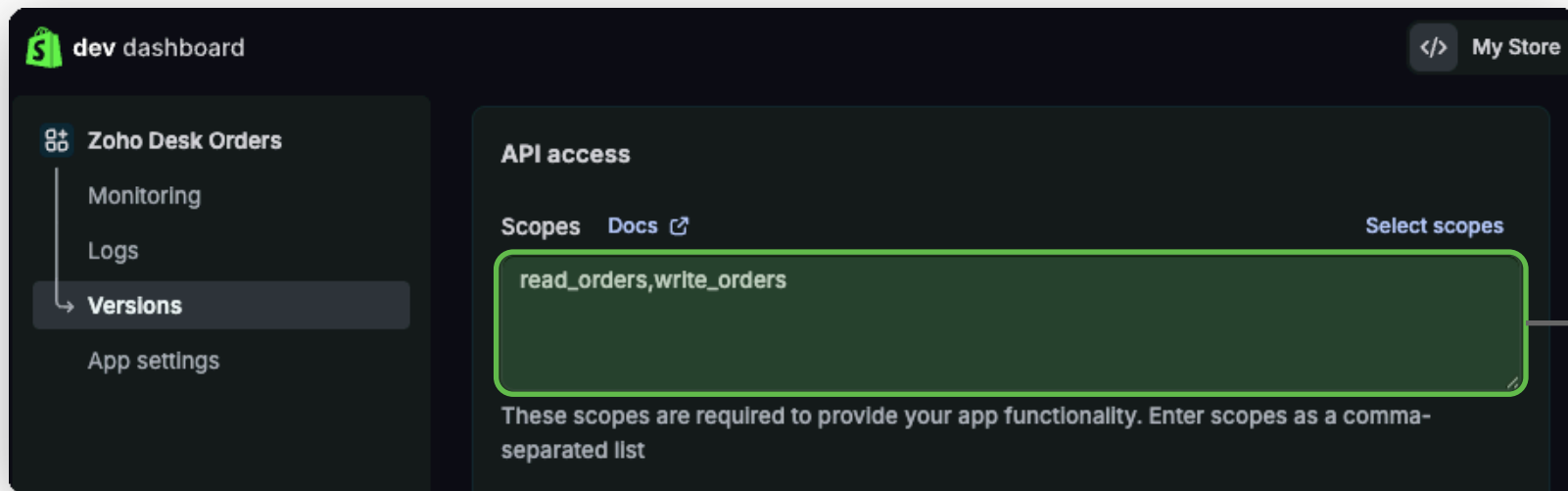


3. In the “URLs” section, paste the following address in the “App URL” field and uncheck the “Embed app in Shopify admin” option:

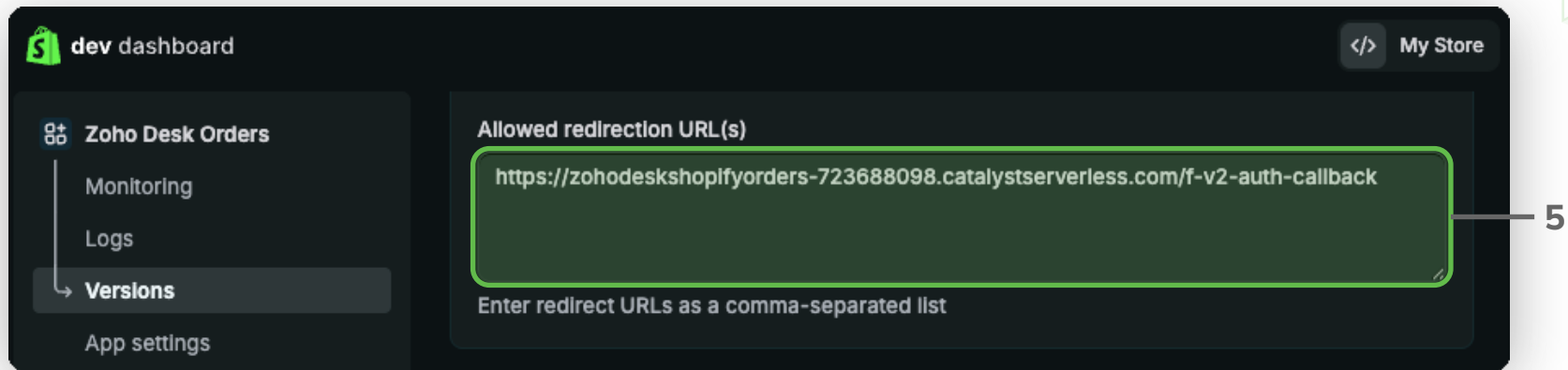
<https://zohodeskshopifyorders-723688098.catalystserverless.com/f-v2-app-landing>



4. In the “API access” section, enter the following scopes in the “Scopes” field:
`read_orders,write_orders`



5. In the “Allowed redirection URL(s)” field, paste the following address:
<https://zohodeskshopifyorders-723688098.catalystserverless.com/f-v2-auth-callback>

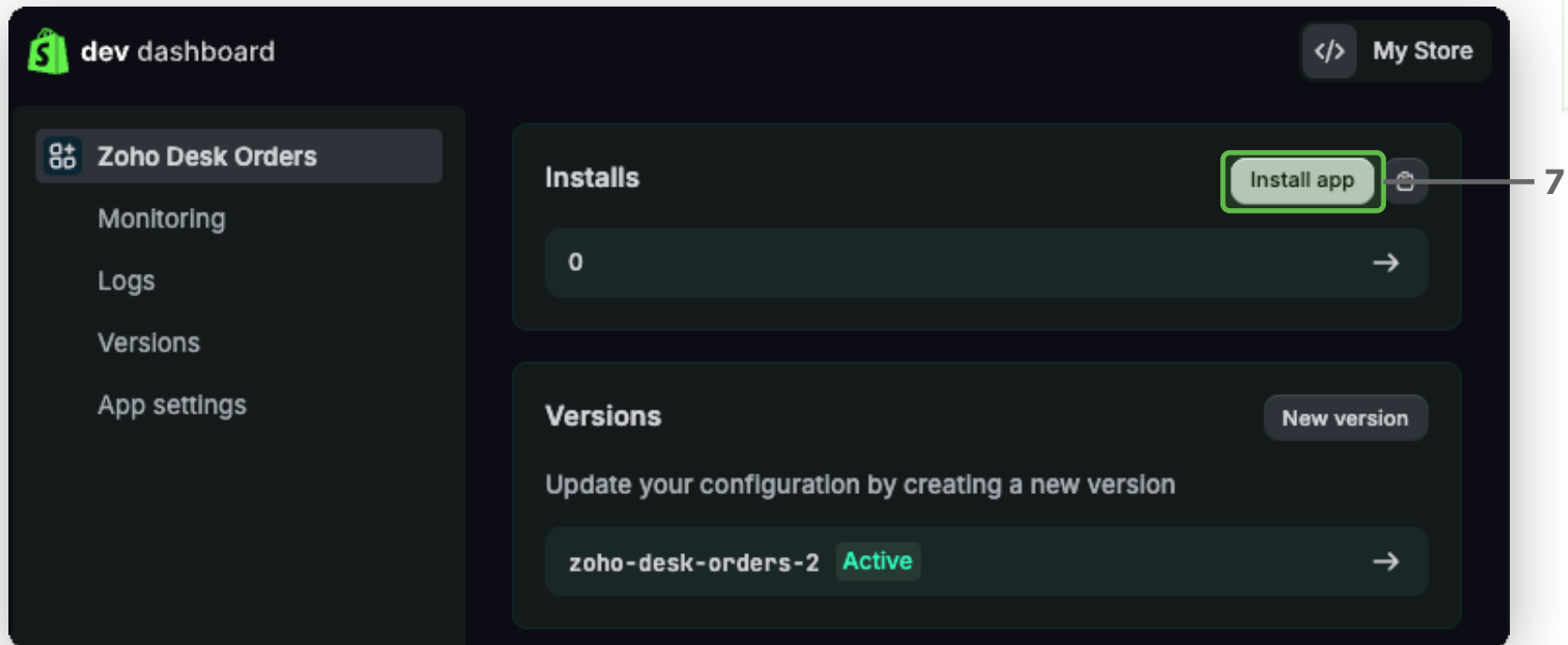


6. Click on the “Release” button at the bottom of the page. In the confirmation window, the version name and message are optional; click on “Release” again to publish the version.

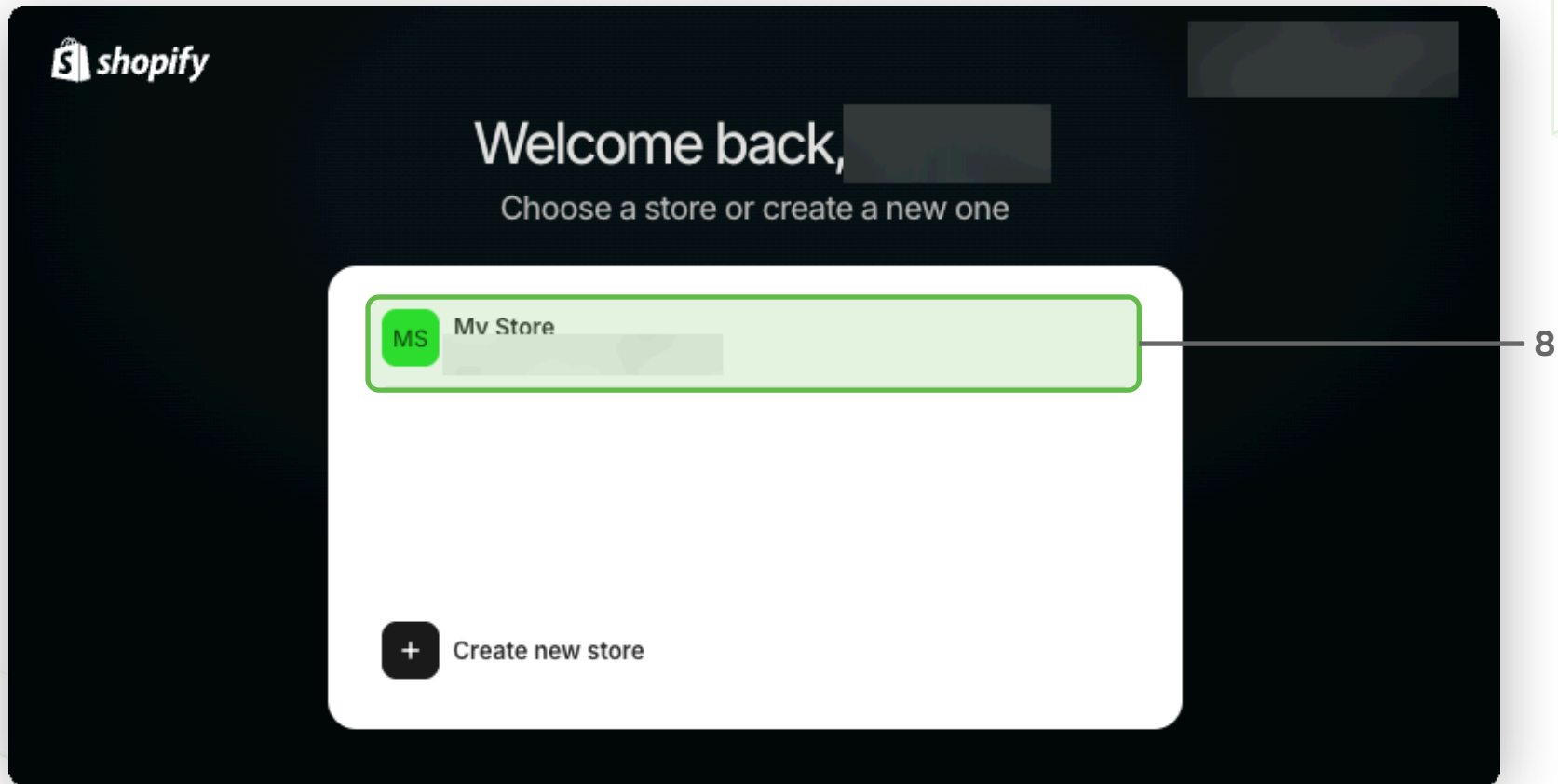
The screenshot shows a dark-themed web interface for a 'dev dashboard'. A modal dialog box titled 'Release this new version?' is open. It contains two text input fields: 'Version name (optional)' with a character count of '0 / 100' and 'Version message (optional)' with a character count of '0 / 200'. Below the message field is a note: 'If not provided, a name will be auto-generated'. At the bottom of the dialog are 'Cancel' and 'Release' buttons. On the right side of the dashboard, there is another 'Release' button, which is highlighted with a green box and labeled with the number 6.



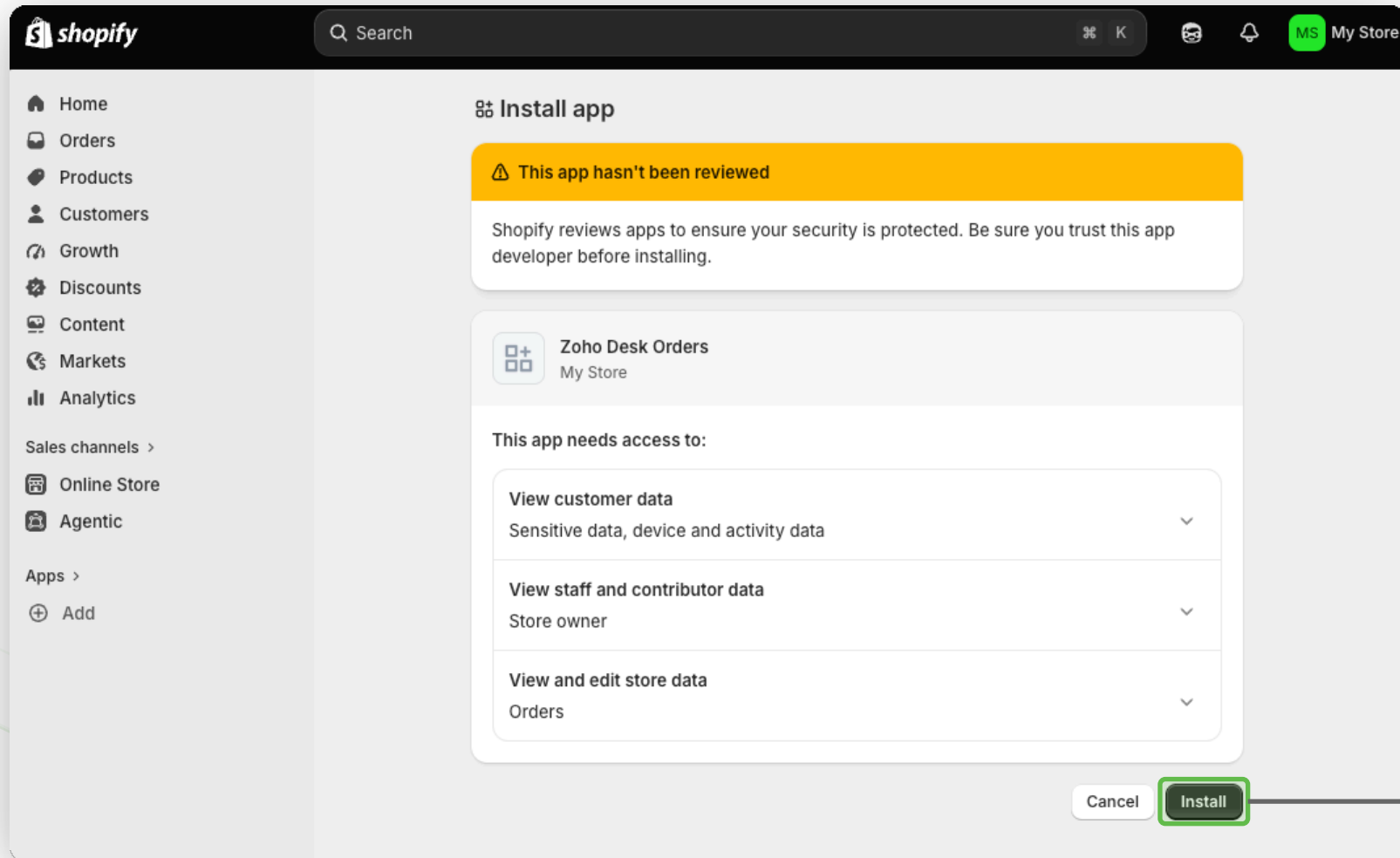
7. Once the new version appears as “Active”, click on the “Install app” button.



8. Select the store where you want to install the app.

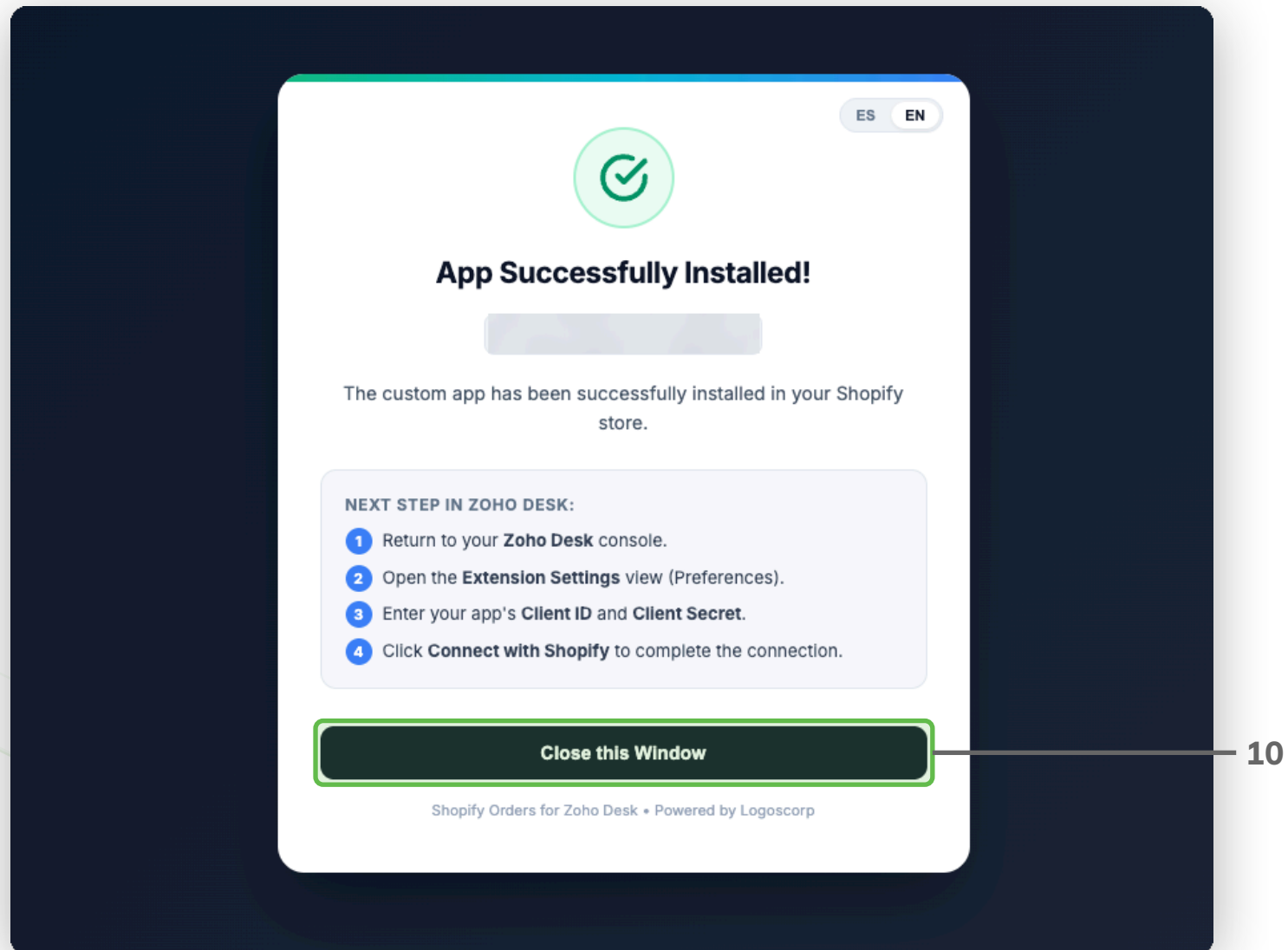


9. Review the access permissions requested by the app and click on “Install”.



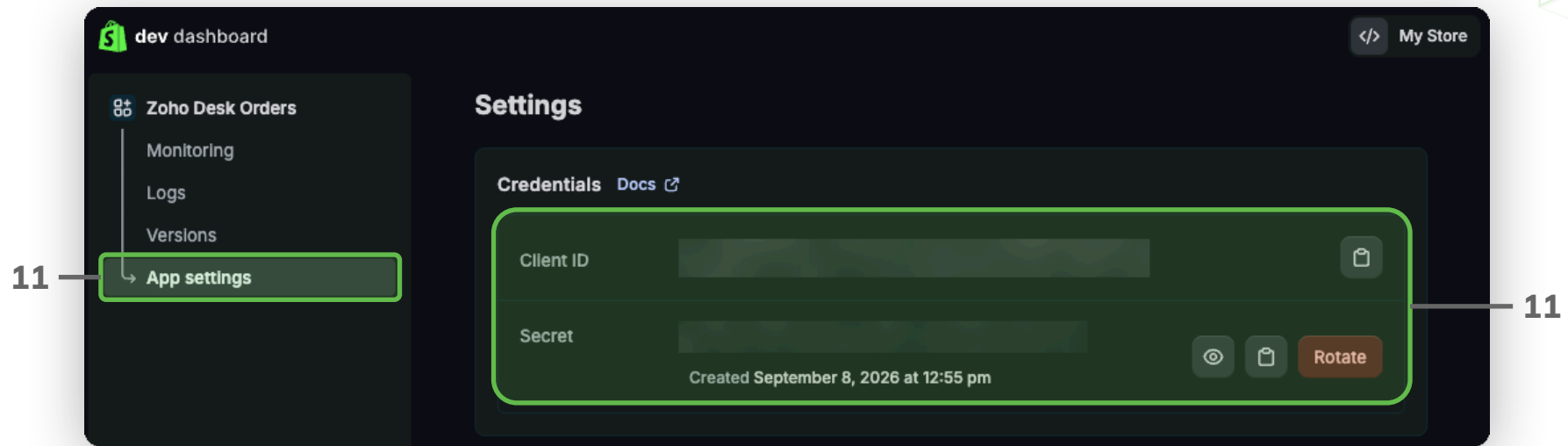
9

10. A confirmation page will show that the app was successfully installed in your store. You can now close this window.



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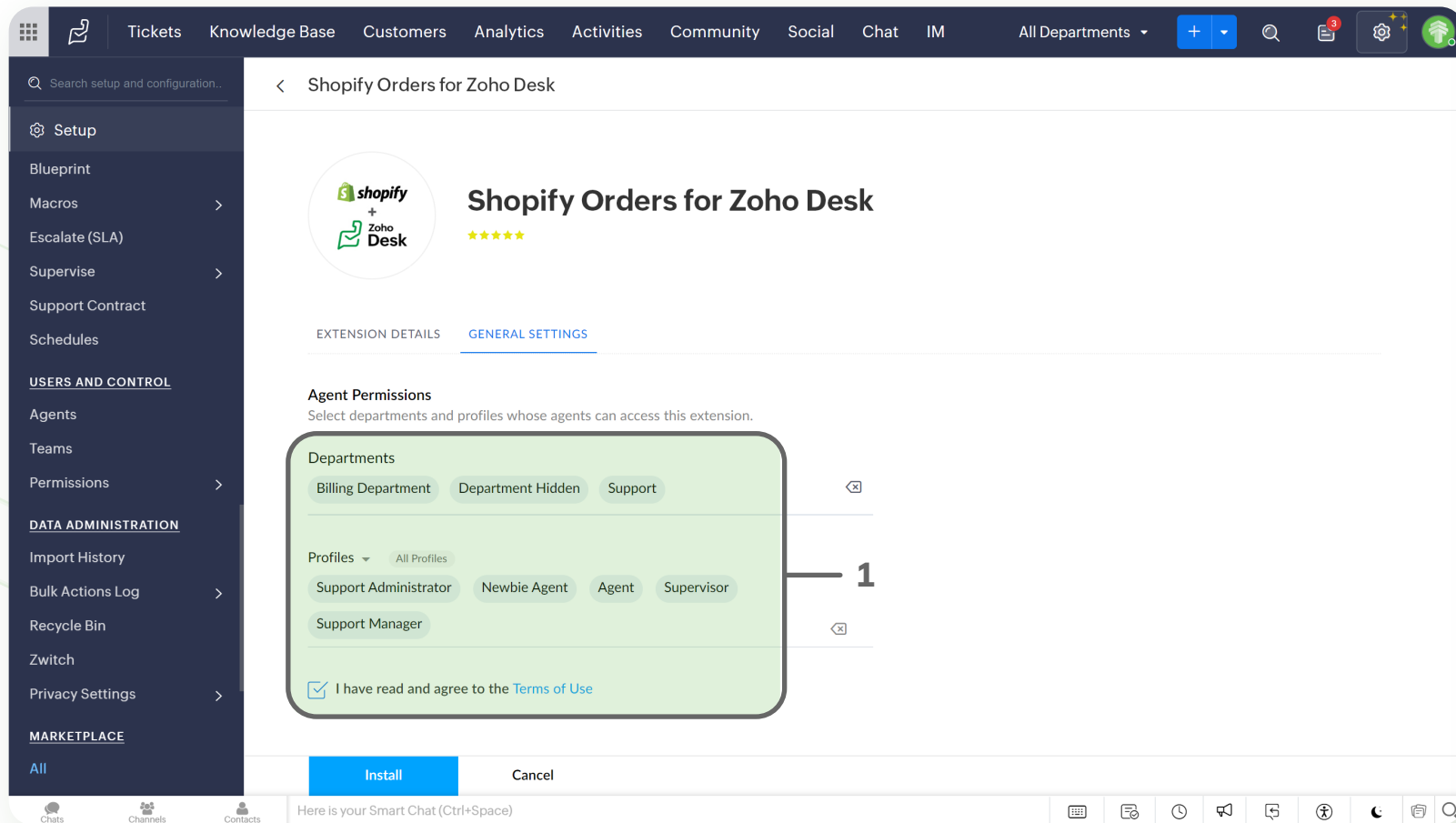
11. Finally, go to “App settings” and copy your app’s “Client ID” and “Secret” (use the eye icon to reveal the secret). You will need both to connect the extension in Zoho Desk. Keep them in a secure location.



INSTALLING THE EXTENSION IN **ZOHO MARKETPLACE**



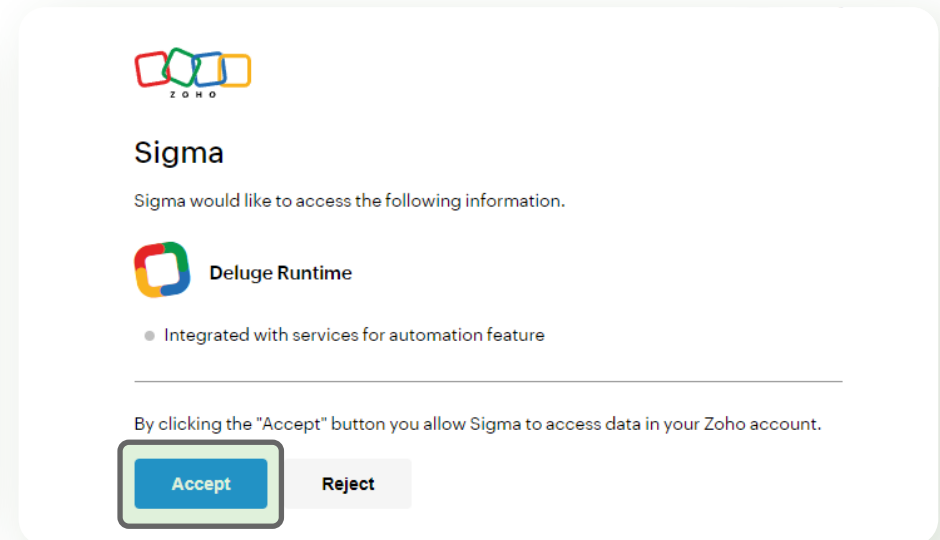
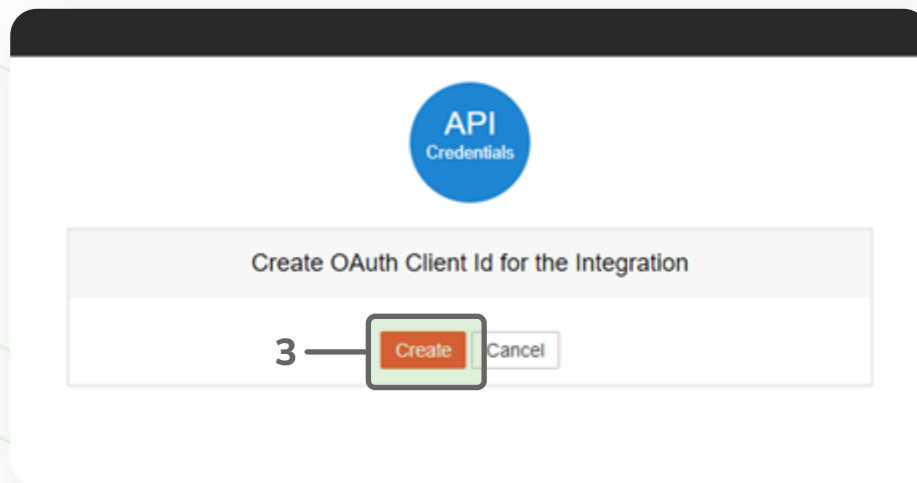
1. At the moment of install, assign the departments and the profiles that will get access to the extension (you can assign all of them).



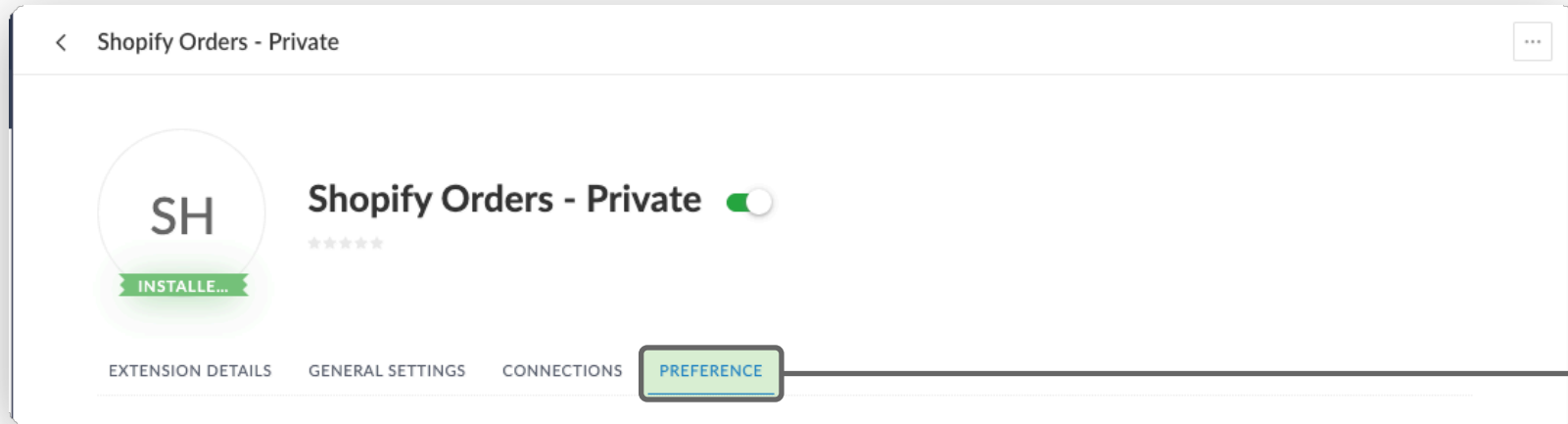
2. Once installed, the extension will ask for authorization, click on the authorize button on the notification that will appear on the top right corner of the page.

The screenshot displays the Zoho Desk interface with the 'Shopify Orders for Zoho Desk' extension setup page. The top navigation bar includes links for Tickets, Knowledge Base, Customers, Analytics, Activities, Community, Social, Chat, and IM. A notification box in the top right corner, titled 'Successfully Installed', contains the text 'Authorize your account for ZApps External Client service to activate this extension.' and a green 'Authorize' button, which is highlighted by a red box and the number 2. The extension details section shows the extension is version 12.0, installed by user1 on 08 Feb 2024 01:43 PM, and is priced at FREE. The extension locations are listed as 'AGENT INTERFACE' with 'Shopify Orders' (Ticket detail rightpanel) and 'Shopify Orders - History' (Ticket detail subtab).

3. This will open a new floating window asking to authorize the extension, create and then click on the create button and accept to give it all the permissions needed.



4. Once the extension is installed, open it in Zoho Desk and go to the “Preference” tab.



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5. Enter your Shopify store domain (e.g. my-store.myshopify.com) and the “Client ID” and “Client Secret” you copied from the Shopify Dev Dashboard. Then click on “Connect with Shopify”.

Extension Preferences
Shopify integration settings

 **Connect with Shopify**
Enter your Shopify store domain and Custom App credentials to initiate connection.

Shopify Domain *

Enter your store subdomain (e.g. my-store.myshopify.com).

Client ID * **Client Secret ***

32-character hexadecimal key (e.g. dd90e6...). Key starting with shpss_ prefix (e.g. shpss_119f3b...).

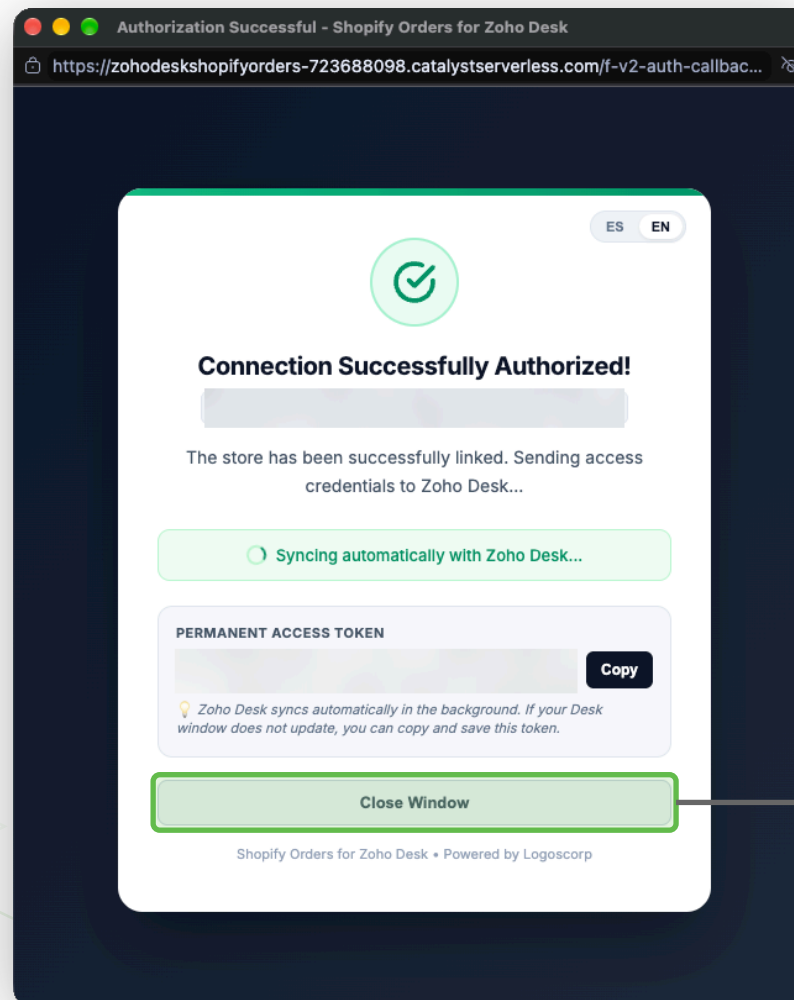
Connect with Shopify

[? How to get Client ID and Client Secret?](#) [Have an access token? Connect manually](#)



6. A new window will confirm that the connection was successfully authorized, and Zoho Desk will sync automatically. Once it finishes, click on “Close Window”.

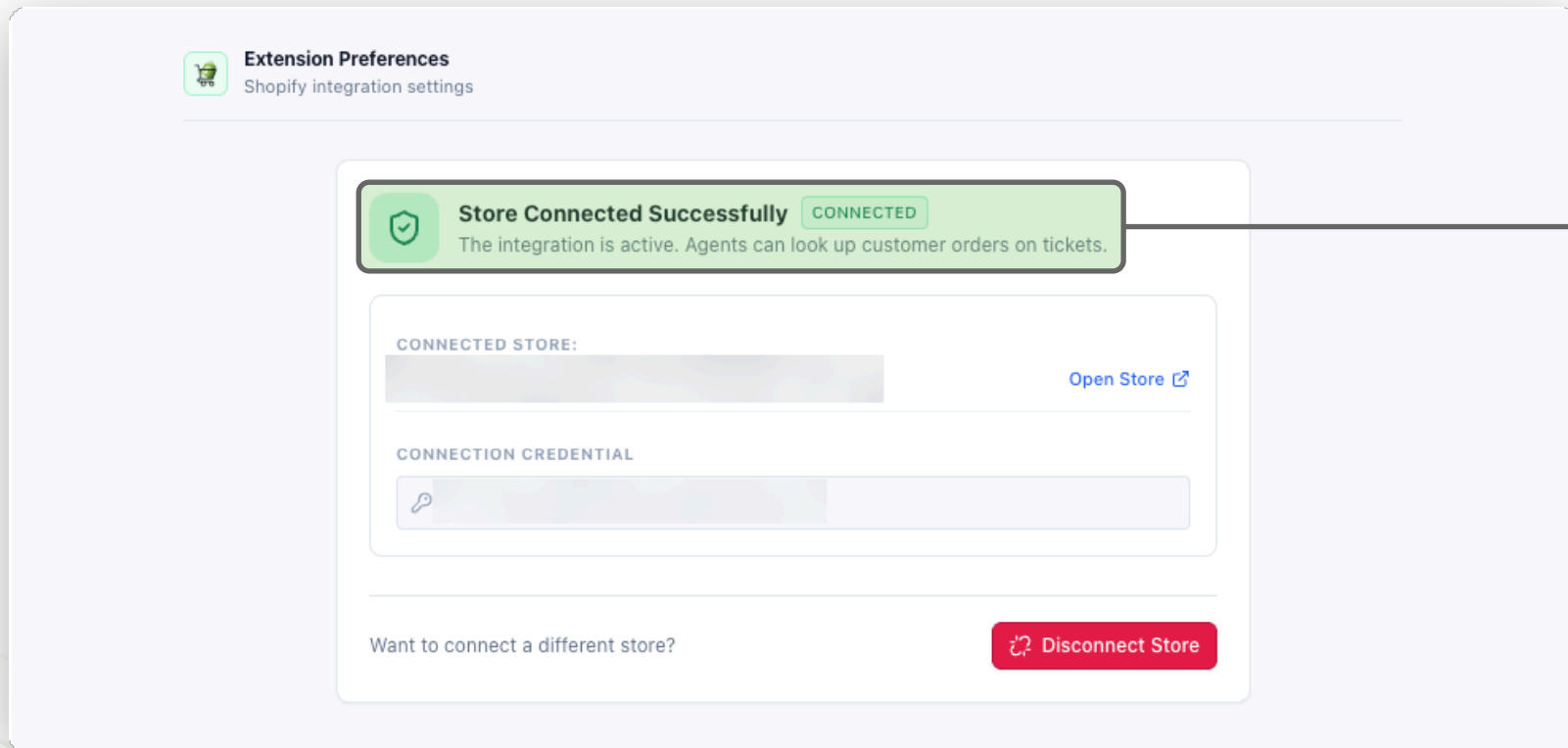
If your Zoho Desk window does not update, copy the permanent access token shown in this window and use the “Connect manually” option in the Preference tab.



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7. The Preference tab will show “Store Connected Successfully”. The integration is now active and your agents can look up customer orders on tickets.



USE OF THE EXTENSION



After installing the extension, a new section on the right side of the ticket's details view displays the Shopify orders associated with the client's email in the current support ticket: the order linked to the ticket and the client's other orders.

The screenshot displays a Zendesk support ticket interface. The main ticket area shows a ticket titled "Damaged product" with ID #203, created on 07 Sep 05:09 PM. A customer, Albert Longwood, has responded at 12:51 PM with the message: "The product was damaged in arrival. How would you rate our customer service?". Below the message are "Good" and "Bad" rating buttons. The ticket is currently in the "Open" state, with a timestamp of 07 Sep 09:09 PM. At the bottom of the ticket area are buttons for "Resolve", "Escalate", "Mark as Pending", and "Notify C.". On the right sidebar, under the "MARKETPLACE" section, there is a "Shopify Orders" panel. This panel shows the "Shopify Orders" for the client's email (test123@gmail.com) and lists a "Linked Order" with ID #1042, status "PAID" and "UNFULFILLED", dated Sep 07, 2026, for a total of \$3,229.95. Below this, it shows "Other Customer Orders (1)".

To link an order to the Zoho Desk ticket, click on the “Link” button on the desired order card. The complete order is linked to the ticket. Click on “View items” to reveal all the products included in the order.

The screenshot displays the Zoho Desk interface. The main window shows a ticket titled "Damaged product" with ID #203, created on 07 Sep 05:09 PM. The ticket is currently in the "Open" state. A comment from Albert Longwood, dated 12:51 PM, states "The product was damaged in arrival" and includes a link to a customer service survey. The ticket has a "1 THREAD" and a "COMMENT" tab. The right sidebar shows a "MARKETPLACE" section with "Shopify Orders". It lists two orders: #1043 (PAID, UNFULFILLED, \$1,699.90) and #1042 (PAID, UNFULFILLED, \$3,229.95). Both orders have a "Link" button. The bottom of the interface shows a navigation bar with "My Pins", "Chats", "Channels", "Threads", "People", and a "What's new" button.

Enrich the linked order with notes for internal reference. Notes are added per order and saved directly on the Shopify order when you click on “Save to Shopify”, helping streamline troubleshooting and ensure consistent support experiences.

The screenshot displays a Zendesk support ticket interface. The main ticket is titled "Damaged product" with ID #203, created on 07 Sep 05:09 PM. It has two threads. The first thread is from "Mailer-daemon" at 12:53 PM, stating: "This message was created automatically by mail delivery software. A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. test12...". The second thread is from "Albert Longwood" at 12:51 PM, stating: "The product was damaged in arrival" and includes a link "How would you rate our customer service?". Below the threads are "Good" and "Bad" rating buttons. On the right, a "MARKETPLACE" sidebar shows "Shopify Orders" for "test123@gmail.com". Under "Linked Order", order #1043 is listed as "PAID" and "UNFULFILLED" for \$1,699.90, dated Sep 07, 2026. It includes payment and shipping details, and a list of items: "1x The Hidden Snowboard" (\$749.95) and "1x The Inventory Not Tracked S..." (\$949.95). A "Note in Shopify" box contains the text "The product was damaged in arrival, return in process." with a character count of 54/250. Below the note are "Cancel" and "Save to Shopify" buttons, and a red "Unlink from Ticket" button at the bottom. The bottom of the interface shows the "CURRENT STATE" as "Open" (07 Sep 09:09 PM) and "TRANSITIONS" with buttons for "Resolve", "Escalate", "Mark as Pending", and "Notify C.". The bottom navigation bar includes "My Pins", "Chats", "Channels", "Threads", "People", "What's new", "Need Help", and "Phone".

Review the payment, shipping and item details directly within the linked order. Additionally, a convenient link next to the order status takes you to the order information page on Shopify.

The screenshot displays a Zendesk ticket interface. The main ticket area shows a ticket titled "Damaged product" with ID #203, created on 07 Sep 05:09 PM. The ticket is currently in the "Open" state. A customer, Albert Longwood, has responded with the message: "The product was damaged in arrival. How would you rate our customer service?". Below the message are "Good" and "Bad" rating buttons. The ticket is linked to a Shopify order #1043, which is in a "PAID" state and has an "UNFULFILLED" status. The order details include a manual payment, shipping address of 223 North 34th Street, Philadelphia United States, and two items: "The Hidden Snowboard" for \$749.95 and "The Inventory Not Tracked S..." for \$949.95. A "Note in Shopify" section is also visible. The interface includes a top navigation bar with various tabs like Tickets, Knowledge Base, Customers, Analytics, Activities, Community, and Customer Support. A bottom navigation bar shows options like My Pins, Chats, Channels, Threads, People, and a "What's new" button. A "Need Help" button is also present in the bottom right corner.

Ticket Details:

- Title:** Damaged product
- ID:** #203
- Client:** Client
- Created:** 07 Sep 05:09 PM
- Time Left:** 00:00:00
- Current State:** Open
- Transitions:** Resolve, Escalate, Mark as Pending, Notify C.

Customer Response:

Albert Longwood · 12:51 PM (responded in 30 days)

The product was damaged in arrival

How would you rate our customer service?

Good Bad

Linked Order Details:

- Order ID:** #1043
- Status:** PAID UNFULFILLED
- Date:** Sep 07, 2026
- Amount:** \$1,699.90
- Payment:** manual
- Shipping:** 223 North 34th Street, Philadelphia United States
- Items (2):**
 - 1x The Hidden Snowboard \$749.95
 - 1x The Inventory Not Tracked S... \$949.95
- Note in Shopify:** [Note content]
- Action:** Unlink from Ticket

If an order was linked by mistake, click on “Unlink from Ticket” and confirm. The order is unlinked from the ticket in Zoho Desk and the action is recorded in the audit history.

The screenshot displays the Zoho Desk interface. The main ticket view is titled "Damaged product" (#203) and shows a message from "Mailer-daemon" and a response from "Albert Longwood" stating "The product was damaged in arrival". Below the response is a customer service rating prompt with "Good" and "Bad" buttons. The ticket's current state is "Open" (07 Sep 09:09 PM), with transitions for "Resolve", "Escalate", "Mark as Pending", and "Notify C.". On the right, the "MARKETPLACE" sidebar shows a "Shopify Orders" section with a linked order #1043 (PAID, UNFULFILLED) for \$1,699.90. The order details include payment method, shipping address, and items. A "Note in Shopify" section contains the text "The product was damaged in arrival, return in process." Below this, there are "Cancel" and "Save to Shopify" buttons, and a red "Unlink from Ticket" button. The bottom navigation bar includes icons for My Pins, Chats, Channels, Threads, People, and a "What's new" button.

Review shipping details directly within the order. Additionally, a convenient link takes you straight to the comprehensive order information on the Shopify admin page.

shopify

Winter '24

Search

Ctrl K

LogosCorp Zoho Desk...

Home

Orders6

Drafts

Shipping labels

Abandoned checkouts

Products

Customers

Content

Finances

Analytics

Marketing

Discounts

Sales channels

Online Store

Apps

Settings

Non-transferable

#1006

Paid

Unfulfilled

February 8, 2024 at 11:25 am from Online Store

RefundEditMore actions

Test order

Your payment gateway was in test mode when this order was created.

Unfulfilled (1)

LocationShop location

The Multi-managed Snowboard

\$629.95 x 1\$629.95

SKU: sku-managed-1

Fulfill itemCreate shipping label

Paid

Subtotal	1 item	\$629.95
Shipping	Economy (0.0 lb)	\$0.00
Total		\$629.95
Paid by customer		\$629.95

Notes

Assign support ticket
<https://desk.zoho.com/agent/logoscorp/billing-department/tickets/details/00000000000000000000000000000000>

Customer

Customer's name

No orders

Contact information

Customer's email

No phone number

Shipping address

Customer's name

Florida

Miami FL 00000

United States

Billing address

THANKS FOR USING OUR PRODUCTS



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