

Steps		
1	Export list import_csv' as a CSV list (File > Download > CSV)	
2	Create dropdown field in your Zendesk (Admin > Ticket fields > Add field > Dropdown)	
3	Import CSV file exported on st. 1	
4	(Optional) Assign your own default category	
	Would like to automate tickets categorization? Check our Pythia Classifier	https://pythia.cc/products/classify

Macros examples			
	Macros Title	Form	Field
	Delivery::Starting delivery::Delivery is delayed die to COVID pandemic	Delivery	Delivery > Starting delivery
	Orders::Check availability::When the item comes back in stock	Orders	Delivery > Starting delivery

value	tag	default
Company::About us	company__about_us	FALSE
Company::Newsletter	company__newsletter	FALSE
Company::Careers	company__careers	FALSE
Company::Stores	company__stores	FALSE
Company::Wholesale	company__wholesale	FALSE
Company::Marketing	company__marketing	FALSE
Company::Support	company__support	FALSE
Products::Promotions	products__promotions	FALSE
Products::Explore products	products__explore_pr	FALSE
Products::Compare products	products__compare_p	FALSE
Products::Get samples	products__get_sample	FALSE
Products::Shipping options	products__shipping_o	FALSE
Products::Warranty options	products__warranty_c	FALSE
Products::Pricing	products__pricing	FALSE
Account::Create account	account__create_acc	FALSE
Account::Log in	account__log_in	FALSE
Account::Update profile	account__update_pro	FALSE
Account::Reset password	account__reset_pass	FALSE
Account::Delete account	account__delete_acc	FALSE
Orders::Check availability	orders__check_availa	FALSE
Orders::Place order	orders__place_order	FALSE
Orders::Apply discount	orders__apply_discou	FALSE
Orders::Change order	orders__change_orde	FALSE
Orders::Cancel order	orders__cancel_order	FALSE
Subscriptions::Purchase subscrip	subscriptions__purcha	FALSE
Subscriptions::View subscriptions	subscriptions__view_s	FALSE
Subscriptions::Change subscrip	subscriptions__chang	FALSE
Subscriptions::Cancel subscription	subscriptions__cancel	FALSE
Payments::Receive invoice	payments__receive_in	FALSE
Payments::Make payment	payments__make_pay	FALSE
Payments::Receive receipt	payments__receive_re	FALSE
Payments::Additional fees	payments__addiitonal	FALSE
Delivery::Starting delivery	delivery__starting_del	FALSE
Delivery::Track status	delivery__track_status	FALSE
Delivery::Change date	delivery__change_dat	FALSE
Delivery::Change address	delivery__change_ad	FALSE
Delivery::Pick up parcel	delivery__pick_up_pa	FALSE
Delivery::Decline delivery	delivery__decline_del	FALSE
Usage::Unpack item	usage__unpack_item	FALSE
Usage::Learn instructions	usage__learn_instruct	FALSE
Usage::Initial setup	usage__initial_setup	FALSE
Usage::Use product	usage__use_product	FALSE

Returns::Request return	returns__request_retu	FALSE
Returns::Approving return	returns__approving_re	FALSE
Returns::Prepare return	returns__prepare_retu	FALSE
Returns::Shipping return	returns__shipping_re	FALSE
Returns::Return fees	returns__return_fees	FALSE
Refunds::Request refund	refunds__request_refu	FALSE
Refunds::Approving refund	refunds__approving_r	FALSE
Refunds::Receive refund	refunds__receive_refu	FALSE
Replacements::Request replaceme	replacements__reque	FALSE
Replacements::Approving replacer	replacements__appro	FALSE
Replacements::Deliver replaceme	replacements__delive	FALSE
Loyalty::Reviews	loyalty__reviews	FALSE
Loyalty::Gifts	loyalty__gifts	FALSE
Loyalty::Ambassadors	loyalty__ambassadors	FALSE
Loyalty::Rewards	loyalty__rewards	FALSE

[1] Donations, events, B2B partners etc