



[User Guide] Customer Service Connector by TikTok Shop

 Customer Service Connector is provided by TikTok Shop, with no additional cost for current Zendesk Support subscribers.

Key Features

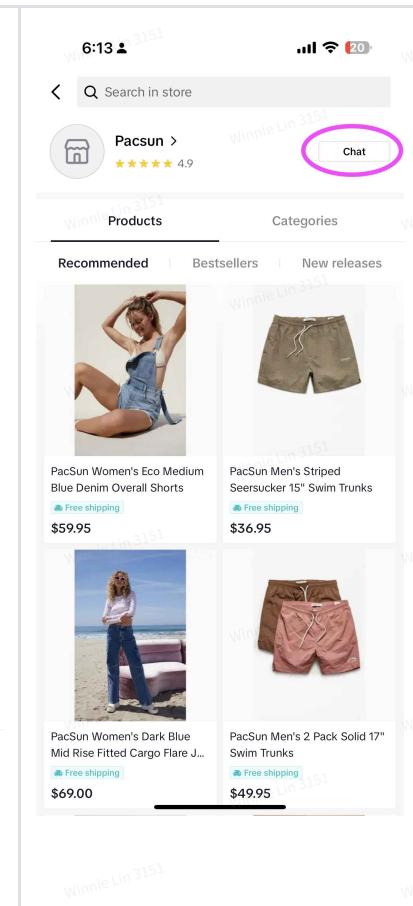
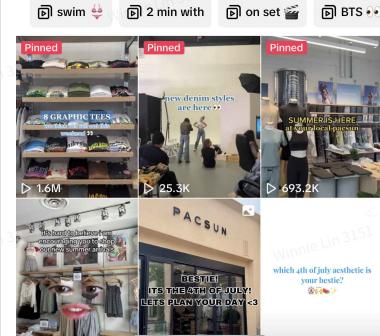
- Manage TikTok Shop customer inquiries on one platform, Zendesk.
 - By centralizing your customer support efforts on Zendesk, you can maintain better control over communication, and provide a consistent experience for your customers.
- Search and view TikTok Shop order information
 - Order details include order status, item(s) purchased, shipping address, tracking ID
 - You can search for order by TikTok Shop Order ID
- View order returns, refunds, and cancelations
 - Return details include return status, item(s) returned, and return/refund reason

Requirement

This connector app is available to TikTok Shop sellers in the US only.

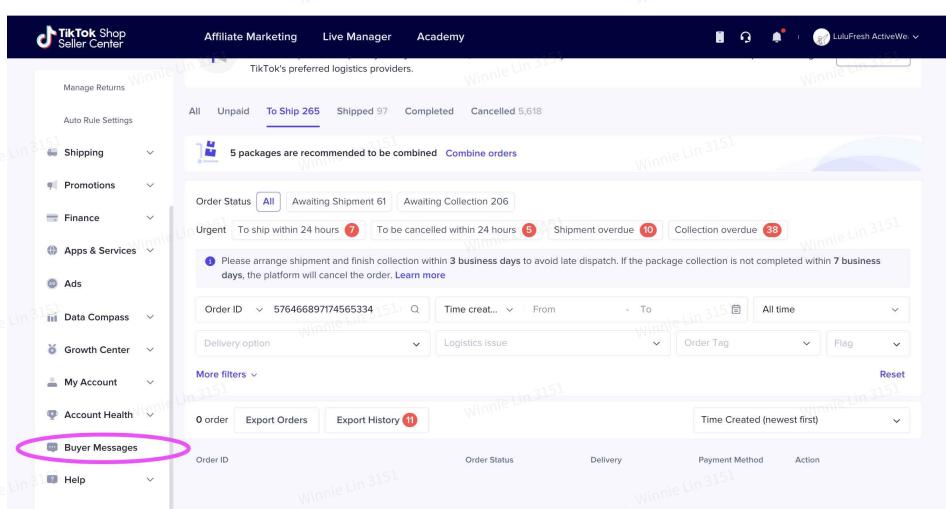
Customer Service Experience on TikTok Shop

Buyer Side

✓ TikTok Shop Entrance		✗ TikTok Entrance
		
<p>TikTok Shop Entrance</p> <p>6:12 20%</p> <p></p> <p>\$59.95 Coupon Get \$11.99 off ></p> <p>PacSun Women's Eco Medium Blue Denim Overall Shorts</p> <p>Color: MEDIUM INDIGO</p> <p> Shop Chat Add to cart Buy now</p>	<p>6:13 20%</p> <p> Search in store</p> <p> PacSun > </p> <p>Products Categories</p> <p>Recommended Bestsellers New releases</p> <p> PacSun Women's Eco Medium Blue Denim Overall Shorts  \$59.95</p> <p> PacSun Men's Striped Seersucker 15" Swim Trunks  \$36.95</p> <p> PacSun Women's Dark Blue Mid Rise Fitted Cargo Flare J...  \$69.00</p> <p> PacSun Men's 2 Pack Solid 17" Swim Trunks  \$49.95</p>	<p>✗ TikTok Entrance</p> <p>6:13 20%</p> <p> pacsun</p> <p>@pacsun</p> <p>62 Following 2.0M Followers 33.1M Likes</p> <p>Follow ▼</p> <p>curated in los angeles tag us for a chance to be featured! #pacsun https://likeshop.me/t/pacsun</p> <p>Q&A</p> <p></p>

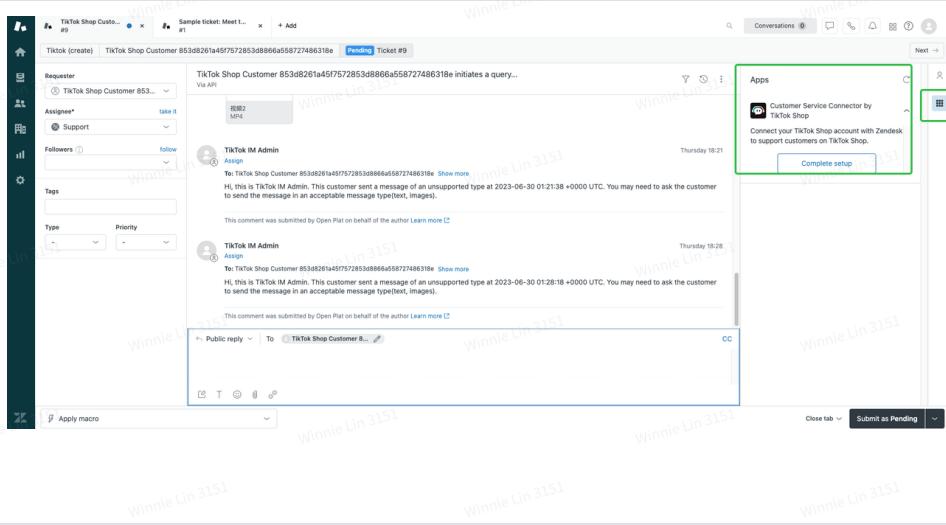
Seller Side

Seller Center



The screenshot shows the TikTok Shop Seller Center interface. The 'Buyer Messages' tab is highlighted with a pink circle. The main dashboard displays various metrics and order status filters. Below the dashboard, a chat window is open with a customer named 'commerceus'. The chat shows a message from the customer and a response from 'Bonnmnk'. To the right of the chat, there is a 'Customer information' panel showing order details, including two cancelled orders for 'STanton Test Product' and 'Total \$0.01'. The interface is clean with a light blue and white color scheme.

Zendesk



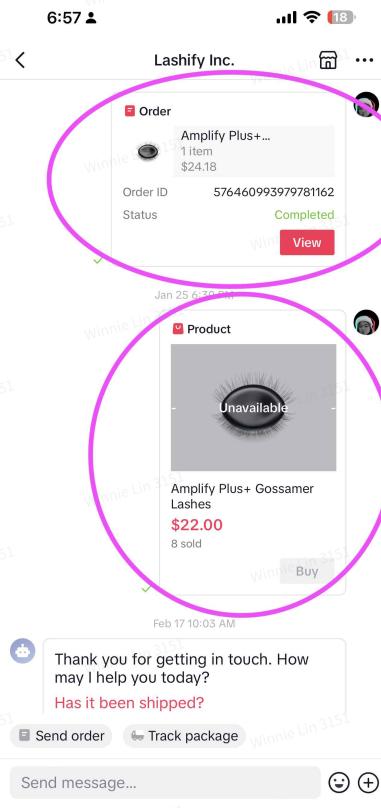
The screenshot shows a Zendesk ticket interface. A ticket from 'TikTok Shop Customer' is open. The ticket details show the customer's message: 'Hi, this is TikTok IM Admin. This customer sent a message of an unsupported type at 2023-06-30 01:21:38 +0000 UTC. You may need to ask the customer to send the message in an acceptable message type(text, images).'. The ticket status is 'Pending'. A green box highlights the 'Apps' section on the right, which contains a 'Customer Service Connector by TikTok Shop' card with the text 'Connect your TikTok Shop account with Zendesk to support customers on TikTok Shop.' and a 'Complete setup' button.

Things to know before using the app

1. The connector manages buyer messages from TikTok Shop, not your TikTok marketing account that is linked to your TikTok Shop account. If someone directly messages your marketing account, the messages will not be displayed on Seller Center Buyer Messages tab and Zendesk.

2. The buyer identity is encrypted on Zendesk. TikTok values and protects the privacy of our users. We limit the sharing of personal identifiable information to third parties (Zendesk in this case). You can verify the buyer identity, if needed, by verifying information in their order.
3. Only text and image messages are supported.

Message limitations	Description
Text	No more than 2000 characters
Hyperlinks	Shown as text
Image size	No more than 15 MB
Video	Not supported
Product and order cards	Not supported

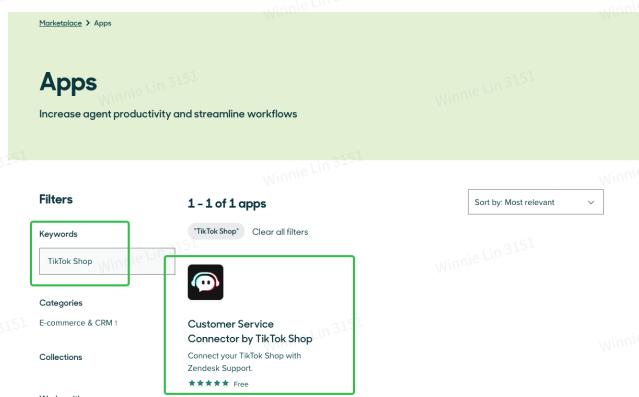
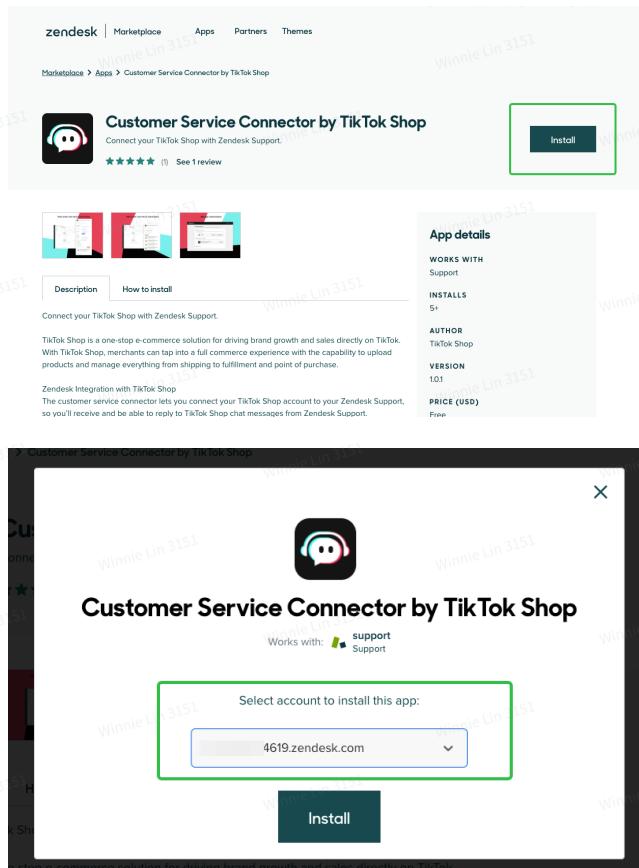
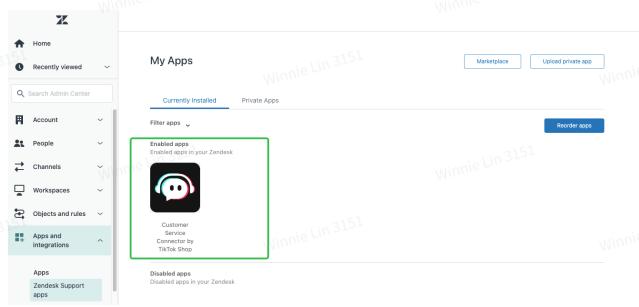


4. After installing the app, you will receive buyer messages on Seller Center and Zendesk simultaneously. We recommend using only one channel to avoid confusion in replies.

Connect your TikTok Shop with Zendesk Support account

To connect your TikTok Shop with your Zendesk Support account, you will need to authorize the connector to receive and send data from your TikTok Shop and your Zendesk Support account.

Install Customer Service Connector by TikTok Shop on Zendesk

Step	Demo
<p>1. Go to Zendesk Marketplace, search for 'Customer Service Connector by TikTok Shop'.</p>	
<p>2. Click 'Install' button, select a Zendesk account to install this app.</p>	
<p>3. Complete the installation.</p>	

4. To verify that your installation was successful, go to **Admin Center** -> **Apps and integrations** -> **Zendesk Support apps** and check if the connector is listed under "Currently Installed"

Connect TikTok Shop account with Zendesk

Now that you have installed the connector on your Zendesk Support account, the next step is to install the app on your TikTok Shop account.

Step	Demo
1. Open any ticket on your Zendesk Support account.	

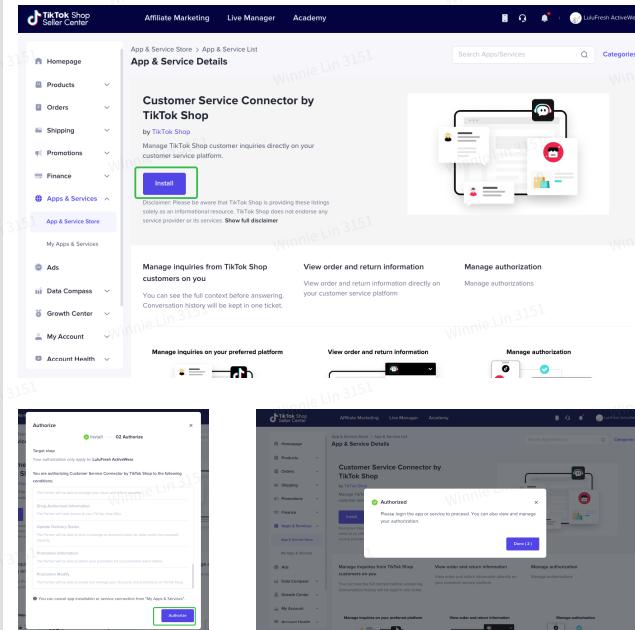
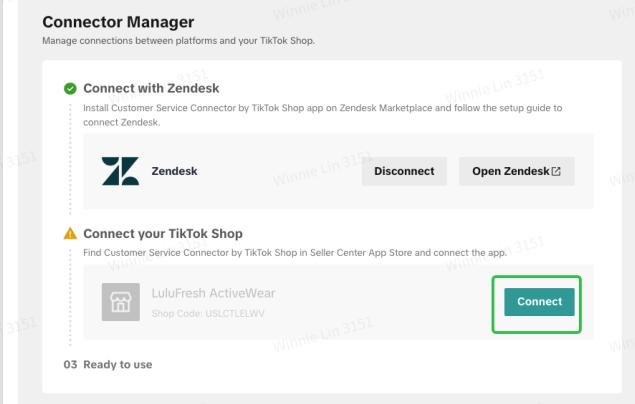
2. After you open the ticket, you will see 'App' on the right side of the page. Under "App" you should see the Customer Service Connector. Click 'Complete setup' to connect your TikTok Shop account.

3. You will be taken to the TikTok Shop Connector Manager to continue the setup on your TikTok Shop account. Follow the instructions on the connector manager to log in to your Seller Center account.	<p>01 Log into your owner account on Seller Center Log in Seller Center</p> <p>02 Connect with platform Authorise TikTok Connector to access platform data.</p> <p>03 Connect your TikTok Shop Authorise TikTok Connector to access your TikTok Shop data.</p> <p>04 Ready to use</p>
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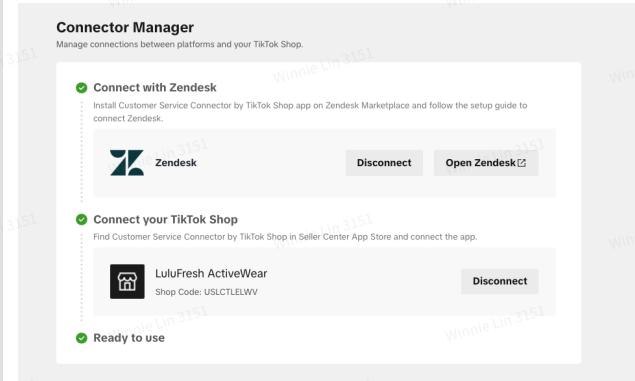
Note ☺

Only the **TikTok Shop owner account** can authorize the connector.

4. After logging in, you will see that the connector is already connected to Zendesk. The next step is to connect your TikTok Shop with the connector. Click **Connect**, and you will be taken to the Customer Service Connector app page on TikTok Shop App Store. Click **Install** to finish the connection.



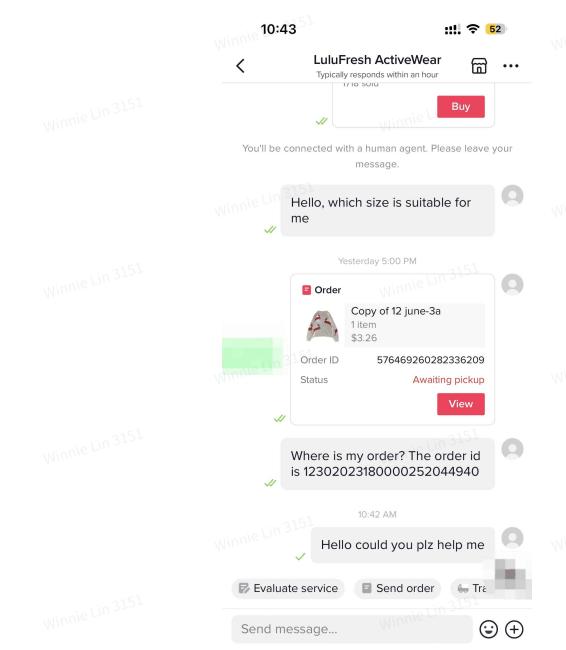
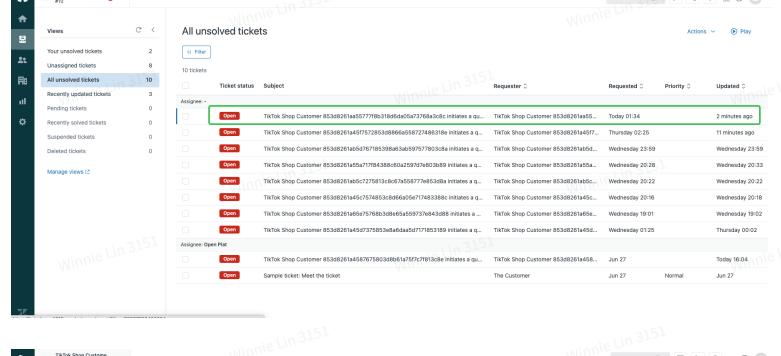
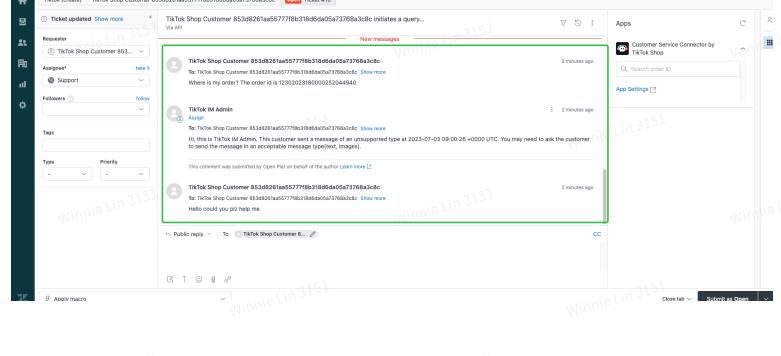
5. The setup is complete. You can manage the connections on the connector manager anytime.



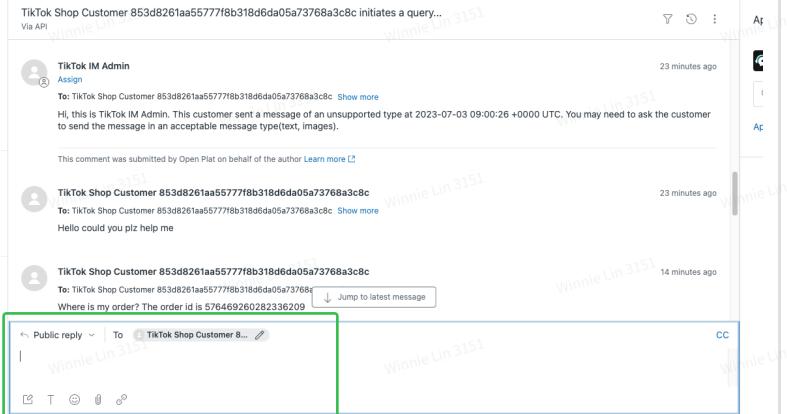
Now, you have completed the setup and you can use Zendesk to receive and reply to all buyer messages directly.

Use Zendesk to manage buyer messages

Your setup is complete. Messages from your TikTok Shop buyers will be forwarded to Zendesk and a ticket will be created. This eliminates the need to log in to Seller Center to manage buyer messages, and allows customer service agents to reply to messages directly on Zendesk.

Step	Demo
1. A buyer sends a message to you on TikTok Shop.	 
2. The buyer's message(s) are forwarded to Zendesk and a ticket is created on Zendesk.	 
Note  <p>1) Currently, the connector only supports sending and receiving text, emoji, and image messages from buyers. Order cards, product cards, video and emojis are not supported.</p> <p>To ensure messages are not missed, please ask your buyer to send you messages in text or image format.</p> <p>2) The buyer identity is not disclosed. TikTok values and protects the privacy of our users. We limit the sharing of personal identifiable information to third parties (Zendesk in this case). You can verify the buyer identity, if needed, by verifying information in their order.</p>	
3. Simply reply to the buyer's message on the Zendesk ticket directly. You can close the ticket, and when the buyer responds, the same ticket will reopen.	

- **Character limit:** No more than 2000 characters in one message.
- **Message Type:** Reply in text or images (max file size: 15MB). Message in other formats, such as videos, hyperlinks, files, etc. is not supported.



TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c initiates a query...
Via API

TikTok IM Admin
Assign

To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Hi, this is TikTok IM Admin. This customer sent a message of an unsupported type at 2023-07-03 09:00:26 +0000 UTC. You may need to ask the customer to send the message in an acceptable message type(text, images).

This comment was submitted by Open Plat on behalf of the author [Learn more](#)

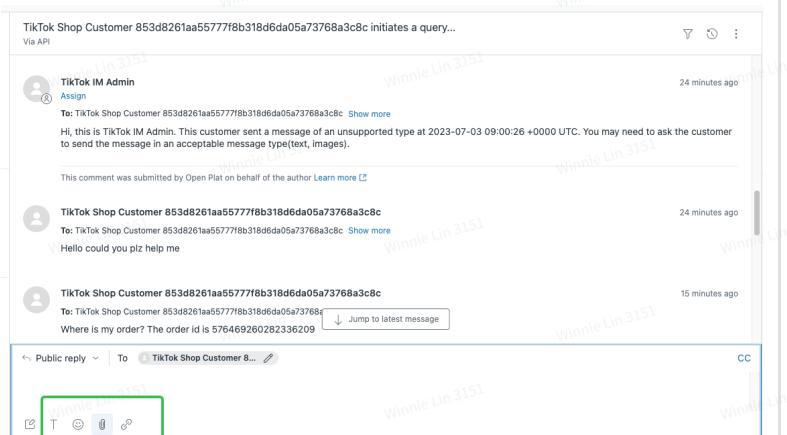
TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c
To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Hello could you plz help me

TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c
To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Where is my order? The order id is 576469260282336209

[Jump to latest message](#)

Public reply To **TikTok Shop Customer 8...** CC

T    



TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c initiates a query...
Via API

TikTok IM Admin
Assign

To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Hi, this is TikTok IM Admin. This customer sent a message of an unsupported type at 2023-07-03 09:00:26 +0000 UTC. You may need to ask the customer to send the message in an acceptable message type(text, images).

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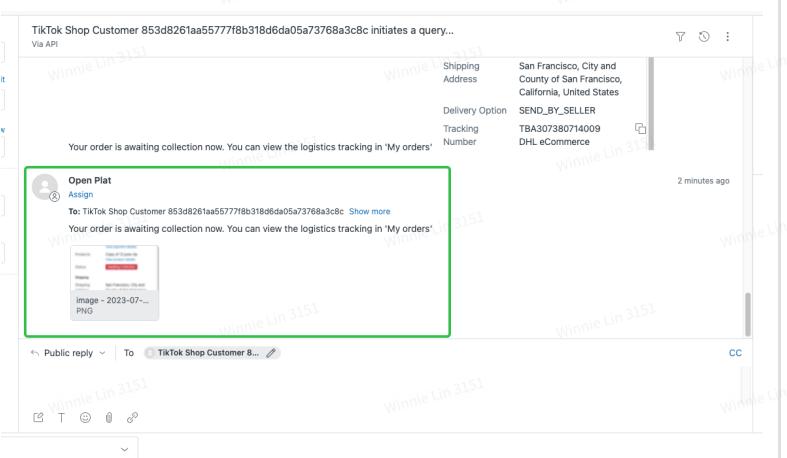
TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c
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Where is my order? The order id is 576469260282336209

[Jump to latest message](#)

Public reply To **TikTok Shop Customer 8...** CC

T    



TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c initiates a query...
Via API

TikTok IM Admin
Assign

To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Your order is awaiting collection now. You can view the logistics tracking in 'My orders'

Open Plat
Assign

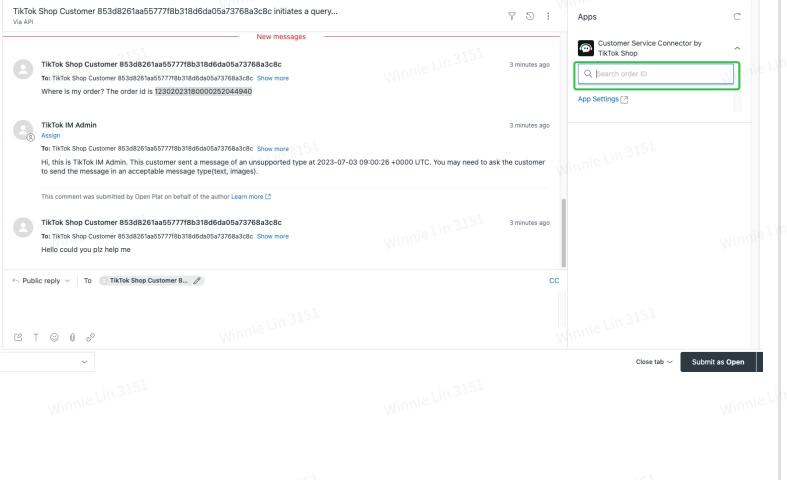
To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Your order is awaiting collection now. You can view the logistics tracking in 'My orders'



Public reply To **TikTok Shop Customer 8...** CC

T    

4. If the buyer is inquiring about an order, you can search for the order details by TikTok Shop Order ID on the Apps page, and verify their identity using information (ex: shipping address) on the order details.



TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c initiates a query...
Via API

New messages

TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c
To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Where is my order? The order id is 12392023180000252044940

TikTok IM Admin
Assign

To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Hi, this is TikTok IM Admin. This customer sent a message of an unsupported type at 2023-07-03 09:00:26 +0000 UTC. You may need to ask the customer to send the message in an acceptable message type(text, images).

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To: TikTok Shop Customer 853d8261aa55777f8b318d6da05a73768a3c8c [Show more](#)
Hello could you plz help me

Public reply To **TikTok Shop Customer 8...** CC

T    

Close tab [Submit as Open](#)

TikTok Shop Customer 853d8261aa55777fb318d6da05a73768a3c8c initiates a query...
Via API

TikTok IM Admin
Assign
To: TikTok Shop Customer 853d8261aa55777fb318d6da05a73768a3c8c Show more
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TikTok Shop Customer 853d8261aa55777fb318d6da05a73768a3c8c
To: TikTok IM Admin Show more
Hello could you plz help me

TikTok Shop Customer 853d8261aa55777fb318d6da05a73768a3c8c
To: TikTok Shop Customer 853d8261aa55777fb318d6da05a73768a3c8c Show more
Where is my order? The order id is 576469260282336209

Public reply To: TikTok Shop Customer 853d8261aa55777fb318d6da05a73768a3c8c

CC: [Customer Service Connector by TikTok Shop](#) [#576469260282336209](#)

Order Overview
Order ID: 576469260282336209
June 29, 2023 4:06 PM GMT+8
Total Amount: \$3.26
View payment details
Products: Copy of 12 June-3a
View product details
Status: **Awaiting Collection**

Shipping
Shipping Address: San Francisco, City and County of San Francisco, California, United States
Delivery Option: SEND_BY_SELLER
Tracking Number: TBA307380714009
DHL eCommerce

Cancellation: No Information
Return and Refund: No Information

Close tab [Submit as Open](#)

5. The buyer will receive your response on their TikTok account and reply to you if the buyer has additional comment or questions.

14:13 4G Wi-Fi 60%

Lulu Fresh Active Wear Typically responds within an hour

Your order is awaiting collection now. You can view the logistics tracking in 'My orders'

Order Overview
Order ID: 576469260282336209
June 29, 2023 4:06 PM GMT+8
Total Amount: \$3.26
View payment details
Products: Copy of 12 June-3a
View product details
Status: **Awaiting Collection**

Shipping
Shipping Address: San Francisco, City and County of San Francisco, California, United States
Delivery Option: SEND_BY_SELLER
Tracking Number: TBA307380714009
DHL eCommerce

Send order Track package Request refu

Send message... Smiley face Plus sign

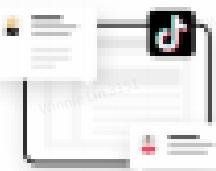
FAQ



Customer Service Connector



Manage inquiries on your preferred platform



View order and return information



Manage authorizations



What is Customer Service Connector and How It Works?

 CSC_ZenDesk_V4_2pgs.pdf