

Intercom API Provider Setup

Last Modified on 11/20/2019 1:34 am EST

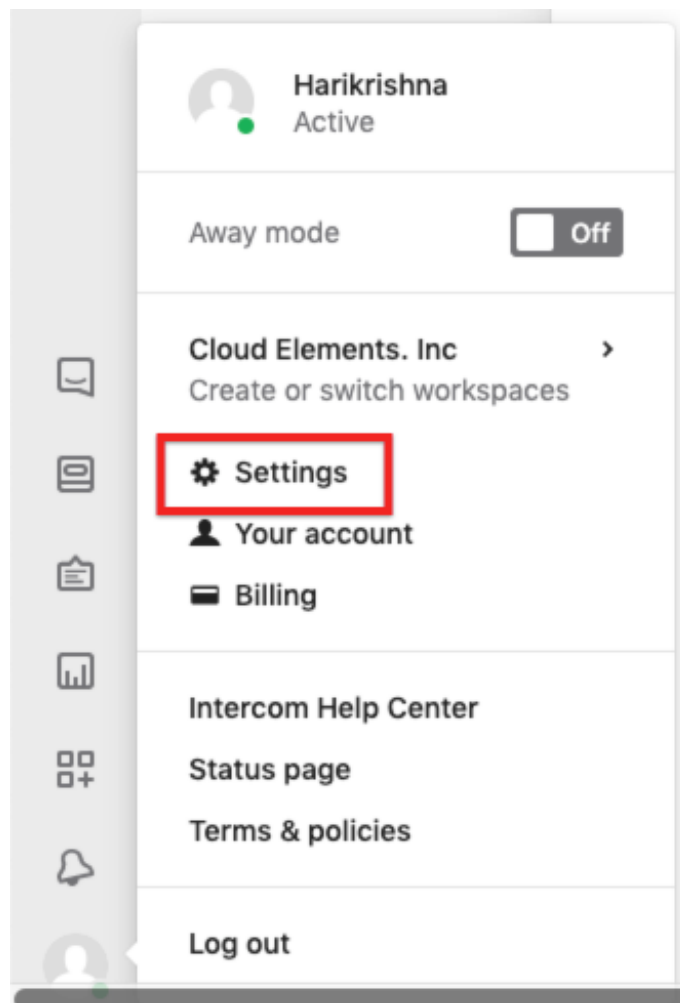
Before you authenticate a fully functioning instance of the Intercom connector, you must first have an Intercom account and then complete these steps:

- Create an app with Intercom
- Configure OAuth
- Gather authentication information

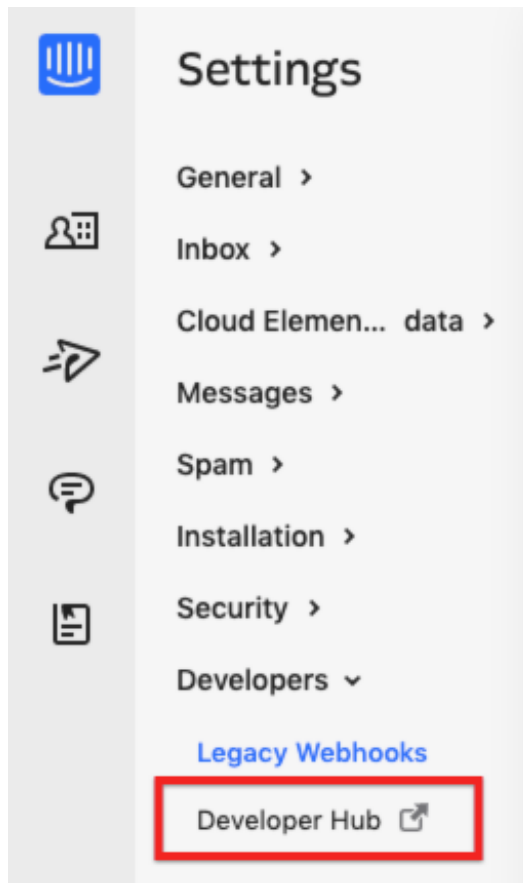
Creating a New Intercom App

To create a new app with Intercom and submit it for approval, complete these steps:

1. In a web browser, navigate to https://app.intercom.io/admins/sign_in and sign in to your Intercom account.
2. Hover over your Profile icon in the bottom-left corner of the page, and then click Settings.



3. Under Settings, click Developers and then click Developer Hub.



The Developer Hub opens in a new window.

4. On the Your apps page, click the New App button.
5. On the New app page, add a name for your app, select an existing or create a new Intercom workspace for your app, and select Public app. For more information on creating Intercom apps, see their [documentation](#). After entering the required information, click Create App.

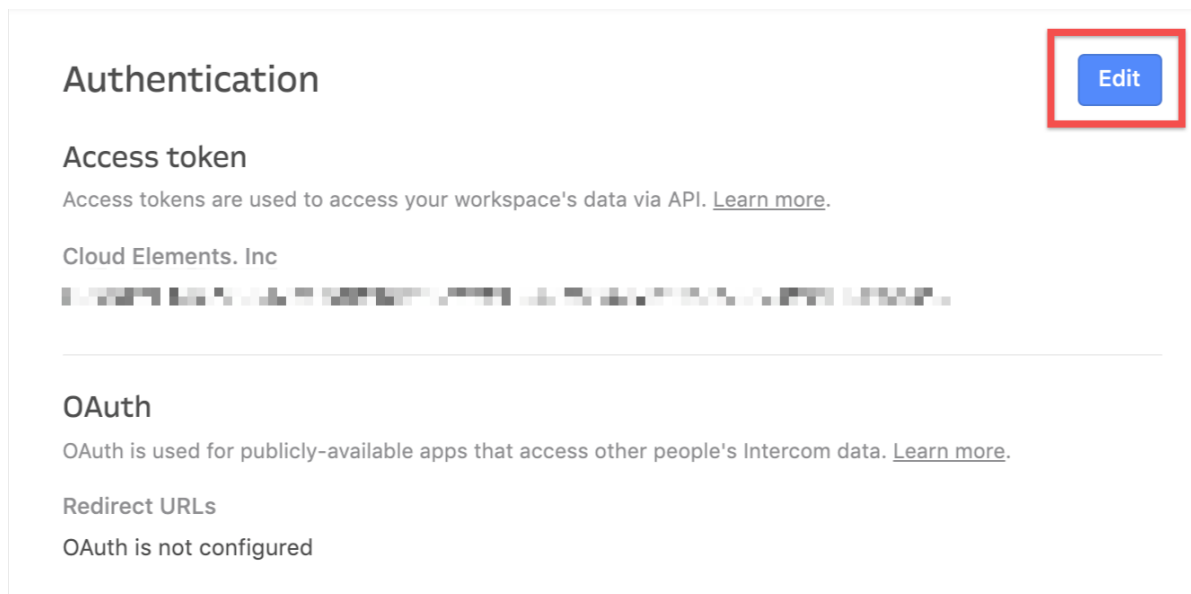
A screenshot of the "New app" form in Intercom. The form has a title "New app" and a close button (X). It contains several fields: "App name" with the value "My Cool App", "Workspace" with a dropdown menu showing "Cloud Elements. Inc", and two radio button options: "Internal integration" (unselected) and "Public app" (selected). The "Public app" option is highlighted with a red rectangular box. Below the form are two buttons: "Cancel" and "Create app", with the "Create app" button highlighted with a red rectangular box.

The Authentication page appears.

Configuring OAuth

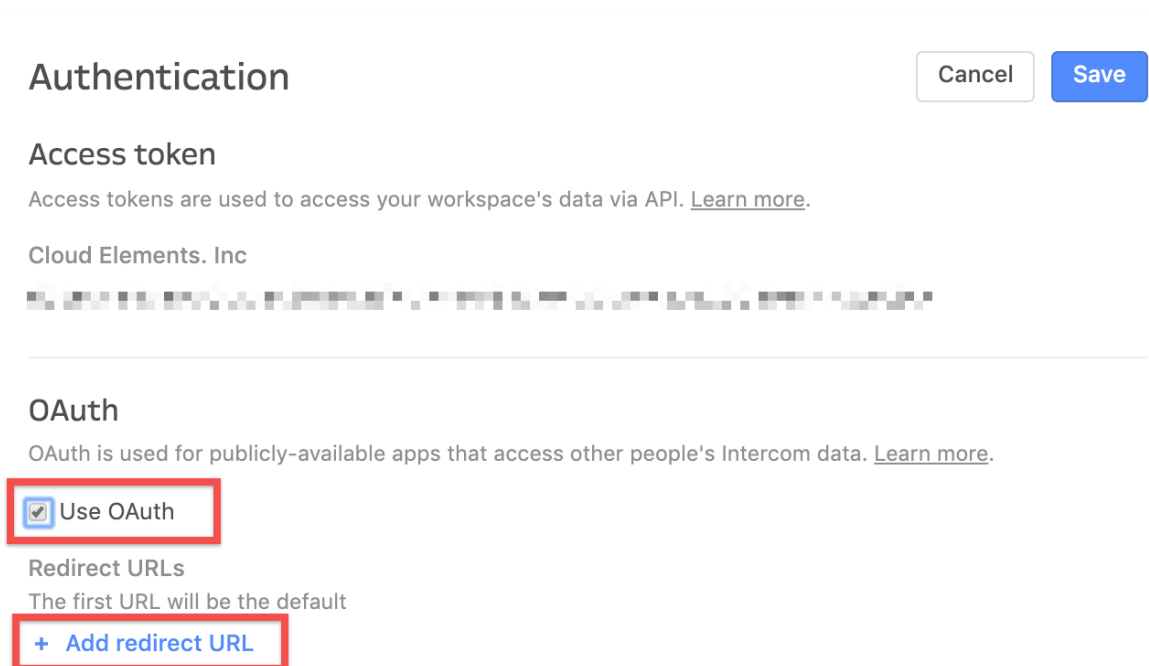
After creating your app, you need to configure the OAuth parameters and, if your app will access other Intercom users' data via OAuth, submit your application for approval to Intercom.

1. Click Edit.



The screenshot shows the 'Authentication' settings page. At the top right, there is a blue 'Edit' button highlighted with a red box. Below the title, there is a section for 'Access token' with a description and a 'Learn more' link. Underneath, the application name 'Cloud Elements. Inc' is displayed above a blurred access token. A horizontal line separates this from the 'OAuth' section. The 'OAuth' section has a description and a 'Learn more' link. Below that, under 'Redirect URLs', it says 'OAuth is not configured'.

2. Under OAuth, select Use OAuth, and then click Add redirect URL.



The screenshot shows the 'Authentication' settings page with 'Cancel' and 'Save' buttons at the top right. In the 'OAuth' section, the 'Use OAuth' checkbox is checked and highlighted with a red box. Below it, under 'Redirect URLs', there is a note 'The first URL will be the default' and a blue '+ Add redirect URL' button, also highlighted with a red box.

3. In the field, enter `https://auth.cloudelements.io/oauth` and then click Save.

Authentication

Cancel

Save

Access token

Access tokens are used to access your workspace's data via API. [Learn more.](#)

Cloud Elements. Inc

[Redacted access token]

OAuth

OAuth is used for publicly-available apps that access other people's Intercom data. [Learn more.](#)

Use OAuth

Redirect URLs

The first URL will be the default

[+ Add redirect URL](#)

4. If necessary for your app, click the link in the yellow navigation bar to submit your app for a required Intercom review and approval.

⚠ To access other people's Intercom data by using OAuth you'll need to [submit your app for a review](#).

Enter a description of your app and an end-to-end video per the required fields, and then click Submit for Review. For more information about the submission and review processes, including general review timelines, see [Intercom's documentation](#).

Gathering Authentication Information

After creating and configuring your application, you can record the information necessary for authenticating a connector. To find your API key and secret, click Your Apps, then select Basic information.

⚠ To access other people's Intercom data by using OAuth you'll need to [submit your app for a review](#).

My Cool App

Configure ▾

Basic information

Authentication

Canvas Kit

Webhooks

Test and publish >

Private

Authentication

Edit

Access token

Access tokens are used to access your workspace's data via API. [Learn more](#).

Cloud Elements, Inc

[REDACTED]

OAuth

OAuth is used for publicly-available apps that access other people's Intercom data. [Learn more](#).

Redirect URLs

<https://auth.cloudelements.io/oauth>

On the Basic information page, locate and record your Client ID and Client secret, which you may need depending on your authentication method.