

Zoho Integration with vCX

vCX brings a unified, AI-powered approach to customer engagement, seamlessly integrating with Zoho Desk to optimize support operations and improve response times. By leveraging automation and AI-driven workflows, businesses can significantly reduce operational overhead while delivering a superior customer experience.

- Zoho OAuth Token Generation

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Authentication(OAuth)

Zoho Desk's APIs use the industry-standard OAuth 2.0 protocol for authentication and authorization. This protocol delegates user authentication to the service that hosts the user account and authorizes third-party applications to access the user account. Each API request must include an OAuthToken to retrieve any resource from your Zoho Desk portal.

Access Token:

A token that is sent to the resource server to access the protected resources of the user. The Access token provides secure and temporary access to Zoho Desk APIs and is used by the applications to make requests to the connected app. Each access token will be valid only for an hour and can be used only for the set of operations that are described in the scope.

Refresh Token:

A token that can be used to obtain new access tokens. This token has an unlimited lifetime until it is revoked by the end-user.

Sample Success Response

```
{ "access_token": "1000.67013ab3960787bcf3affae67e649fc0.83a789c859e040bf11e7d05f9c8b5ef6",  
  "refresh_token": "1000.aed4288cd9cfb2d63d093faef1b98890.2f4aa58ddadbec9fbbfd683805da839b",  
  "token_type": "Bearer", "expires_in": 3600 }
```

Step 1: Register your Application

First, register your app in Zoho's Developer Console, which you can access **here => <https://api-console.zoho.in/>**

Choose a client type

- **Java Script:** Applications that run exclusively on a browser and are independent of a web server.
- **Web Based:** Applications that are clients running on a dedicated HTTP server.
- **Mobile:** Applications that are installed on smart phones and tablets.
- **Non-browser Mobile Applications:** Applications for devices without browser provisioning such as smart TVs and printers.
- **Self Client:** If your application is a stand-alone application that performs only back-end jobs like data-sync (without any manual intervention).



Generating OAuth Tokens Using Self Client

Use this method to generate the grant token if your application does not have a domain and a redirect URL.

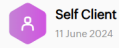
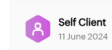
You can also use this option when your application is a standalone server-side application performing a back-end job.

1. Go to [Zoho Developer Console](#).
2. Choose **Self Client** from the list of client types, and click **Create Now**.
3. Click **OK** in the pop up to enable a self client for your account.
4. Now, your client ID and client secret are displayed under the Client Secret tab.



5. Click the **Generate Code** tab and enter the required scope separated by commas.
6. In Scope add the following
Desk.tickets.ALL,Desk.tasks.ALL,Desk.basic.READ,Desk.settings.ALL,Desk.events.ALL,Desk.articles.READ
7. Select the **Time Duration** for which the grant token is valid. Please note that after this time, the grant token expires.
8. Enter a description and click **Generate**.

Applications



Generate Code Client Secret

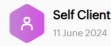
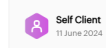
Scope
Desk tickets ALL_Desk tasks ALL_Desk basic R...

Time Duration
10 minutes

Scope Description
For Zoho Desk Integration

CREATE

Applications



Generate Code Client Secret

Select Portal

Desk

Desk
The selected org will be accessed by the self client.

Production
[Redacted]

CREATE BACK

9. The generated code for the specified scope is displayed. Copy the grant token.

