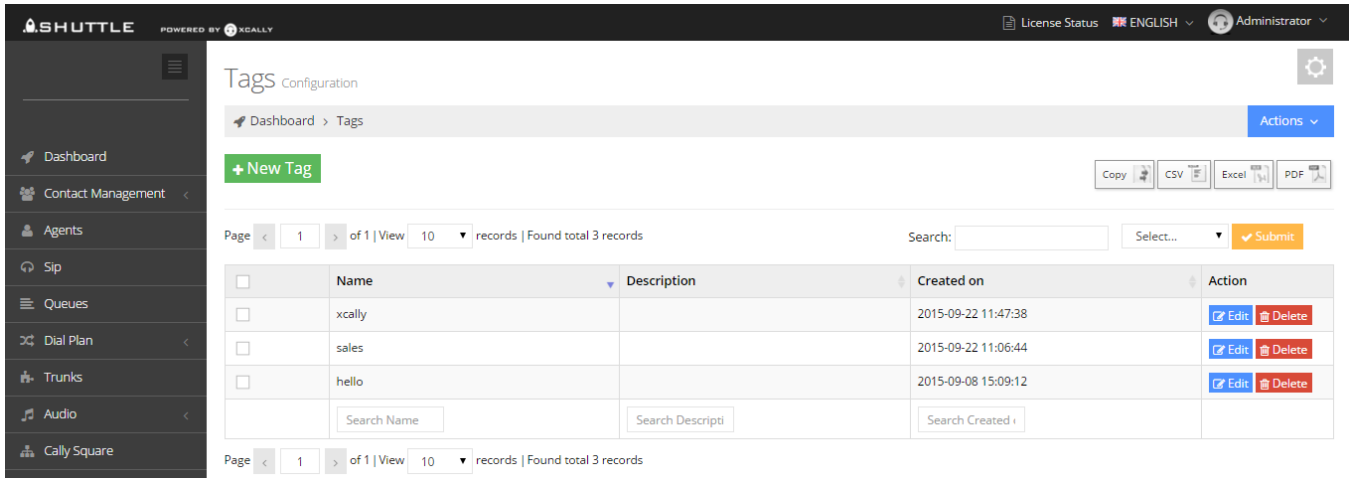


Tags

In this section you can manage Tags, that you can use in the Dialplan and Integration sections.

First of all, you can **create a Tag** clicking on the New Tag button. Simply type the Tag Name, its Description and click on Save Changes.

After that, you will see your new Tag into the Tag tab, where you can edit or delete it.



How to use Tags

- **Tags - Dialplan**

In the Dialplan -> Outbound section, when you edit a Route, you can specify one or more tags for it in the General Settings.



- **Tags - Zendesk Integration**

In the Integration -> Trigger section, when you set a Trigger for the Zendesk Integration, you can specify one or more tags that will be added to the Zendesk ticket created by the integration.

