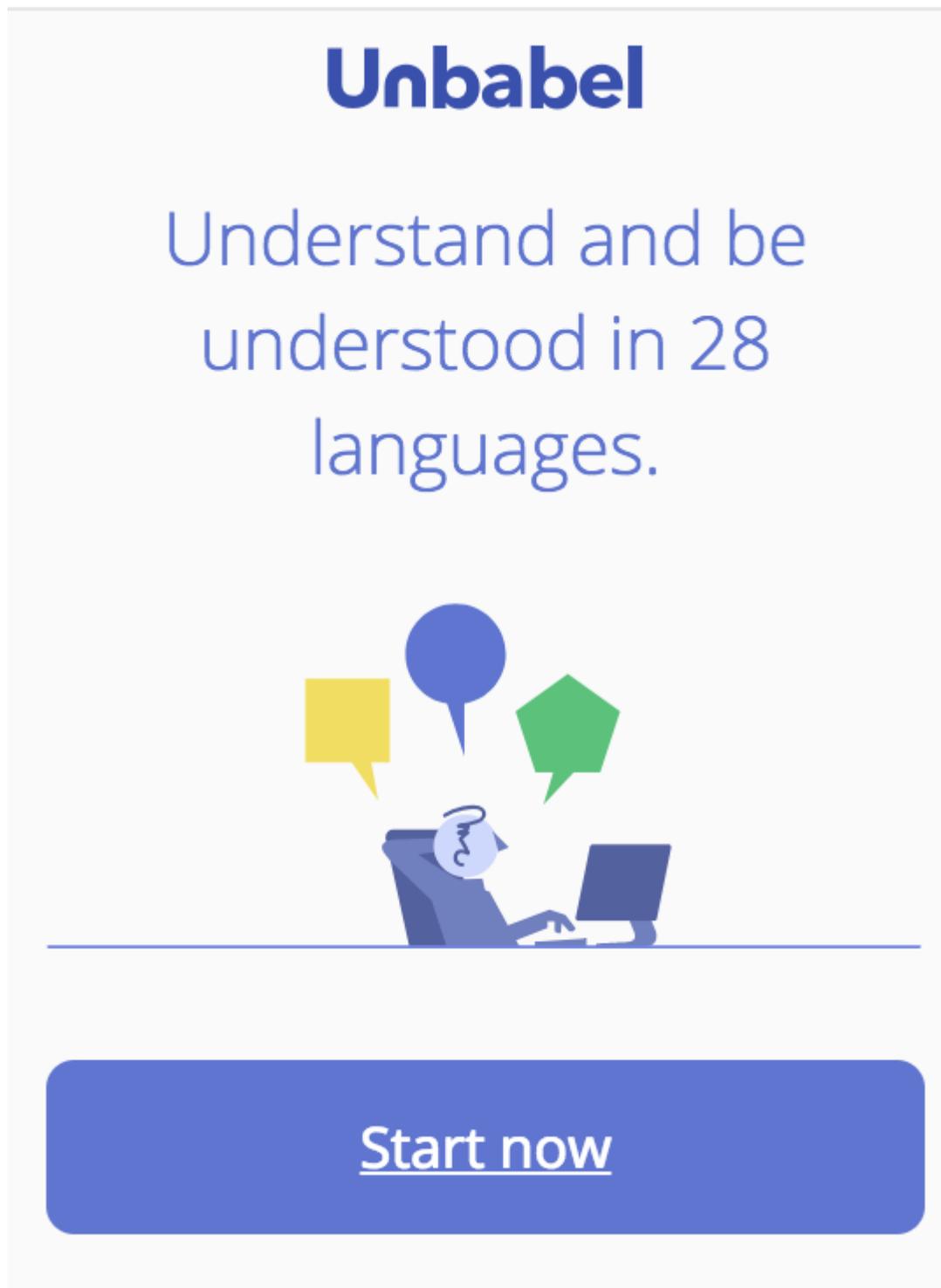
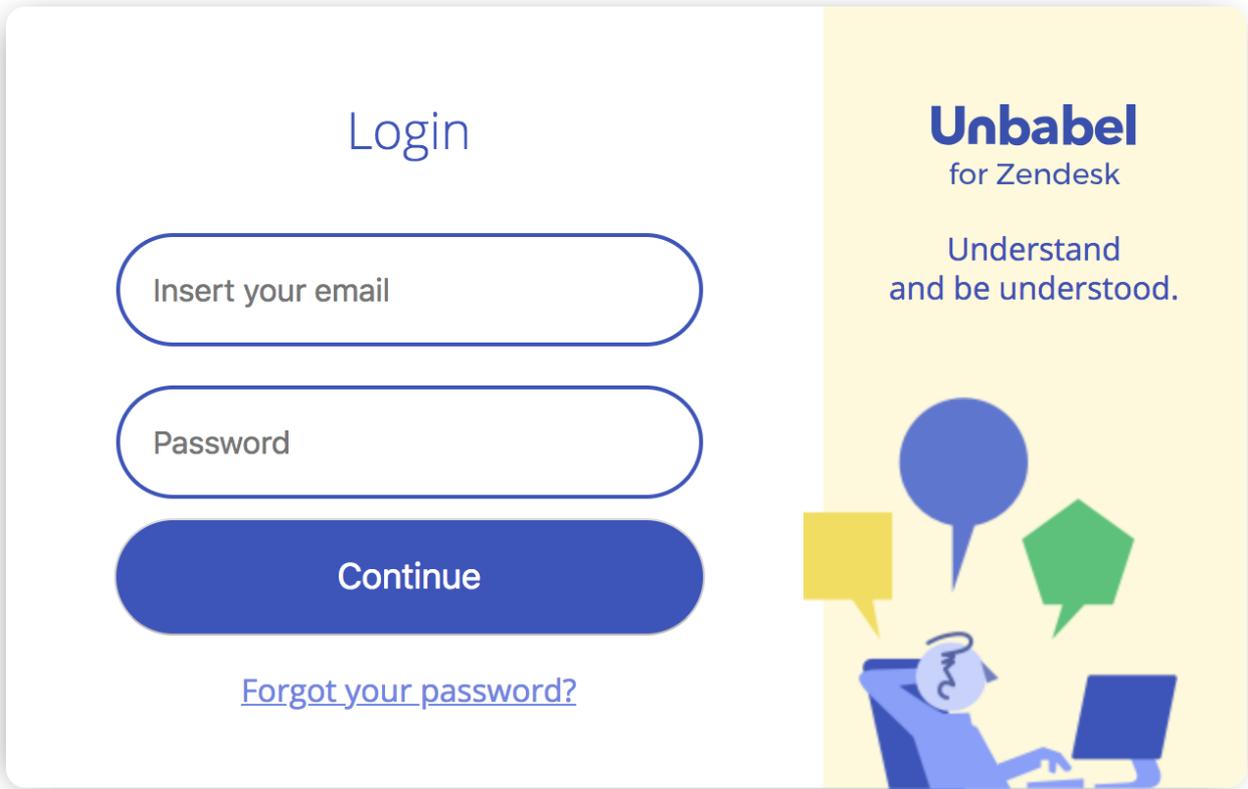


Unbabel for Zendesk Chat - First Access

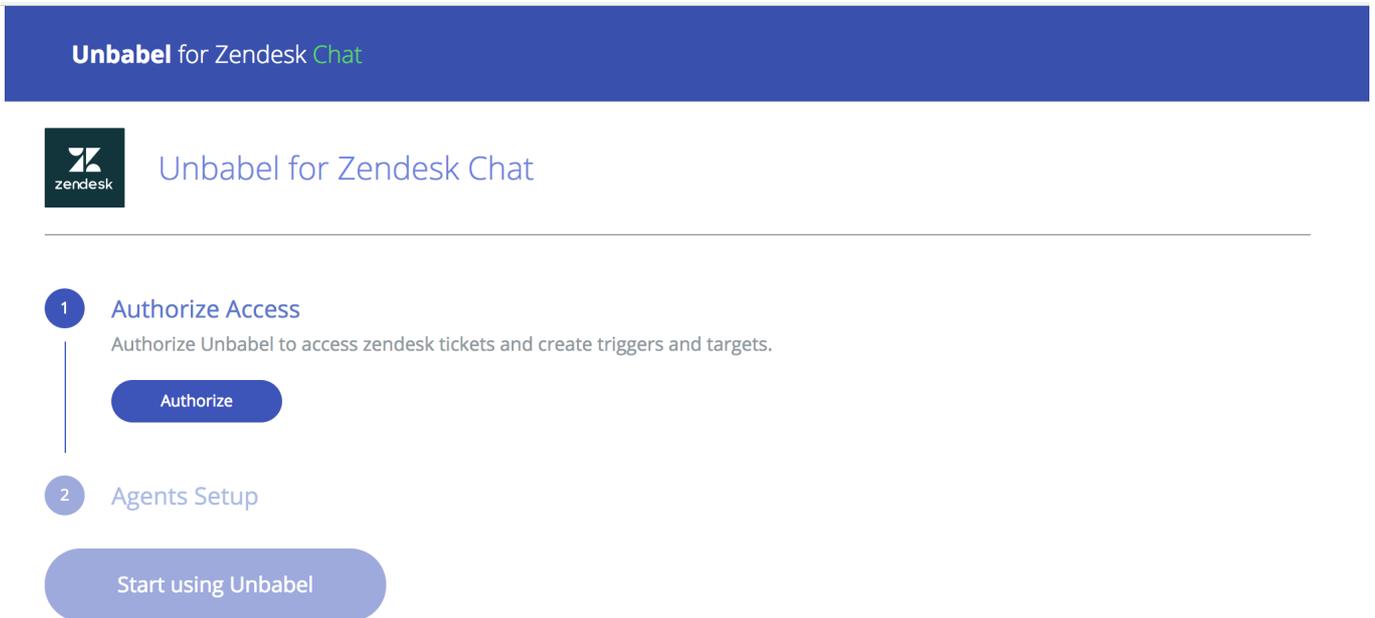
1 - Start a chat as a visitor (the agent needs to be online) 2 - As agent open a chat 3 - The Unbabel applet shows the starter screen:



4 - Login with the same credentials used on your in your Unbabel dashboard



5 - If the logging succeed, you'll be redirected the authorization flow



6 - Click "authorize" button 7 - You will be redirected to a screen allow access from Unbabel



zendesk
chat

Allow **zendesk_chat_staging by Unbabel** to access your Zendesk Chat account?

This application will be able to:

- Read all user data
- Write all user data

[Not Gustavo Almeida?](#)

Allow access?

Allow

Deny

8 - Click on Allow button

9 - Here, you can set permissions for the agents



1 **Authorize Access**

Authorize Unbabel to access zendesk tickets and create triggers and targets.

✓ **Authorized successfully**

2 **Agents Setup**

Give agents the power of Unbabel

Find agents by name

3 agents available

- Emanuel (emanuel.velho@unbabel.com)
- Rui 2 (rui.gil+zagent@gmail.com)
- Rui Gil (rui.gil@unbabel.com)

You can do this later on the settings page.

3 **Done!**

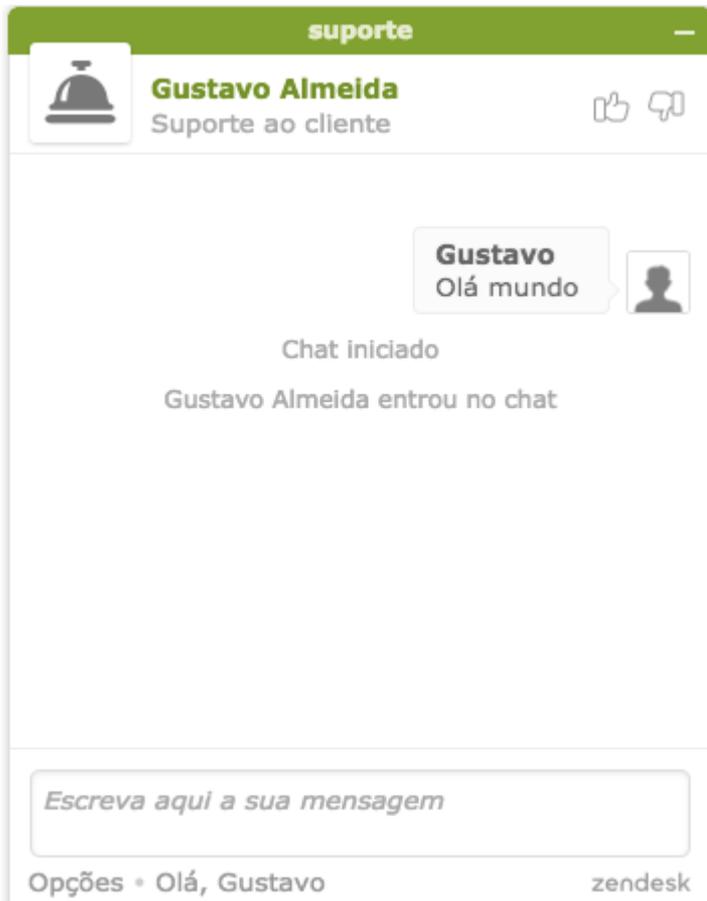
Ready to get started?

Just open a ticket in Zendesk to find the Unbabel app.

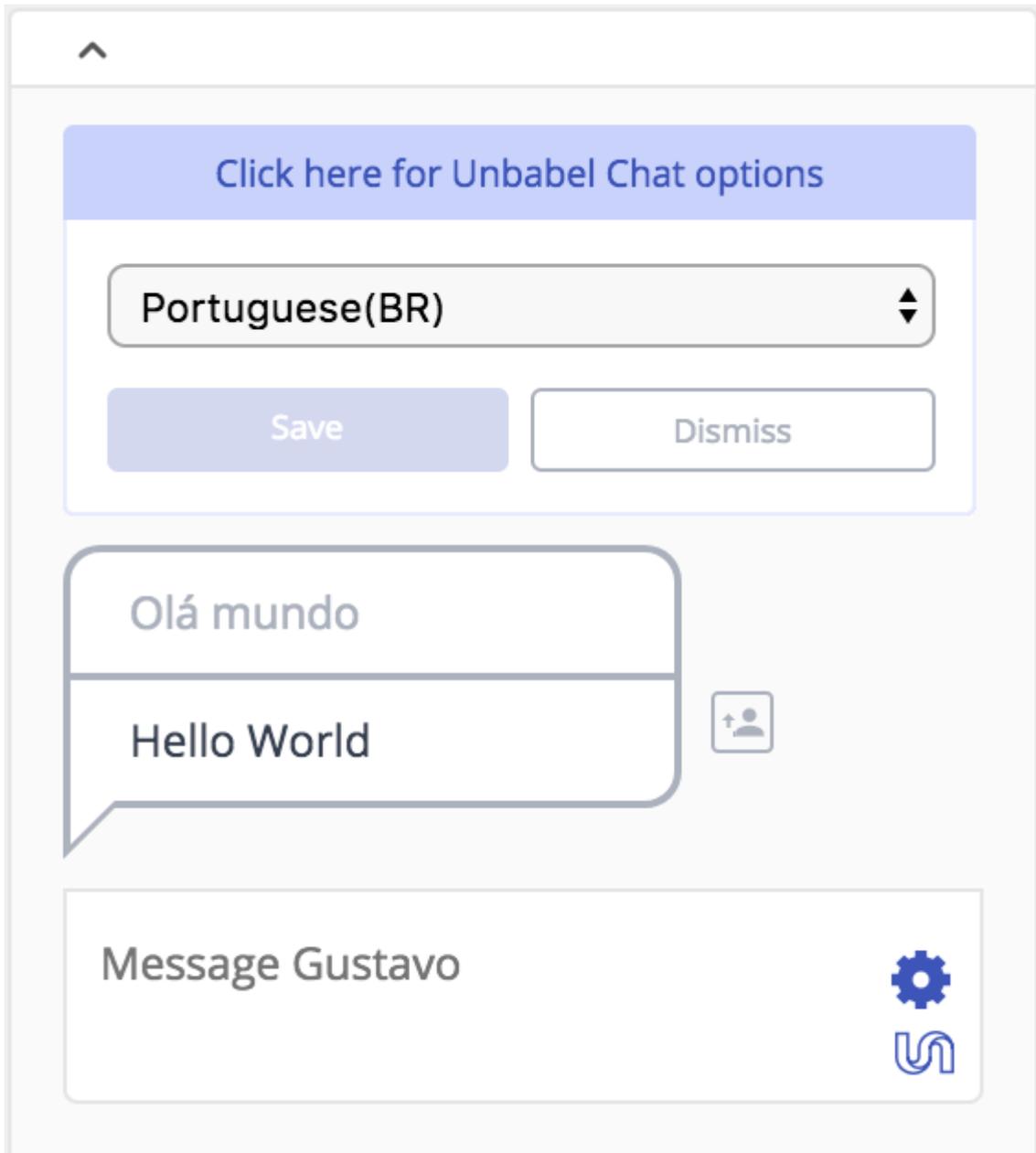
10 - Click "save settings"

11 - Here you go, you can now start using Unbabel for Zendesk Chat

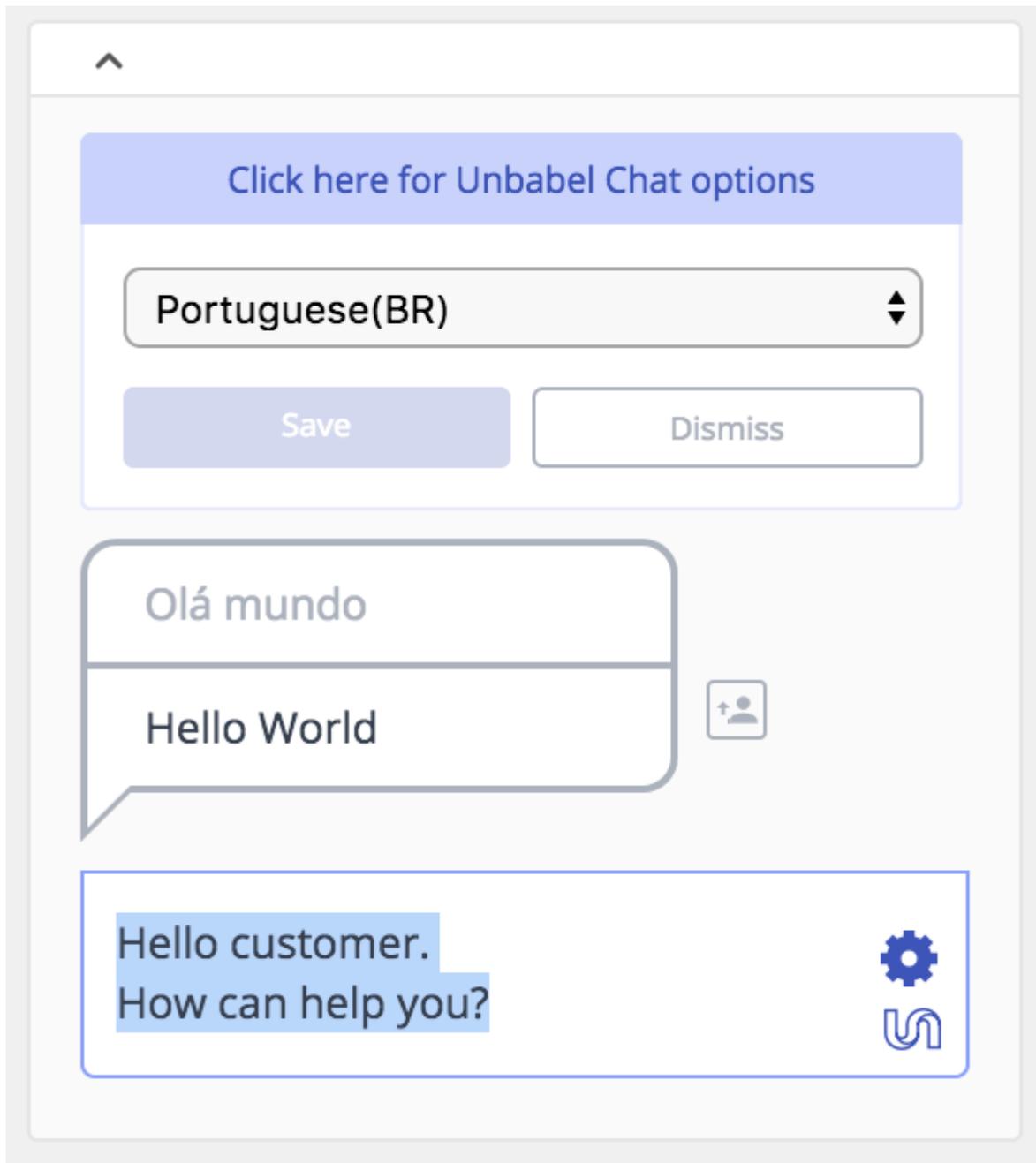
12 - Access to visitor widget and start a chat as a Visitor



13 - Pick up that chat on Zendesk Chat Instance and see on side bar that the inbound appears and is translated.



14 - Write an outbound reply using the Agent language



15 - Check if the outbound message (source and target) shows in the applet history.



[Click here for Unbabel Chat options](#)

Olá mundo

Hello World



Olá cliente Como você pode ajudar?

Hello customer. How can help you?

Message Gustavo



16 - If the chat is closed, we won't translate it anymore.



This Chat is closed,
we can't translate it anymore