



# [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, items(s) purchased, shipping address, tracking ID
  - You can search for order by TikTok Shop Order ID
- View order returns, refunds, and cancellations
  - 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

<div><div>✓</div><div>TikTok Shop Entrance</div></div>	<div><div>6:12</div><div><div>&lt;</div><div></div><div><div><div>\$59.95</div><div>Coupon Get \$11.99 off &gt;</div><div>PacSun Women's Eco Medium Blue Denim Overall Shorts</div><div>Free returns</div></div><div><div>Color: MEDIUM INDIGO</div><div><div></div><div><div>Shop</div><div>Chat</div><div>Add to cart</div><div>Buy now</div></div></div></div></div></div></div>	<div><div>6:13</div><div><div>&lt;</div><div>Search in store</div><div><div>Pacsun &gt;</div><div>4.9</div><div>Chat</div></div><div><div>Products</div><div>Categories</div></div><div><div>Recommended</div><div>Bestsellers</div><div>New releases</div></div><div><div></div><div>PacSun Women's Eco Medium Blue Denim Overall Shorts</div><div>Free shipping</div><div>\$59.95</div></div><div><div></div><div>PacSun Men's Striped Seersucker 15" Swim Trunks</div><div>Free shipping</div><div>\$36.95</div></div><div><div></div><div>PacSun Women's Dark Blue Mid Rise Fitted Cargo Flare J...</div><div>Free shipping</div><div>\$69.00</div></div><div><div></div><div>PacSun Men's 2 Pack Solid 17" Swim Trunks</div><div>Free shipping</div><div>\$49.95</div></div></div></div>
<div><div>✗</div><div>TikTok Entrance</div></div>	<div><div>6:13</div><div><div>&lt;</div><div><div>pacsun</div><div></div><div>@pacsun</div><div>62 Following 2.0M Followers 33.1M Likes</div><div>Follow</div><div>curated in los angeles tag us for a chance to be featured! #pacsun</div><div>https://likeshop.me/t/pacsun</div><div>Q&amp;A</div></div><div><div>swim</div><div>2 min with</div><div>on set</div><div>BTS</div></div><div><div><div><div>Pinned</div><div></div><div>1.6M</div></div><div><div>Pinned</div><div></div><div>25.3K</div></div><div><div>Pinned</div><div></div><div>493.2K</div></div><div><div></div><div></div><div></div></div></div></div></div></div>	

# Seller Side

Seller Center

Manage Returns

Auto Rule Settings

Shipping

Promotions

Finance

Apps & Services

Ads

Data Compass

Growth Center

My Account

Account Health

**Buyer Messages**

Help

TikTok Shop Seller Center

Affiliate Marketing

Live Manager

Academy

TikTok's preferred logistics providers.

All Unpaid To Ship 265 Shipped 97 Completed Cancelled 5,618

5 packages are recommended to be combined [Combine orders](#)

Order Status **All** Awaiting Shipment 61 Awaiting Collection 206

Urgent To ship within 24 hours 7 To be cancelled within 24 hours 5 Shipment overdue 10 Collection overdue 38

Please arrange shipment and finish collection within 3 business days to avoid late dispatch. If the package collection is not completed within 7 business days, the platform will cancel the order. [Learn more](#)

Order ID 57646689774565334 Time created... From To All time

Delivery option Logistics issue Order Tag Flag

More filters Export Orders Export History 11 Time Created (newest first)

Order ID Order Status Delivery Payment Method Action

testcoccococ49...

24h response rate 92.3% Satisfaction rate 0 Sessions today 0

Inbox

Open(4)

Unread(0)

Unreplied(2)

Due soon(2)

Starred

Closed

Unassigned(0)

Service analytics

Setting

Search customer name...

Sort

commerceus

History messages

Friday, 12:50 AM

Product

Fifth New Certification

\$0.01

881 sold

The user is viewing the product

Bonnnik

Sunday, 11:18 PM

The chat has been assigned to testcoccococ49test

Type your message here

Press Shift + Enter to start a new line

0/2000

Send

Customer information

Search or create tags

Orders (246)

Products

All

Search order ID

Cancelled

576469388687545093

07/04/2023 01:12:06

Show less

Stanton Test Product 12222333

\$0.00

x4

Total

\$0.01

CCDC

Add note

View details

Send

Cancelled

576469388655104773

07/04/2023 01:11:03

Zendesk

TikTok Shop Customer 853...

Sample ticket: Meet L...

Ticket (create)

TikTok Shop Customer 853d8261a45f7572853d886a558727486318e

Pending ticket #9

Requester

TikTok Shop Customer 853...

Assignee\*

Support

Followers

Tags

Type

Priority

TikTok IM Admin

Assign

To: TikTok Shop Customer 853d8261a45f7572853d886a558727486318e

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).

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

TikTok IM Admin

Assign

To: TikTok Shop Customer 853d8261a45f7572853d886a558727486318e

Hi, this is TikTok IM Admin. This customer sent a message of an unsupported type at 2023-06-30 01:28:18 +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](#)

Public reply

To: TikTok Shop Customer 853...

CC

Apply macro

Close tab

Submit as Pending

Apps

Customer Service Connector by TikTok Shop

Connect your TikTok Shop account with Zendesk to support customers on TikTok Shop.

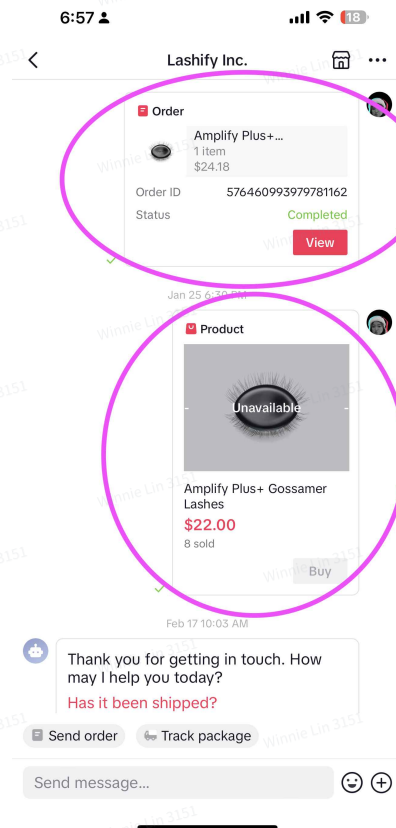
Complete setup

## 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

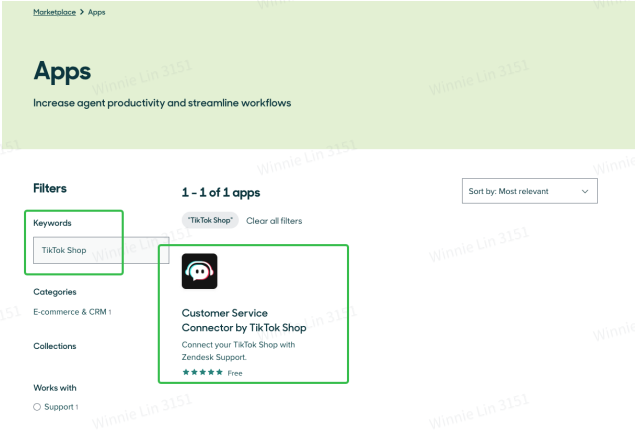
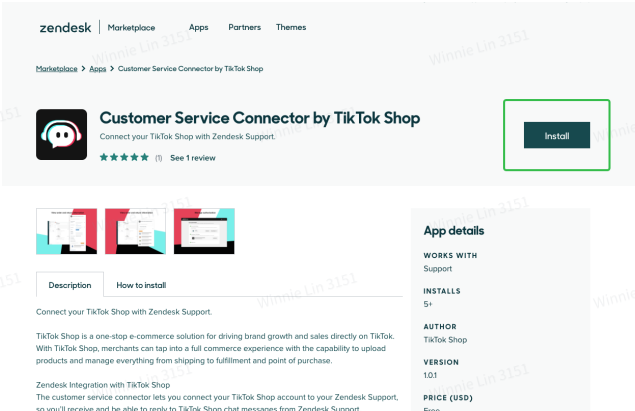
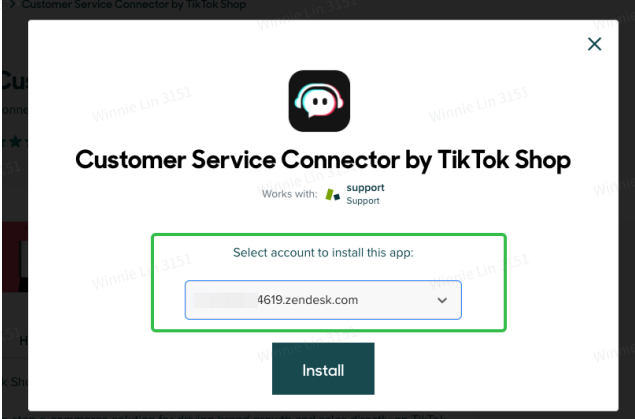
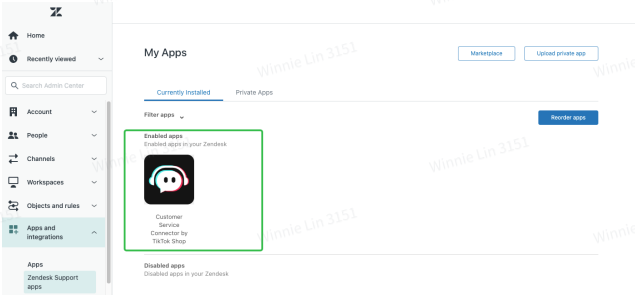


4. After installing the app, you will receive buyer messages on Seller Center and Zendesk simultaneously. We recommend using only one channel to avoid confusion in replies.

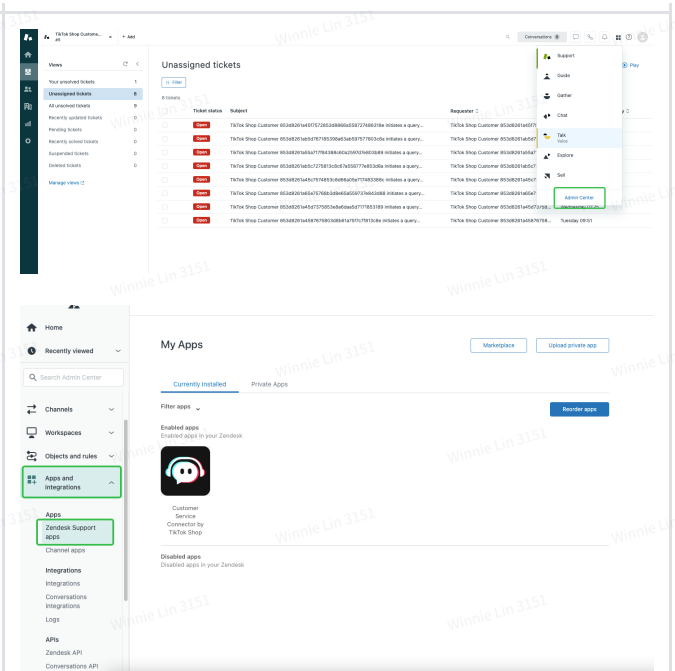
## Connect your TikTok Shop with Zendesk Support account

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

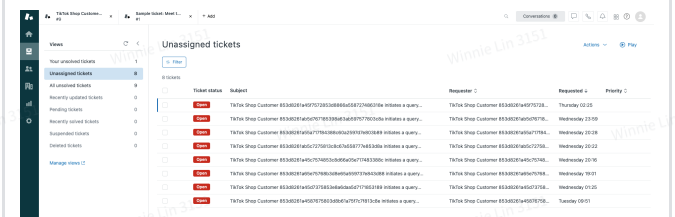
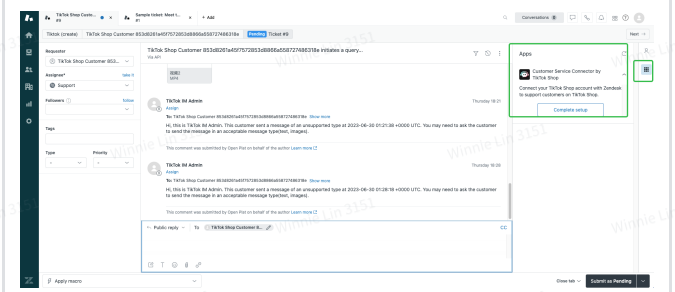
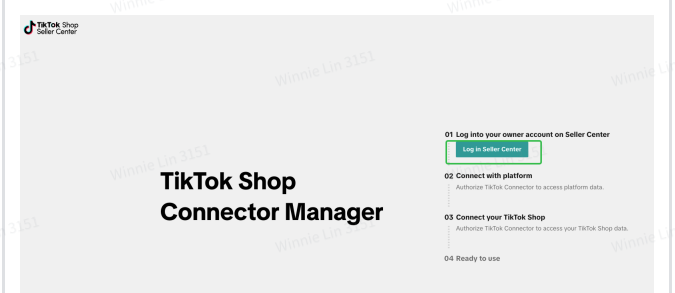
Step	Demo
1. Go to <b>Zendesk Marketplace</b> , search for 'Customer Service Connector by TikTok Shop'.	 <p>The screenshot shows the Zendesk Marketplace search results for the app 'Customer Service Connector by TikTok Shop'. The app is listed as '1 - 1 of 1 apps'. It has a 5-star rating and is free. The app description states: 'Connect your TikTok Shop with Zendesk Support.' The app is categorized under 'E-commerce &amp; CRM'.</p>
2. Click 'Install' button, select a Zendesk account to install this app.	 <p>The screenshot shows the app details page for 'Customer Service Connector by TikTok Shop'. The app is described as a one-stop e-commerce solution for driving brand growth and sales directly on TikTok. It allows merchants to tap into a full commerce experience with the capability to upload products and manage everything from shipping to fulfillment and point of purchase. The app is free and has a 5-star rating. The 'Install' button is highlighted.</p>
3. Complete the installation.	 <p>The screenshot shows the app installation screen for 'Customer Service Connector by TikTok Shop'. It prompts the user to 'Select account to install this app:' and shows a dropdown menu with the account '4619.zendesk.com' selected. The 'Install' button is highlighted.</p>
	 <p>The screenshot shows the Zendesk Admin Center interface. The 'My Apps' section is active, showing a list of installed apps. The 'Customer Service Connector by TikTok Shop' app is listed as 'Enabled apps' and is highlighted.</p>

- 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"

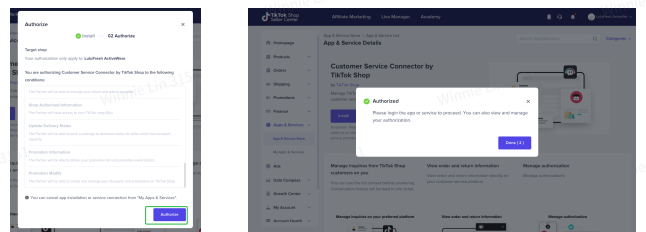
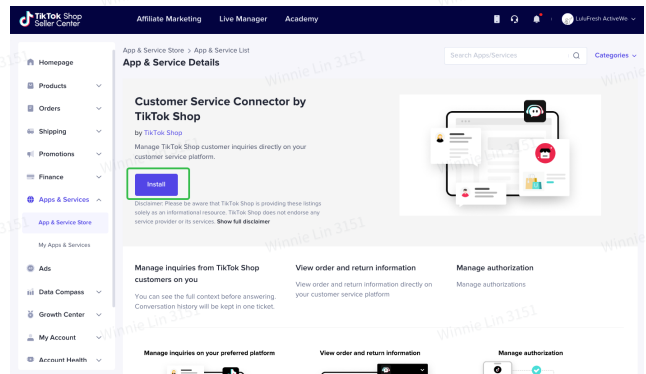
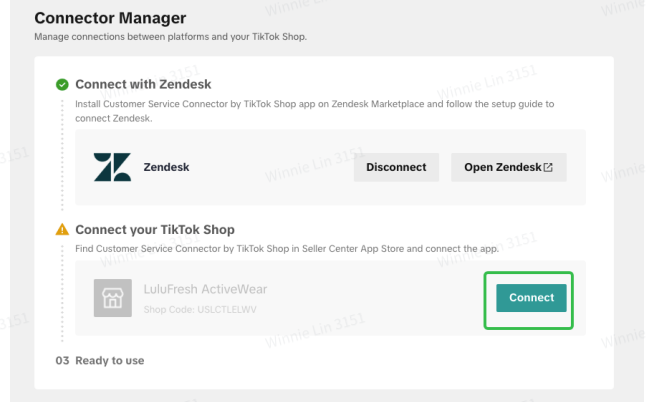


## Connect TikTok Shop account with Zendesk

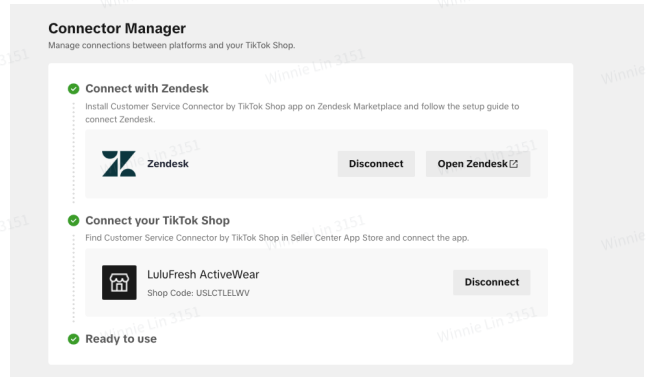
Now that you have installed the connector on your Zendesk Support account, the next step is to install the app on your TikTok Shop account.

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.	
<b>Note</b> ⚠️	
Only the <b>TikTok Shop owner account</b> can authorize the connector.	

- 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.



- 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

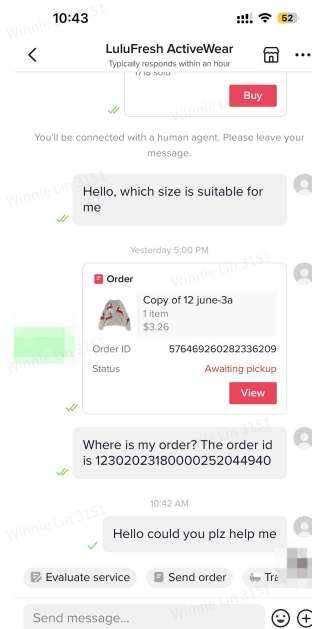
Your setup is complete. Messages from your TikTok Shop buyers will be forwarded to Zendesk and a ticket will be created. This eliminates the need to log in to Seller Center to manage buyer messages, and allows customer service agents to reply to messages directly on Zendesk.



## Step

1. A buyer sends a message to you on TikTok Shop.

## Demo



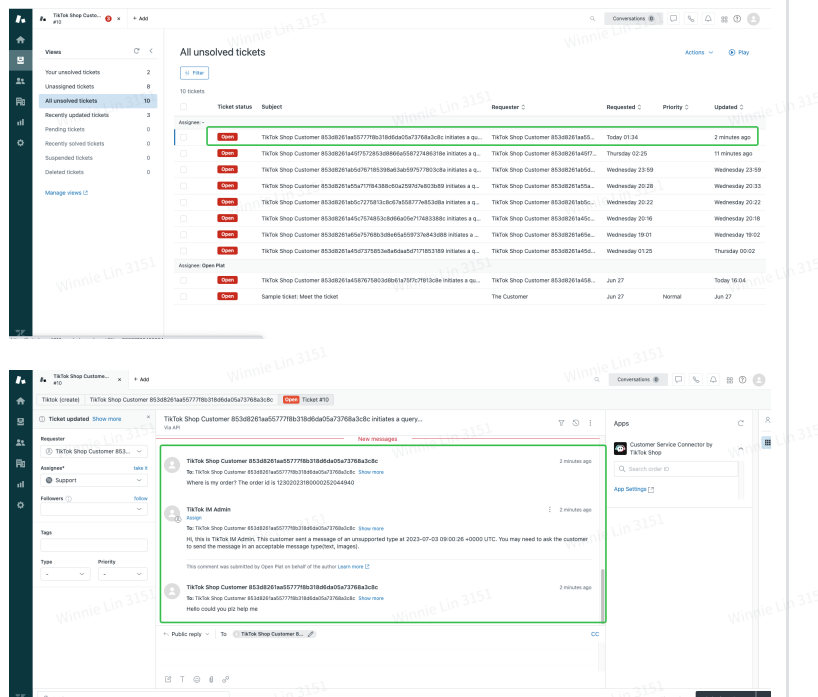
2. The buyer's message(s) are forwarded to Zendesk and a ticket is created on Zendesk.

### Note ⚠

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.

**To ensure messages are not missed, please ask your buyer to send you messages in text or image format.**

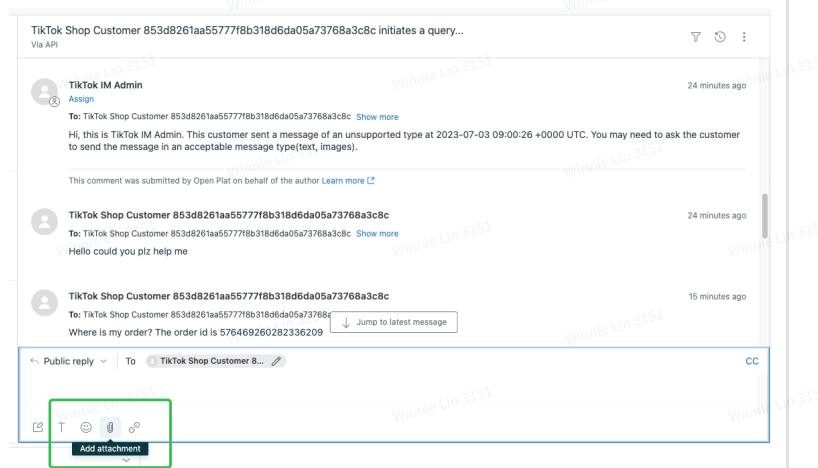
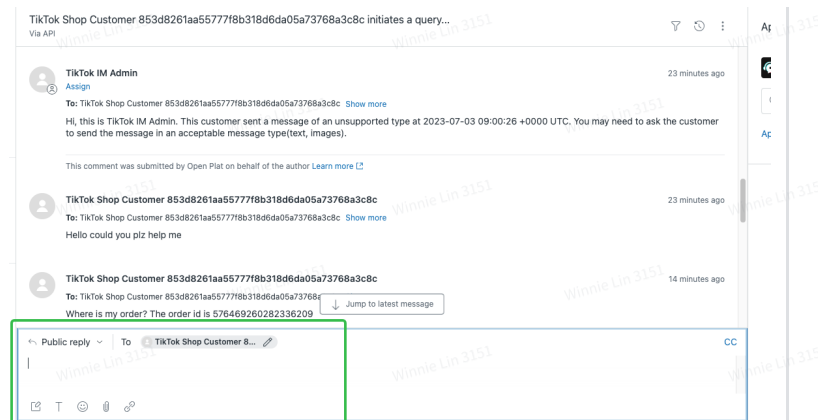
2) The buyer identity is not disclosed. TikTok values and protects the privacy of our users. We limit the sharing of personal identifiable information to third parties (Zendesk in this case). You can verify the buyer identity, if needed, by verifying information in their order.



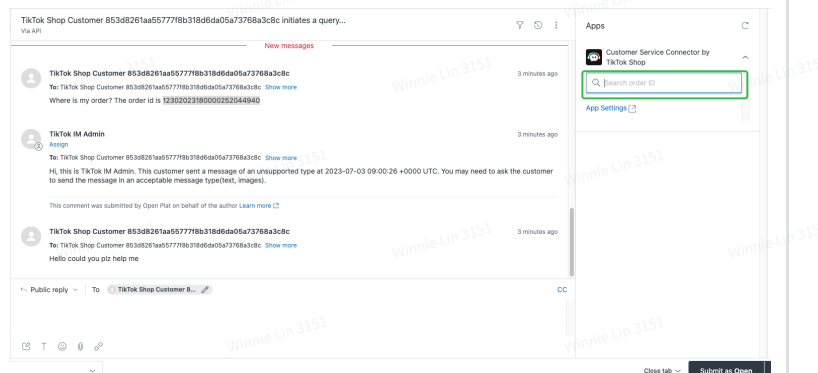
3. Simply reply to the buyer's message on the Zendesk ticket directly. You can close the ticket, and when the buyer responds, the same ticket will reopen.

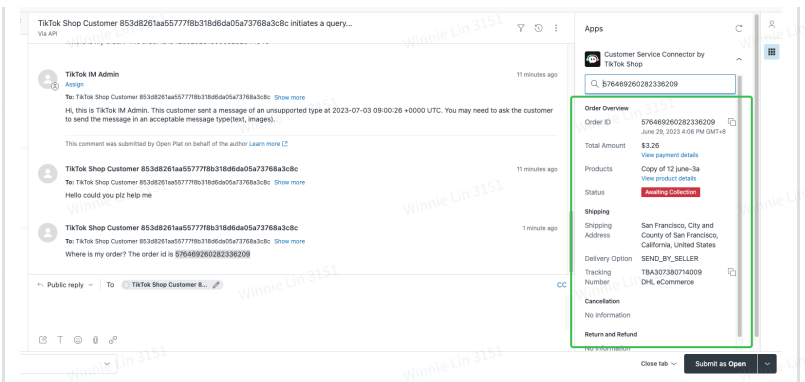


- **Character limit:** No more than 2000 characters in one message.
- **Message Type:** Reply in text or images (max file size: 15MB). Message in other formats, such as videos, hyperlinks, files, etc. is not supported.

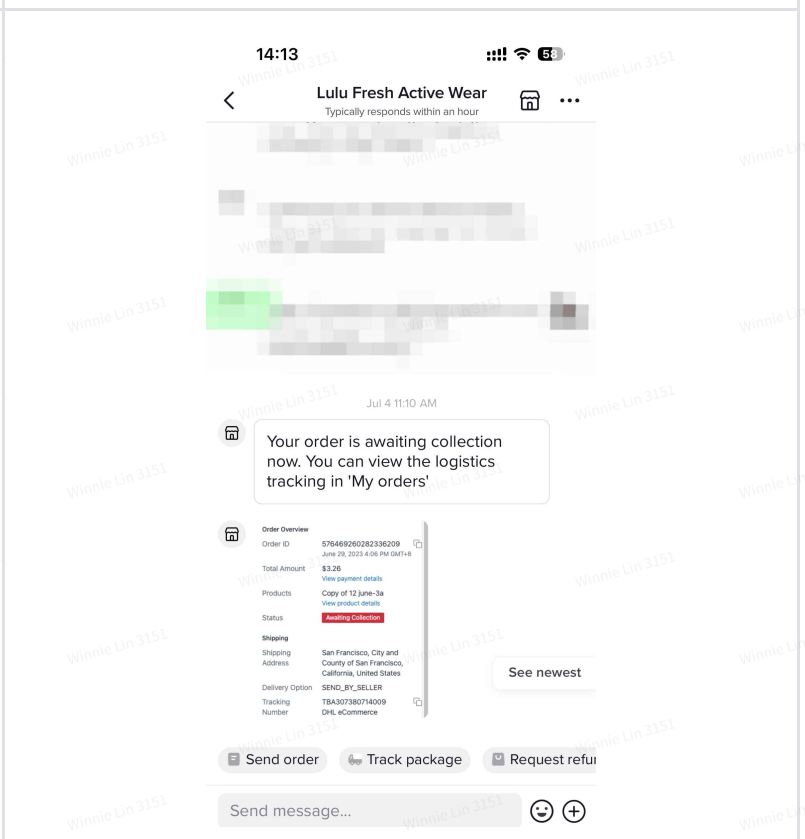


4. If the buyer is inquiring about an order, you can search for the order details by TikTok Shop Order ID on the Apps page, and verify their identity using information (ex: shipping address) on the order details.





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



## FAQ

TikTok Shop

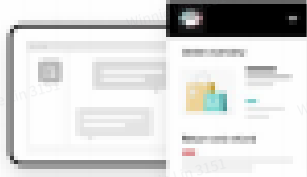
# Customer Service Connector



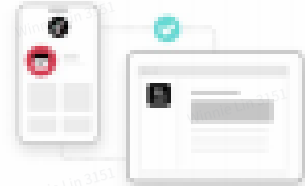
Manage inquiries on your preferred platform



View order and return information



Manage authorization



What is Customer Service Connector by TikTok Shop?

 CSC\_ZenDesk\_V4\_2pgs.pdf