

Desk.com Additional Services Packages



	Custom Email or Chat Form	Data Import	Custom API Script
Description	Customize the email or chat form on your Support Center with custom styling and new fields	Import data from other systems including Cases to give you historical views into your data	Develop a custom API script to export specific data or to bulk update data (eg. renaming macros, bulk editing articles, etc),
Estimated Timeline	1-2 weeks	2-4 weeks	Depends on Script
Price	Basic¹ - \$300 Advanced¹ - Starting at \$600	Cases² - Starting at \$2,500 Customers² - Starting at \$300 Companies² - Starting at \$300 Help Articles² - Starting at \$300	Starting at \$600³

¹ Basic customizations include styling and adding custom fields (up to 5 fields). Advanced updates include dependent dropdown lists (up to 2 dependent levels). Additional functionality may require an additional cost.

² Data must be provided in a supported format (XML for Cases, csv for Customers/Companies/Knowledgebase,) or accessible via API. If data is not in supported format, there may be additional costs. Speak with your Desk.com representative to learn more.

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Custom Contact Form

Examples of a Basic Custom Contact Form with Custom Fields

Send Us a Message *Required Fields

Your Name*

Your Email*

Topic*

Order Number (Optional)

Your Message*

File Attachment No file chosen

 send an email

hi, what's your name? (required)

email address (required)

country

reason for inquiry

product

lot code (if applicable)

hint: look for a 6-digit code ending with a letter, usually stamped on the back or bottom of the packaging in black ink.

subject (required)

what's your question? (required)

file attachment No file chosen

Examples of an Advanced Custom Contact Form with Dependent dropdowns

About you How can we help?

Your name

Your email address (Preferably the one used for Fitbit account)

In which country are you located?

Platform

Product

Issue

About you How can we help?

Your name

Your email address (Preferably the one used for Fitbit account)

In which country are you located?

Platform

Product

Issue

- Company and General Info
- Fitbit Connect
- Fitbit.com Website
- Hardware and Accessories
- Mobile
- Orders and Fulfillment

About you How can we help?

Your name

Your email address (Preferably the one used for Fitbit account)

In which country are you located?

Platform

Product

ISSUE

Company and General Info