IT Copilot – Credentials Setup Guide

1. Overview

This document outlines all credentials required for deploying the IT Copilot n8n workflows. It explains how to generate them, what they are used for, and how to configure them inside n8n.

2. Required Credentials

- Google OAuth (Google Sheets + Google Drive)
- Gmail OAuth (for sending automated IT support emails)
- Pinecone API Key (vector database for RAG)
- OpenAI API Key (embeddings + LLM responses)
- Slack Bot Token (optional for notifications)
- Jira API Token or OAuth (for escalation workflow)

3. How to Create Each Credential

Google OAuth Credentials:
1. Go to https://console.cloud.google.com
2. Create or open a Google Cloud Project
3. Enable: Google Drive API, Google Sheets API, Gmail API
4. Go to APIs & Services → Credentials → Create Credentials → OAuth Client ID
5. Choose 'Web Application' and add your n8n redirect URL
6. Save the Client ID and Client Secret

Pinecone:
1. Log in at https://app.pinecone.io
2. Create a project and an API key
3. Copy the API key

OpenAI:
1. Log in at https://platform.openai.com
2. Go to API Keys → Create new key

Slack:
1. Create an app at https://api.slack.com/apps
2. Enable OAuth scopes (chat:write)
3. Install the app and copy the Bot Token

Jira:
1. Log in at https://id.atlassian.com

2. Go to Security → API Tokens
3. Create and copy a new API token

4. Purpose of Each Credential

Google Sheets: Logs ticket submissions
Google Drive: Provides access to KB PDFs for indexing
Gmail: Sends formatted IT response emails
Pinecone: Stores and retrieves KB embeddings for RAG
OpenAI: Generates embeddings and KB responses
Slack: Sends IT team notifications
Jira: Creates escalated IT support tickets

5. How to Input Credentials into n8n

1. Go to n8n → Settings → Credentials
2. Click 'Add Credential'
3. Select Google, Slack, Pinecone, OpenAI, Gmail, or Jira
4. Enter the required API keys or authenticate via OAuth
5. Click Save
6. Open each workflow and link the correct credential to each node