

GORGIAS + FLIP



FLIP OVERVIEW

- Flip replaces your IVR with an on-brand, 'Alexa'-like experience your customers love.
- Built specifically for commerce brands.
- We are a 30-person team of world-class Voice AI talent serving 150+ customers, including leading brands like UNTUCKit, Aviator Nation, and Brooklinen, and are backed by top venture capital firms.

SETTING UP OAUTH

There are two ways to set up Oauth for Flip and Gorgias. Here are the steps for both methods.

STARTING THE PROCESS FROM GORGIAS (PREFERRED)

1. Click on **Connect App**
2. Gorgias will then redirect you to the Flip Portal - sign in
3. Click **Connect Gorgias**
4. **Authorize** the Flip app with requested permissions
5. Et Voilà! Gorgias is now connected with Flip

The screenshot shows the Gorgias login interface. At the top, the Gorgias logo is displayed. Below it, the heading reads "Log in to The Flip Shop". A message box says "Please log in to access this page." There is a "Continue with Google" button. Below that, there is an "OR" separator. The "Email address" section has an input field for "Email". The "Password" section has an input field for "Password". A blue "Log in" button is at the bottom of the form. Below the button is a link for "Forgot password?". At the very bottom, there is a link: "Need to get your company started with Gorgias? [Create a new helpdesk](#)".

The screenshot shows the Flip CX authorization screen. At the top, there are icons for Flip and Gorgias with navigation arrows. Below that, the text says "Flip CX wants to access The Flip Shop". Underneath, it states "App is requesting access to the following helpdesk data:". A table lists the requested permissions:

	Your account Read & write access	
	Users & Teams Read & write access	
	Customers Read & write access	
	Tickets & Ticket Views Read & write access	
	Helpdesk Events Read & write access	
	Integrations & Widgets Read & write access	
	Long-running Tasks Read & write access	
	Satisfaction Surveys Read & write access	
	Statistics Read access	
	Tags Read & write access	
	Apps Read & write access	

Below the table, there is a disclaimer: "Authorizing these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can revoke access at any time by disconnecting the app in your Gorgias settings." At the bottom, there are two buttons: "Cancel" and "Authorize App".

SETTING UP OAUTH

STARTING THE PROCESS FROM THE FLIP PORTAL

1. Login to Flip at portal.flipcx.com
2. In the top menu, click **Configurations**
3. In the lefthand sidebar, click **Helpdesk** to get to the Helpdesk configurations page
4. Select Gorgias in the dropdown of the **Ticketing API Provider** widget
5. In the **Gorgias Subdomain** widget, enter your company's subdomain (This will be easy to find when you're logged into Gorgias - simply copy it from the address bar. It'll look like `company_subdomain.gorgias.com`)
6. Click the the purple **Save** button located in the bottom righthand corner of the page
7. Now click the **Setup OAuth** button
8. You will be redirected to the **Third-Party Integrations** page. On this page, click **Connect Gorgias**
9. If you're not already logged into Gorgias, follow the prompts to sign in and **accept the requested permissions**
10. Et Voilà! Gorgias is now connected with Flip

