

Internal Setup for Zendesk Chat

We need the tokens in Zendesk Support API Token and the Zendesk Chat API Client :

Zendesk Support API

1. Create an API Token for **Zendesk Support**.

How to: <https://support.zendesk.com/hc/en-us/articles/226022787-Generating-a-new-API-token>

What we need you to share:

The generated API Token

The email the admin uses to Login in the Zendesk Support

Zendesk Chat API Client

1. Create an API Client in your **Zendesk Chat instance**.

How to: https://developer.zendesk.com/rest_api/docs/chat/auth#adding-an-api-client

Here is the info you need to add:

Client Name: unbabel_chat_production

Company: Unbabel

Redirect URLs: [https://chatlayer.unbabel.com/integration/zendesk chat/authorize](https://chatlayer.unbabel.com/integration/zendesk-chat/authorize)

What we need you to share:

Client ID

Client Secret

Once this is done and created, do let us know as we need to validate the app on our end. *If you have any questions, let us know!*