

KUSTOMER + FLIP



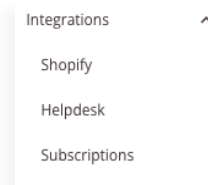
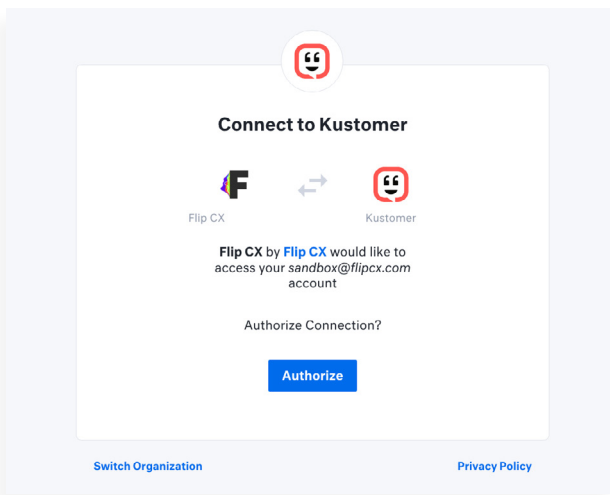
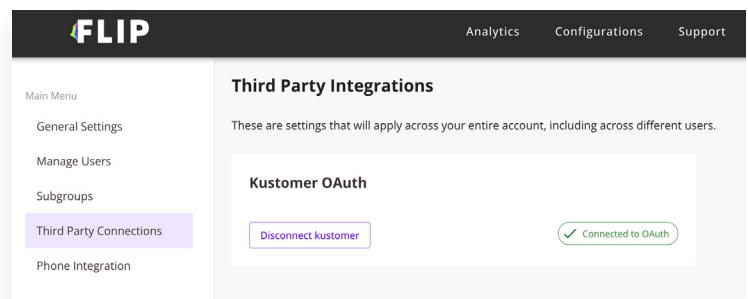
FLIP OVERVIEW

- 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

Setting up your Oauth with Flip couldn't be easier:

1. Ensure you've already installed the 'Flip CX' app in your Kustomer Portal
2. Login at portal.flipcx.com
3. Head to the **Configurations** tab located at the top of the portal
4. Click **Helpdesk** in the lefthand sidebar
5. Select **Kustomer** for your **Ticketing API Provider**
6. Then click the **Setup Oauth** button, and **"Connect Kustomer"**
7. Sign into your Kustomer Instance if required
8. Click **Authorize**



P.S. Remember to update your **Ticketing Settings** to ensure Flip is working with your existing rules.

That's it! Kustomer and Flip are now linked.

Next, let's set up your ticketing settings.



TICKETING SETTINGS

1. On the Configurations menu, select **Helpdesk**.
2. Select when and what information you'd like to see in your Helpdesk. If for whatever reason we can't create a ticket, we'll send an email instead.
3. After that, watch us create tickets for your agents!

Configurations

General Settings

Company Configurations

General Call Settings

SMS Settings

After Hours

Intent Handling

Integrations

Shopify

Helpdesk

Subscriptions

Returns

Helpdesk

Setup the API and authentication to be used for handling tickets/cases. All tickets include the phone number of the caller, what intents were triggered on the call, and whether the call was automated or not. Additional information can be added by enabling the configurations below.

Ticketing API Provider

Select which ticketing API to use; required additional configs will appear. If set to None, defaults to the main API provider.

Kustomer

When To Create Tickets

When should we create tickets? After Hours will still make tickets per its configs regardless of what this is set to.

Both automated and forwarded calls

SHIPPING ADDRESS UPDATE REQUEST from +13103091651 via Flip

3 Hours Ago | Flip X | modify_order X | update_order_shipping_address X | Add Tag

Assign to me

+13103091651

Call Details

From	+13103091651
To	+1572037098
Answered	2:38:27 AM
Ended	2:42:21 AM

Transcription
Voicemail Transcript: this is another test to test it out Custom Ticket Message: The customer has submitted an update to their shipping address within your order modification window. Order Number: 1176
Intents During Call: update_order_shipping_address
ended

status

Sep 13, 2:42 AM

config_testing

Voicemail Transcript: this is another test to test it out
Custom Ticket Message: The customer has submitted an update to their shipping address within your order modification window. Order Number: 1176
Intents During Call: update_order_shipping_address

Sep 13, 2:42 AM

Reply Add Note

