

# Zendesk Authenticate a Connector

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You can authenticate with Zendesk to create your own instance of the Zendesk connector through the UI or through APIs. Once authenticated, you can use the connector instance to access the different functionality offered by the Zendesk platform.

**Note:** In order to authenticate, you must use a Zendesk developer account.

## Authenticate Through the UI

Use the UI to authenticate with Zendesk and create a connector instance. Because you authenticate with Zendesk via OAuth 2.0, all you need to do is add a name for the instance and provide your unique Zendesk subdomain. After you create the instance, you'll log in to Zendesk to authorize SAP Cloud Platform Open Connectors access to your account. For more information about authenticating a connector instance, see [Authenticate a Connector Instance \(UI\)](#).

After successfully authenticating, we give you several options for next steps. [Make requests using the API docs](#) associated with the instance, [map the instance to a common resource](#), or [use it in a formula template](#).

## Authenticate Through API

Authenticating through API is a multi-step process that involves:

1  
Redirect URL

>

2

Authenticate Users



3

Authenticate Instance

- [Getting a redirect URL](#). This URL sends users to the vendor to log in to their account.
- [Authenticating users and receiving the authorization grant code](#). After the user logs in, the vendor makes a callback to the specified url with an authorization grant code.
- [Authenticating the a connector instance](#). Using the authorization code from the vendor, authenticate with the vendor to create a connector instance at SAP Cloud Platform Open Connectors.

## Getting a Redirect URL

1

Redirect URL



2

Authenticate Users



3

Authenticate Instance

Use the following API call to request a redirect URL where the user can authenticate with the API provider. Replace `{keyOrId}` with the connector key, `zendesk`.

```
curl -X GET /elements/{keyOrId}/oauth/url?apiKey=&apiSecret=&callbackUrl=&siteAddress=
```

### Query Parameters

Query Parameter	Description
apiKey	The key obtained from registering your app with the provider. This is the <b>Unique Identifier</b> that you recorded in <a href="#">Zendesk API Provider Setup</a> .
apiSecret	The secret obtained from registering your app with the provider. This is the <b>Secret</b> that you recorded in <a href="#">Zendesk API Provider Setup</a> .
callbackUrl	The URL that will receive the code from the vendor to be used to create a connector instance. This is the <b>Callback URL</b> that you recorded in <a href="#">Zendesk API Provider Setup</a> .
siteAddress	Your unique Zendesk subdomain (i.e. - https://{subdomain}.zendesk.com)

### Example cURL

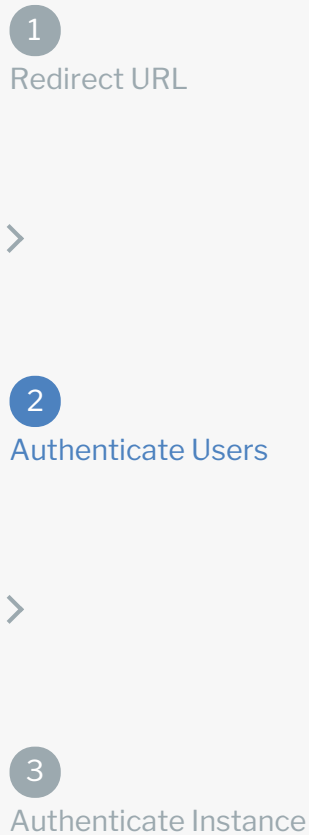
```
curl -X GET "https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/elements/zendesk/oauth/url?apiKey=fake_zendesk_unique_identifier&apiSecret=fake_api_secret&callbackUrl=https://www.mycoolapp.com/auth&siteAddress=zendesk_subdomain" -H "accept: application/json" -H "content-type: application/json"
```

### Example Response

Use the `oauthUrl` in the response to allow users to authenticate with the vendor.

```
{
  "element": "zendesk",
  "oauthUrl": "https://zendesk_subdomain.zendesk.com/oauth/authorizations/new
?scope=read+write&response_type=code&redirect_uri=https://www.mycool.app.co
m/auth&state=zendesk&client_id=zendesk_unique_identifier"
}
```

## Authenticating Users and Receiving the Authorization Grant Code



Provide the response from the previous step to the users. After they authenticate, Zendesk provides the following information in the response:

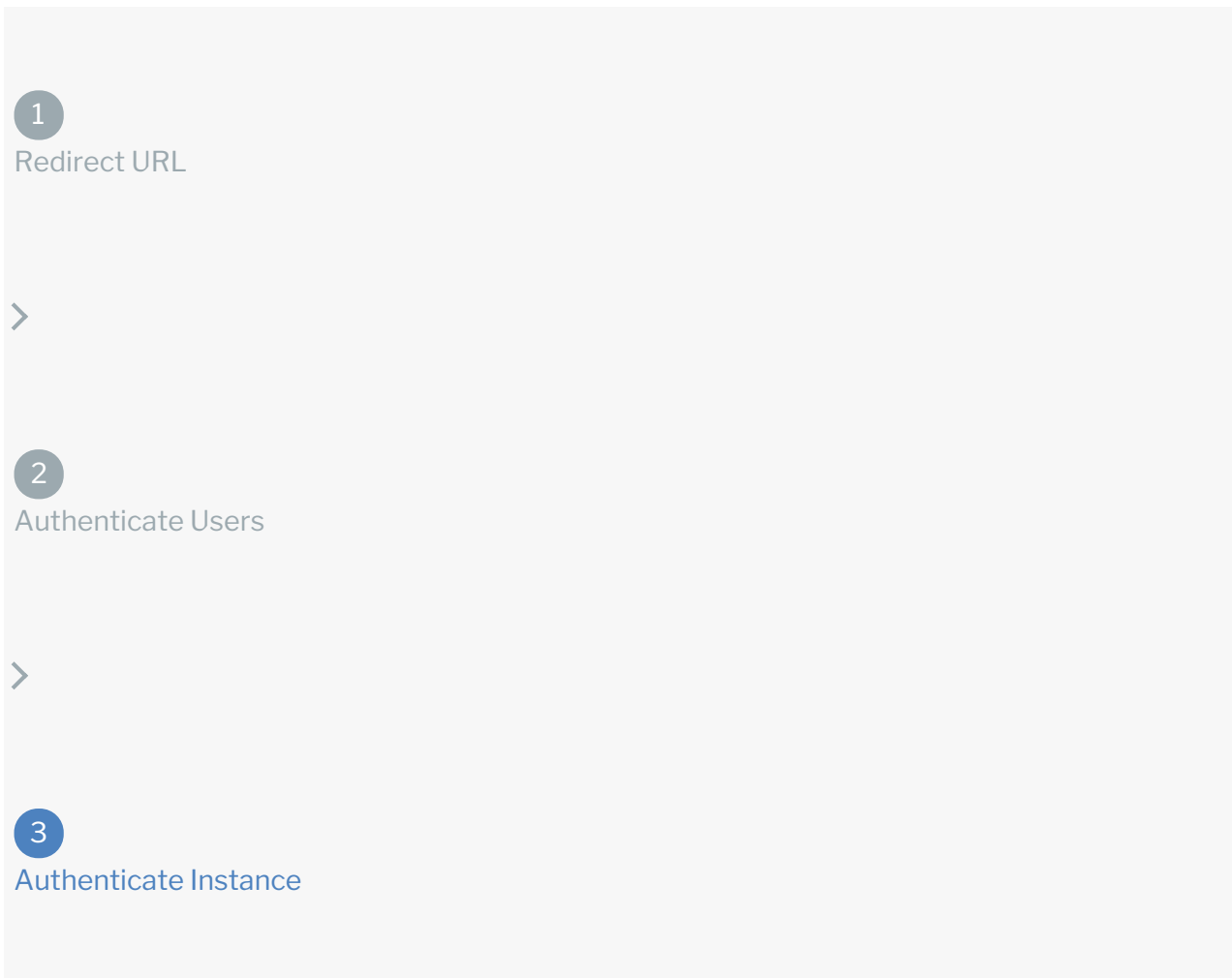
- code
- state

Response Parameter	Description

Response Parameter	Description
code	The Authorization Grant Code required by SAP Cloud Platform Open Connectors to retrieve the OAuth access and refresh tokens from the endpoint.
state	A customizable identifier, typically the connector key ( <code>zendesk</code> ).

**Note:** If the user denies authentication and/or authorization, there will be a query string parameter called `error` instead of the `code` parameter. In this case, your application can handle the error gracefully.

## Authenticating the Connector Instance



Use the `/instances` endpoint to authenticate with Zendesk and create a connector instance. If you are configuring events, see the [Events section](#).

**Note:** The endpoint returns a connector token upon successful completion. Retain the token for all subsequent requests involving this a connector instance.

To create a connector instance:

1. Construct a JSON body as shown below (see [Parameters](#)):

```
{
  "name": "",
  "element": {
    "key": "zendesk"
  },
  "providerData": {
    "code": ""
  },
  "configuration": {
    "oauth.callback.url": "",
    "oauth.api.key": "",
    "oauth.api.secret": "",
    "zendesk.subdomain": "zendesk_subdomain"
  },
  "tags": [
    ""
  ]
}
```

2. Call the following, including the JSON body you constructed in the previous step:

```
POST /instances
```

**Note:** Make sure that you include the [User](#) and [Organization](#) keys in the header. For more information, see [Authorization Headers](#), [Organization Secret](#), and [User Secret](#).

3. Locate the `token` and `id` in the response and save them for all future requests using the a connector instance.

## Example cURL

```

curl -X POST \
  https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/instances \
  -H 'authorization: User , Organization ' \
  -H 'content-type: application/json' \
  -d '{
    "name": "Zendesk_Instance"
    "element": {
      "key": "zendesk"
    },
    "providerData": {
      "code": "xoz8AFqScK2ngM04kSSM"
    },
    "configuration": {
      "oauth.callback.url": "https://www.mycoolapp.com/auth",
      "oauth.api.key": "zendesk_unique_identifier",
      "oauth.api.secret": "fake_api_secret",
      "zendesk.subdomain": "mycoolapp"
    },
    "tags": [
      "For Docs"
    ]
  }'

```

## Parameters

API parameters not shown in SAP Cloud Platform Open Connectors are in

`code formatting` .

**Note:** Event related parameters are described in [Events](#).

Parameter	Description	Data Type
<code>key</code>	The a connector key. zendesk	string
<code>name</code>	The name for the a connector instance created during authentication.	Body
<code>oauth.callback.url</code>	The Callback URL from Zendesk. This is the Callback URL that you noted at the end of <a href="#">Zendesk API Provider Setup</a> .	
<code>oauth.api.key</code>	The Unique Identifier from Zendesk. This is the Unique Identifier that you noted at the end of <a href="#">Zendesk API Provider Setup</a> .	string

Parameter	Description	Data Type
<code>zendesk.api.secret</code>	The Secret from Zendesk. This is the Secret that you noted at the end of <a href="#">Zendesk API Provider Setup</a> .	string
<code>zendesk.subdomain</code>	Your unique Zendesk subdomain	string
<code>tags</code>	<i>Optional.</i> User-defined tags to further identify the instance.	string

## Example Response

```
{
  "id": 123,
  "name": "test",
  "token": "3sU/S/kZD36BaABPS7EAuSGHF+lwsthT+mvoukiE",
  "element": {
    "id": 41,
    "name": "Zendesk",
    "key": "zendesk",
    "description": "",
    "active": true,
    "deleted": false
  },
  "valid": true,
  "disabled": false
}
```