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# Creating an External Client App in Salesforce

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## 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**.

ict Manager

Basic Information

* External Client App Name My Salesforce App	* API Name My_Salesforce_App
* Contact Email john.smith@company.com	* Distribution State Local
Contact Phone Enter a phone number...	Info URL Enter a URL...
Icon URL Enter a URL...	Logo Image URL Enter a URL...
Description	

### 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 requests at any time (refresh\_token, offline\_access)

OAuth Settings Disable OAuth

App Settings

[Consumer Key and Secret](#)

\* Callback URL  
https://deskpro.local/admin-api/salesforce/auth

\* OAuth Scopes

Available OAuth Scopes	Selected OAuth Scopes
<ul style="list-style-type: none"> <li>Access Interaction API resources (interaction_api)</li> <li>Access all Data Cloud API resources (cdp_api)</li> <li>Access Einstein GPT services (einstein_gpt_api)</li> <li>Access Headless Passwordless Login API (pwdless_login_api)</li> <li>Access Headless Forgot Password API (forgot_password)</li> <li>Access Headless Registration API (user_registration_api)</li> </ul>	<ul style="list-style-type: none"> <li>Manage user data via APIs (api)</li> <li>Manage user data via Web browsers (web)</li> <li>Perform requests at any time (refresh_token, offline_access)</li> </ul>

Introspect all Tokens  
 Configure ID token

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

Configure ID token

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**Flow Enablement**

- Enable Client Credentials Flow
- Enable Authorization Code and Credentials Flow
- Enable Device Flow
- Enable JWT Bearer Flow
- Enable Token Exchange Flow
- Require secret for Token Exchange Flow

**Security**

- Require secret for Web Server Flow
- Require secret for Refresh Token Flow
- Require Proof Key for Code Exchange (PKCE) extension for Supported Authorization Flows
- Enable Refresh Token Rotation
- Issue JSON Web Token (JWT)-based access tokens for named users


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.

#### ▼ OAuth Settings

**App Settings**

[Consumer Key and Secret](#) 

\* Callback URL

\* OAuth Scopes

Available OAuth Scopes

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.

## Powiązane

- [Syncing to Salesforce](#)