Vidensbase > Using Deskpro > Creating an External Client App in Salesforce

Creating an External Client App in Salesforce

Kim - 2025-10-30 - Kommentarer (0) - Using Deskpro

Overview

Before you can connect Deskpro to Salesforce using the CRM Sync feature, you need to create an **External Client App** in Salesforce. This app allows Deskpro to communicate securely with Salesforce using OAuth authentication.

Once the app is created, you will return to Deskpro to finish setting up the Salesforce CRM Sync.

Prerequisites

- You must have **Salesforce administrator** access.
- You will need the **Callback URL** from the **Salesforce CRM Sync** setup page in Deskpro.

Steps to Create an External Client App in Salesforce

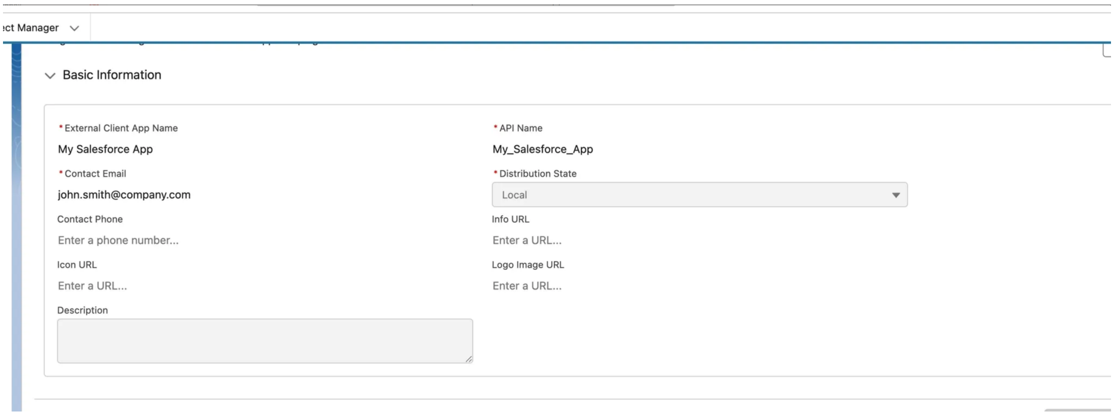
1. Open the External Client App Manager

1. Log in to your Salesforce instance.
2. In the left-hand navigation menu, go to **Setup > Platform Tools > Apps > External Client Apps > External Client App Manager**.
3. Click **New External Client App** at the top-right corner.

2. Complete Basic Information

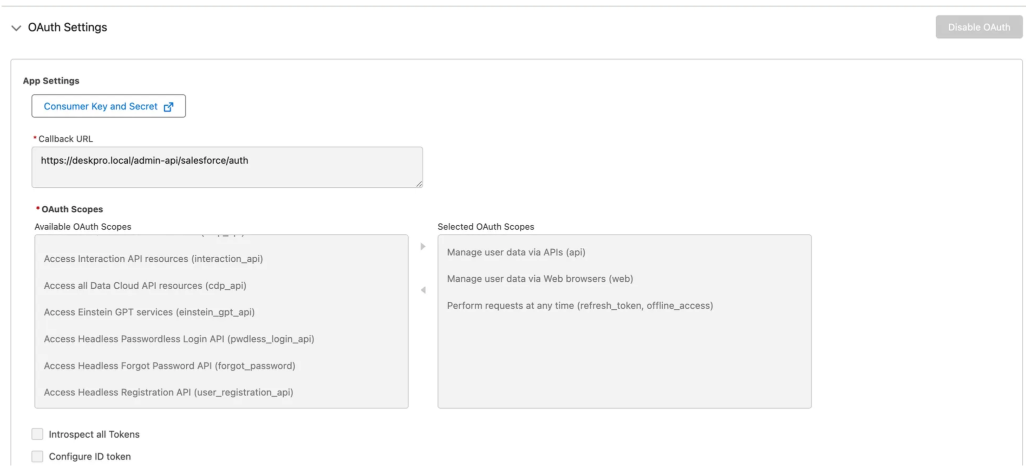
Under **Basic Information**, enter the following details:

- **External Client App Name:** A recognizable name, for example *Deskpro CRM Sync*.
- **Email Address:** Enter your admin contact email.
- **Distribution State:** Select **Local**.

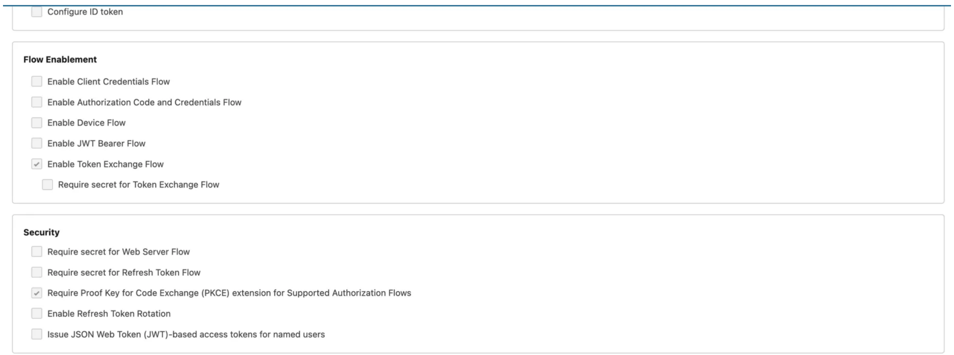


3. Configure API (Enable OAuth Settings)

1. Under **API (Enable OAuth Settings)**, tick **Enable OAuth**.
2. In the **Callback URL** field, paste the URL provided in Deskpro's Salesforce CRM Sync setup.
3. Under **OAuth Scopes**, add the following scopes:
   - Manage user data via APIs (api)
   - Manage user data via Web browsers (web)
   - Perform requessts at any time (refresh_token, offline_access)



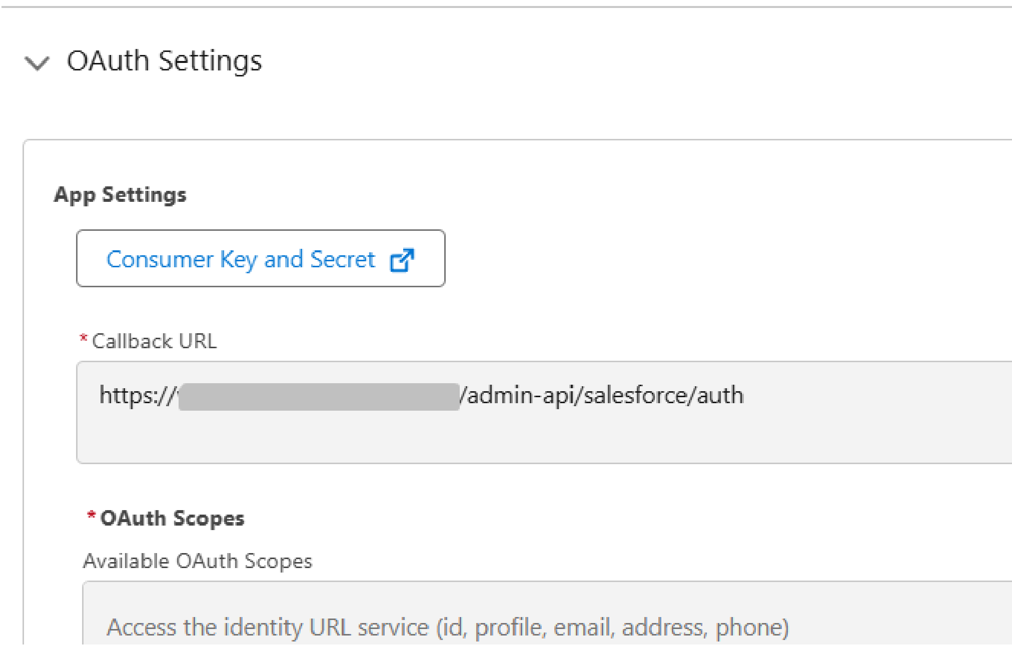
4. Enable the following options:
   - **Enable Token Exchange Flow**
   - **Require Proof Key for Code Exchange (PKCE)**



5. Leave all other checkboxes unticked.

4. Save and Retrieve Credentials

1. Click **Create** to save your new External Client App.
2. After the app is created, open it from the **External Client App Manager**.
3. In the **App Settings** section, locate **OAuth Settings**.
4. Under **App Settings**, click the **Consumer Key and Secret** link to view your credentials.



5. Copy the **Consumer Key**. This is your **Client ID** in Deskpro.

Next Steps

After you have created your Salesforce External Client App and copied your **Client ID**, return to Deskpro to complete the configuration.

See [Syncing to Salesforce] for the next part of the setup process.

Relateret indhold

- Syncing to Salesforce