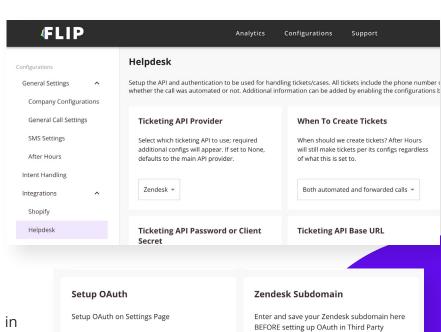# ZENDESK + FLIP

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.
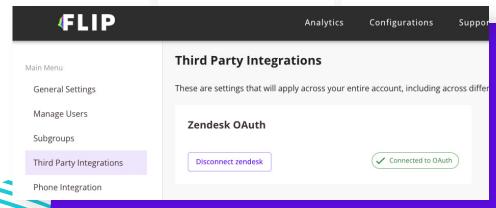
SETTING UP OAUTH

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 Zendesk in the dropdown of the **Ticketing API Provider** widget

5. In the **Zendesk Subdomain** widget, enter your company's subdomain (This will be easy to find when you're logged into Zendesk - simply copy it from the address bar. It'll look like **company_subdomain.zendesk.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 Zendesk**

9. If you're not already logged into Zendesk, follow the prompts to sign in and **accept the requested permissions**

10. Et Voilá! Zendesk is now connected with Flip