

# Zendesk-integration with sitebot:

## Frontend:

Page:

/integration-

index.ts—contains the supported integrations in grid view

/integration/zendesk—upon clicking on the connect to zendex user will be redirected in this page for authorization

If authorization is successful, user will be redirected to /integration/success

/integration/components/handler.ts—has all the clickhandle functions for integrations

getIntegration()--function gets the all integrations for a Specific bot

## Backend:

All the integration routes will be added in the `integration_routes` folder

`Zendex_router`:

**`/oauth_redirect`**:when user authorises their account, this api endpoint will be hit and receive access token which will be used by sitebot to connect to users zendesk account.

Ex: `http://127.0.0.1:8000/zendesk/oauth_redirect`

**`/chatbot/message`**:api to create tickets on behalf of the user in zendesk account by sitebot

When a certain message or keyword is found this api will get triggered and by using the access token sitebot will create the tickets

### **`Add_integration_to_db`:**

Has a function **`add_integration()`**---this function stores the channel id and integration name in mongodb

Has a api endpoint **`/integrations/get`**—to get all the integrations of a specific bot.this api is called from frontend to see what integrations are already connected for a bot

## **TO-DO:**

1.integration/zendesk/index.ts—dynamically get the bots channel id and pass in the function

2.integration/index.ts—also get the channel id dynamically and get the integrations for that channel id

3.zendesk\_router\_py— store the access token for this bot.

4.create\_ticket()--fetch the access token to create tickets

## **Testing:**

1.create a zendesk account, connect to zendesk. Upon successful authorization receive the access token in the backend terminal.

2.update with your access token in the /chatbot/message api.

3.make this req and a ticket will be created in your zendesk account

```
curl -X POST "http://127.0.0.1:8000/zendesk/chatbot/message" \  
-H "Content-Type: application/json" \  
-d '{"message": "I need to talk to customer care."}'
```

