

Zendesk API Provider Setup

Last Modified on 01/02/2020 12:46 pm EST

To authenticate a Zendesk connector instance you must register an app with Zendesk. When you authenticate, use the **Unique Identifier**, **Secret**, and **Redirect URL** as the **API Key**, **API Secret**, and **Callback URL**.

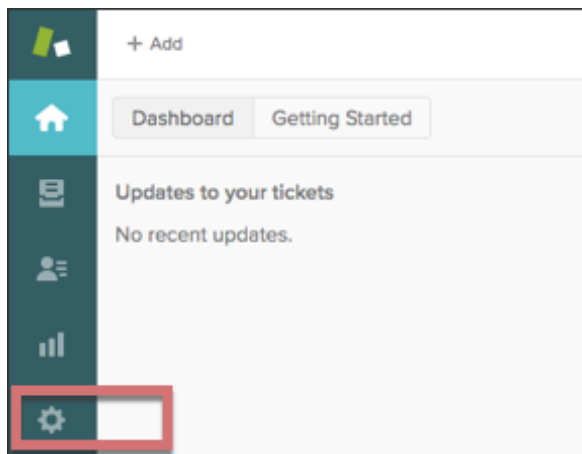
See the latest setup instructions in the [Zendesk documentation](#).

Locate Credentials for Authentication

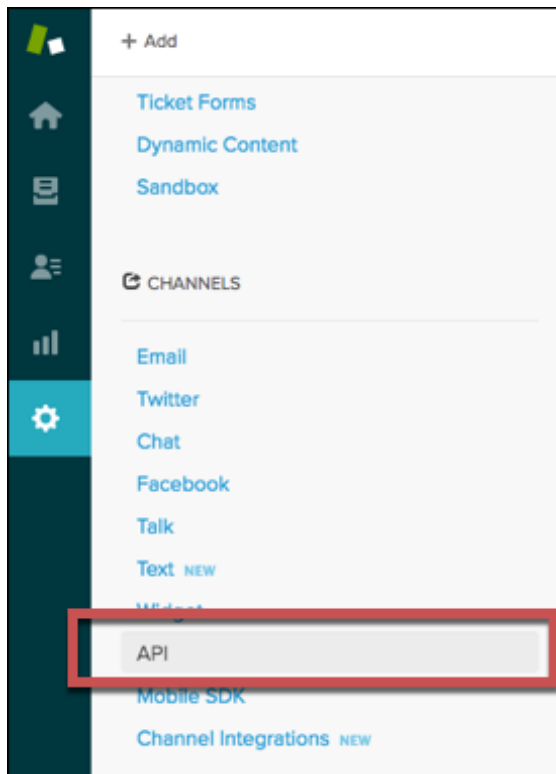
If you already created an application, see below to locate the **Unique Identifier**, **Secret**, and **Redirect URL**. If you have not created an app, see [Create an Application](#).

To find your OAuth 2.0 credentials:

1. Log in to Zendesk unique web address.
2. On sidebar, click **Admin**.



3. Scroll down to Channels, and then click **API**.



4. Click **OAuth Clients**, and then click the application that you want to connect.
5. Record the **Unique Identifier** and **Secret**.
6. Record the **Redirect URL** for your app.

Client Name
Your client name shown to users when asked to grant access to your application or when viewing the list of apps that have been granted access.

Cloud Elements (v2)


Description
A short description of your client for users when they're considering granting access to your application.

Cloud Elements

Company
This name is displayed when users are asked to grant access to your application. The name helps users understand to whom they're granting access.

Cloud Elements

Logo
Choose an image (JPG or PNG) to display when users are asked to grant access to your application.



Unique Identifier
This is the name of your client for use in code. Example: my_awesome_app. This identifier is not shown to Zendesk users. You can change the initial suggestion.

XXXXXXXXXX

Redirect URLs
Specify the URL or URLs that Zendesk should use to redirect users after they decide whether or not to authorize your application to access Zendesk. The URLs must be absolute and not relative, https (unless localhost or 127.0.0.1), and newline-separated.

https://auth.cloudelements.io/oauth
https://localhost:8080/elements/jsp/home.jsp
https://030h7h2R nnnk io/elements/en/home.en

Secret
This secret token is used by apps redirecting to your client. Please note that the secret is displayed in its entirety only once, so it's important you save it in a safe place.

4095dc15b2*****

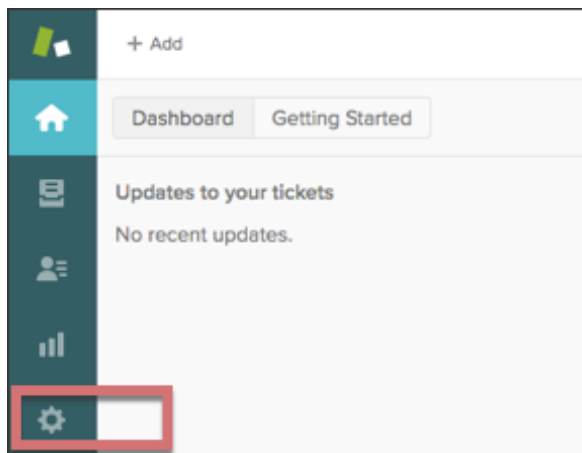
Regenerate

Create an Application

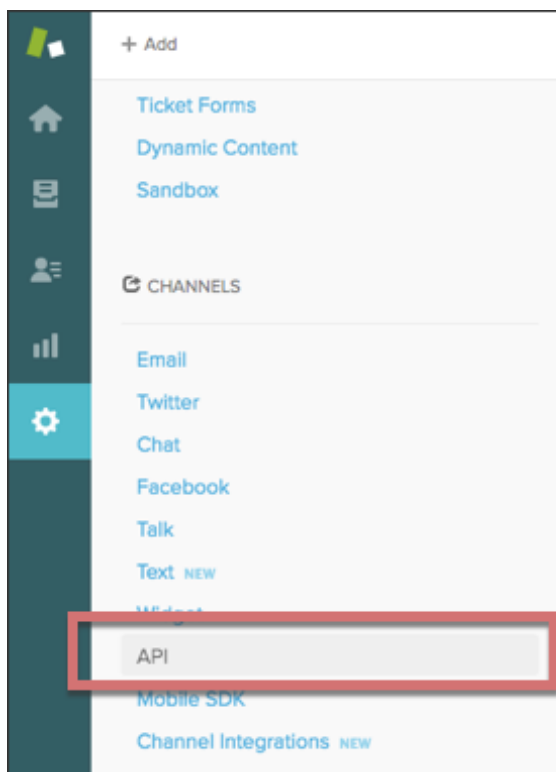
If you have not created an application, you need one to authenticate with Zendesk.

To create an application:

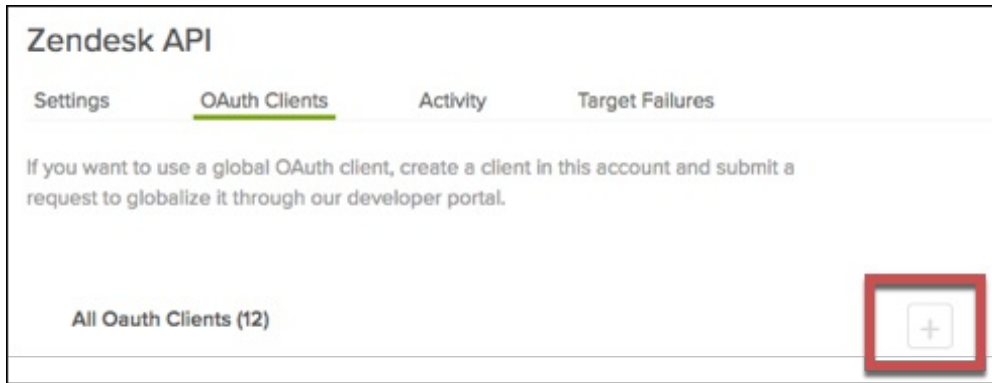
1. Log in to Zendesk unique web address.
2. On sidebar, click **Admin**.



3. Scroll down to Channels, and then click **API**.



4. Click **OAuth Clients**, and then click the + button.



5. Complete the required information.
6. Record the **Unique Identifier** and the **Redirect URLs** for your app.
7. Click **Save**.
8. Record the **Secret**.
9. Click **Save**.

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my_awesome_app

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https://localhost:8080/elements/jsp/home.jsp
https://030h7h2R.nznk.io/elements/jsp/home.jsp

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Regenerate