Dropbox Integration

Integrations · https://fluentsupport.com/docs/dropbox-integration/

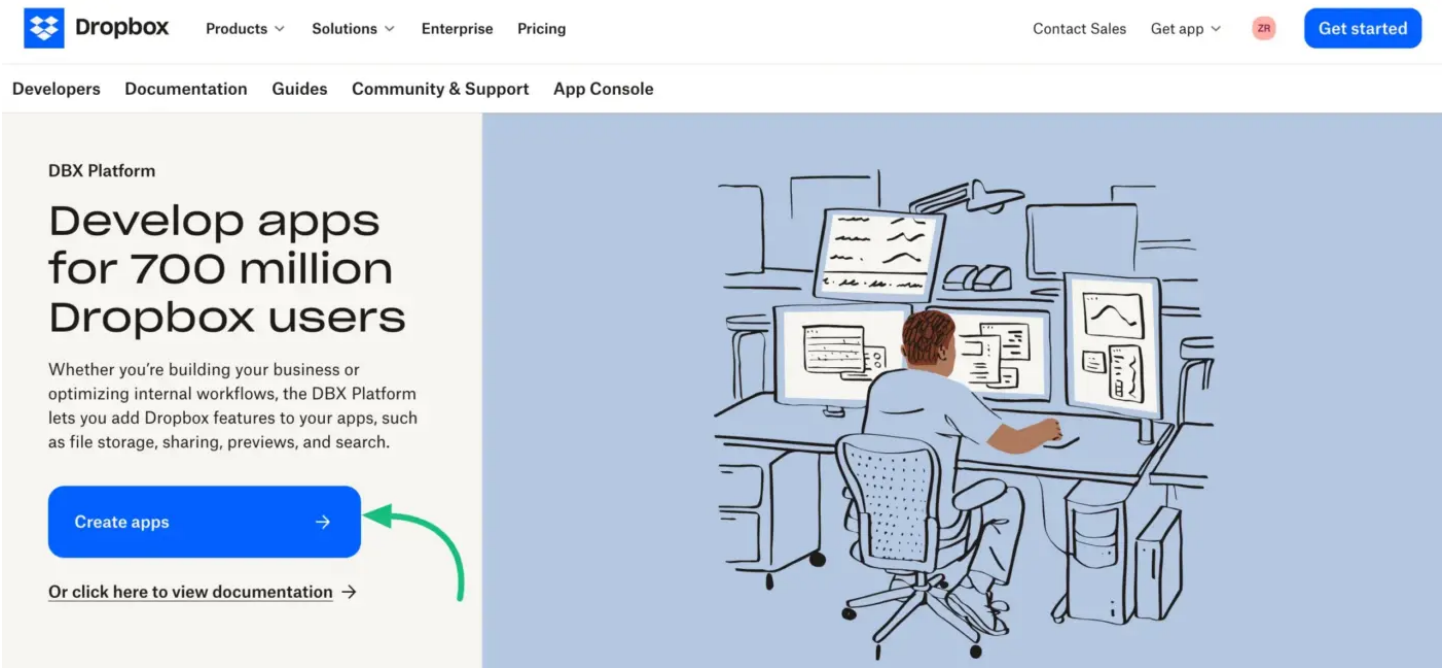
Dropbox is a cloud storage platform that enables easy file storage, sharing, and seamless access and collaboration across multiple devices. Integrating it with **Fluent Support** allows automatic ticket attachment uploads, streamlining workflows. This article guides you through this integration process.

Dropbox Integration With Fluent Support

To integrate Fluent Support with Dropbox, follow the steps with screenshots below —

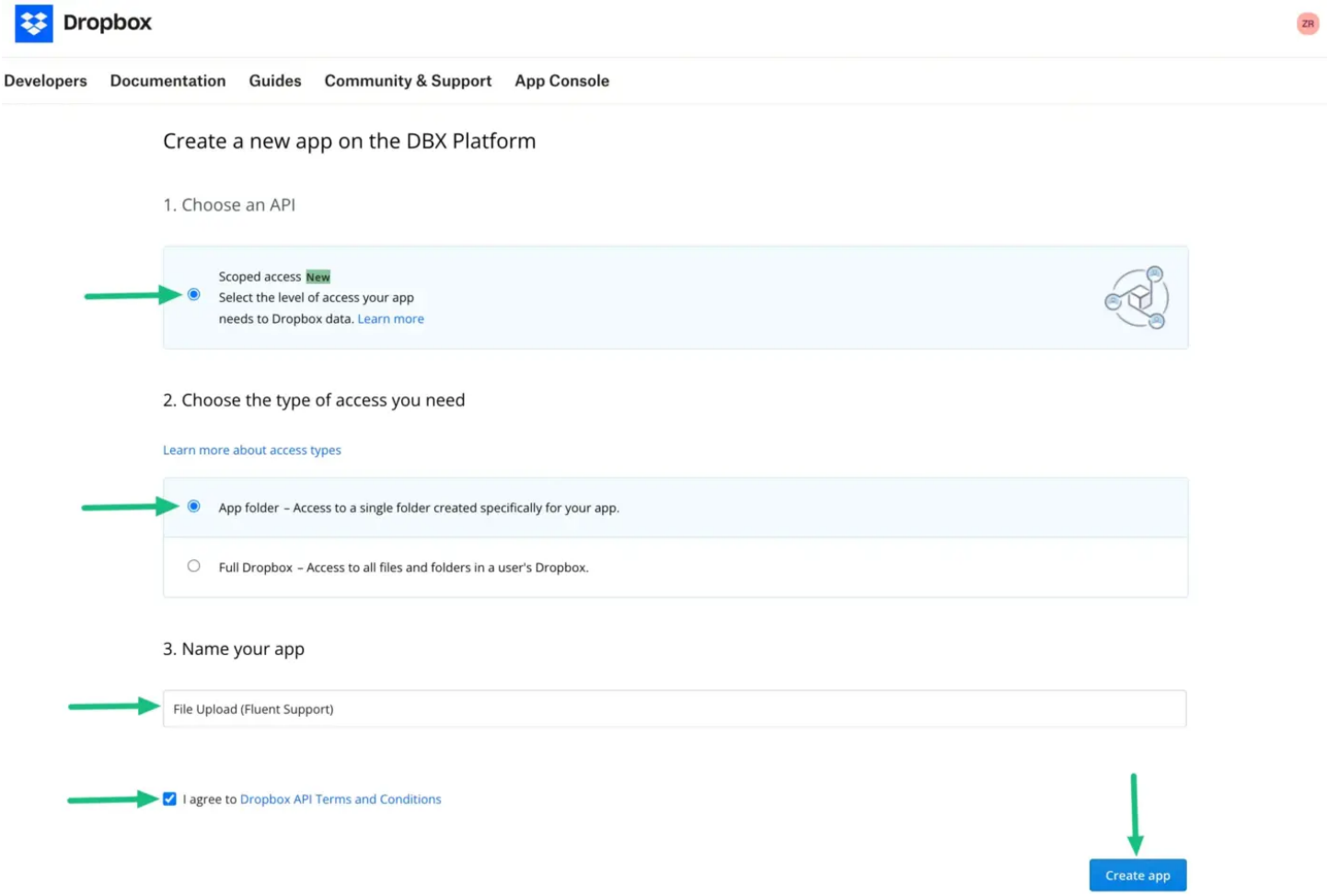
Create an app in Dropbox

To **create** or Log in to your **Dropbox**, **click here**. Then, go to your **Dropbox Account** developer section and click the **Create Apps** button to create an app in Dropbox.



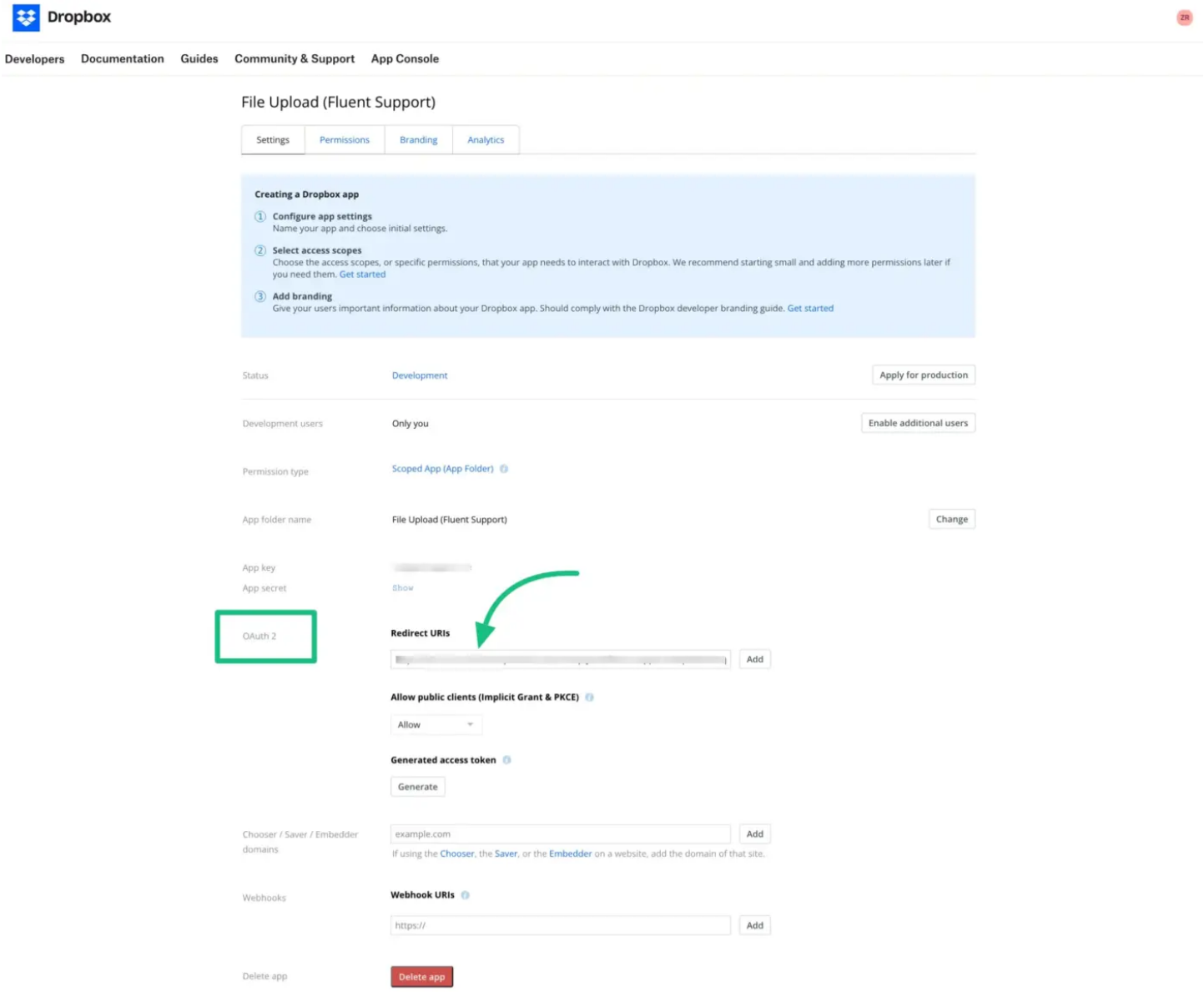
In the “**Choose an API**” select **Scoped Access** and in the “**Choose the type of access you need**” select **App folder**.

Then, give a name to your app, agree with the **terms and conditions** if you want, and finally click the **Create app** button.

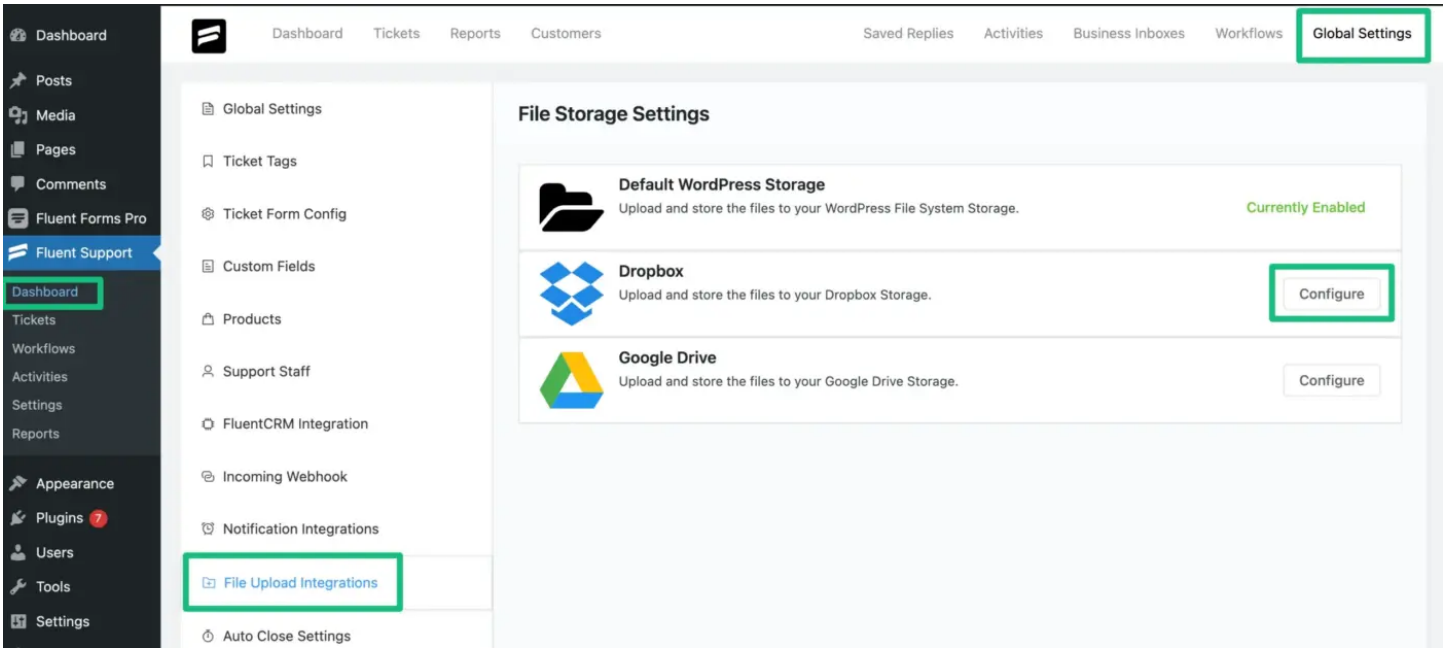


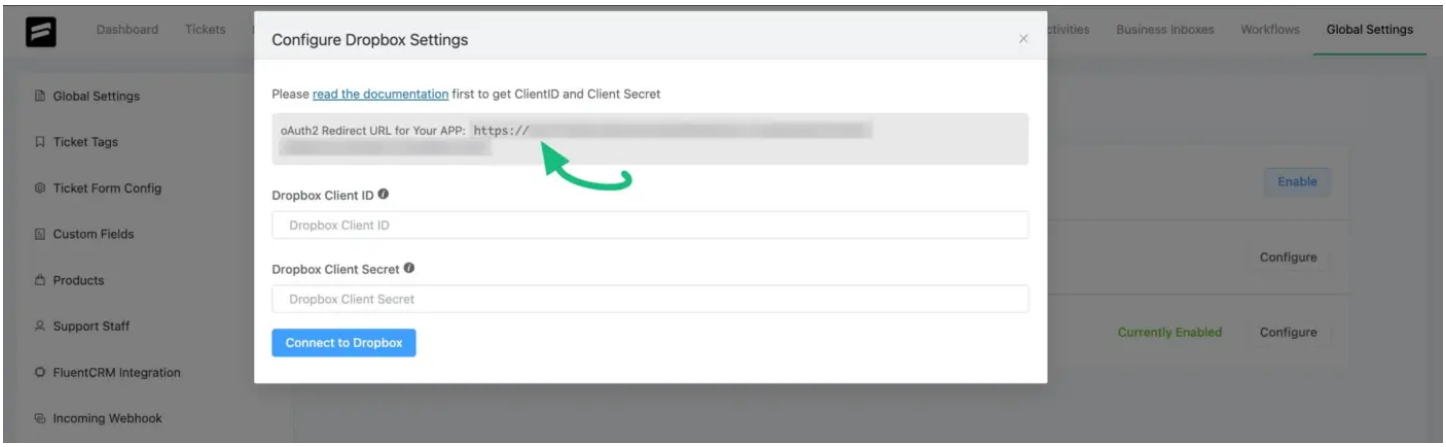
Configure Dropbox Settings

Your Dropbox App **Settings** page will appear where you must provide an authorized **OAuth2 Redirect URL** and click the **Add** button.



To **get this OAuth2 Redirect URL**, go to your Fluent Support **Dashboard > Global Settings > File Upload Integration > Dropbox > Configure** > copy the **OAuth2 redirect URL.**

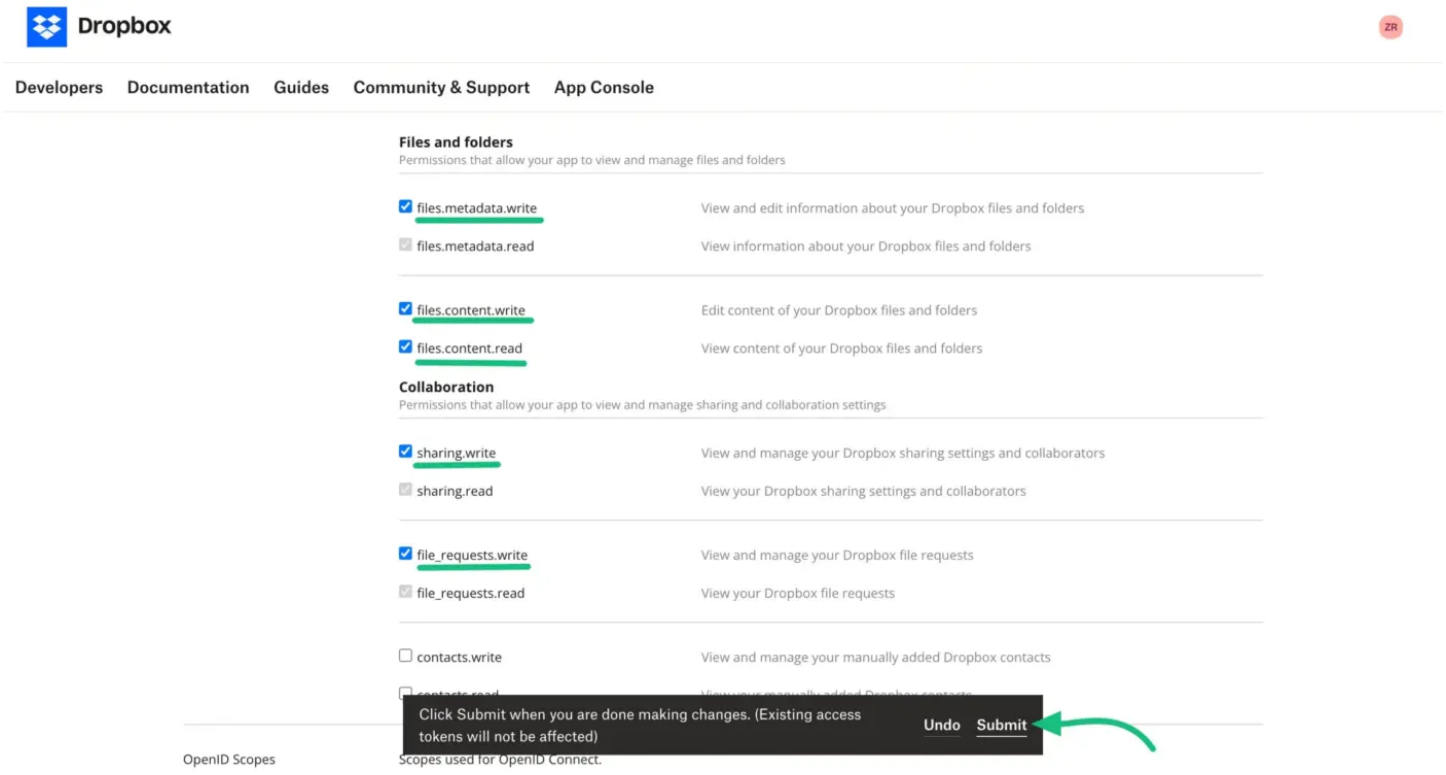




Dropbox App Permissions

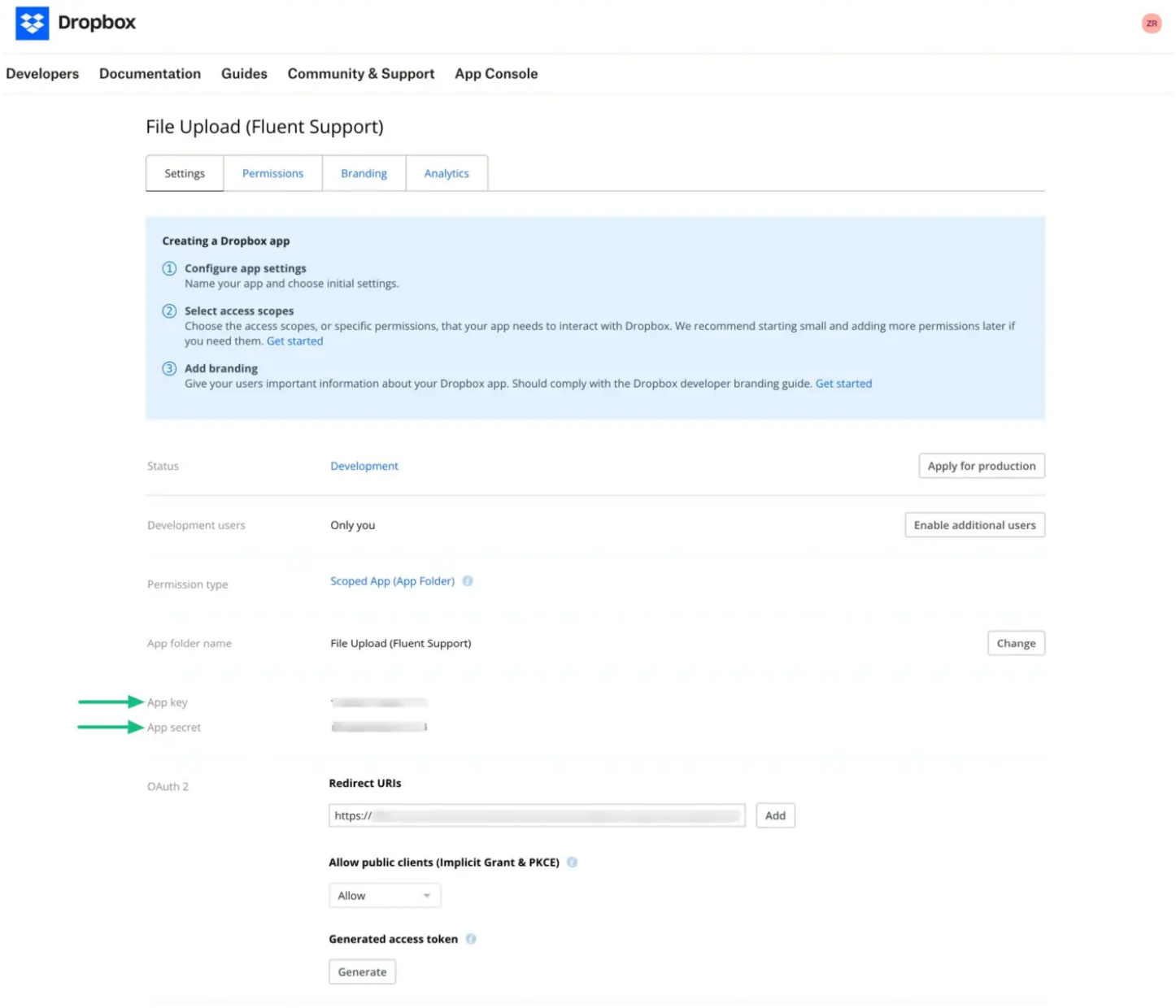
Now go to the **Permissions** section of your Dropbox app.

Select these areas **(files.metadata.write, files.content.write, files.content.read, sharing.write, file_requests.write),** and click the **Submit** button.



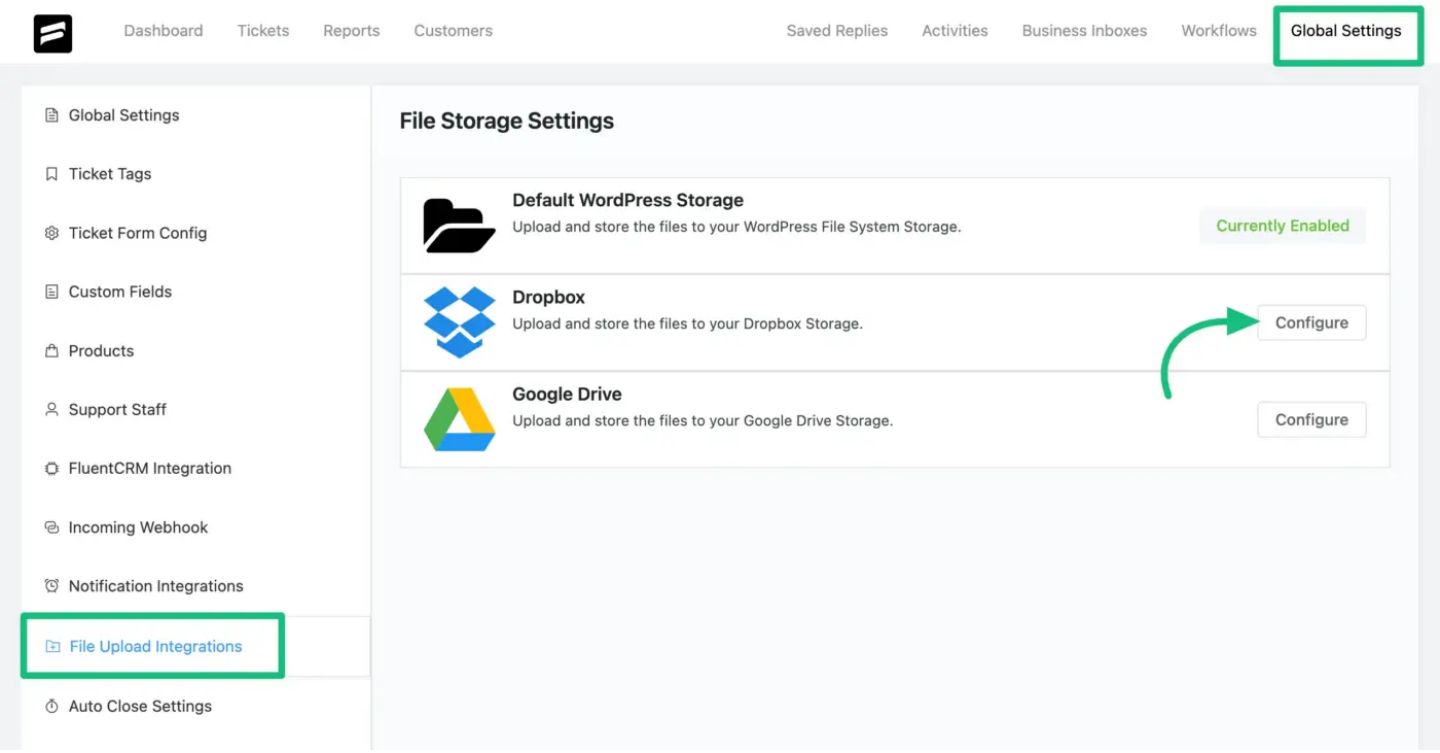
Obtain App Credentials

To obtain the app’s credentials, copy the **App Key** and **App Secret** from your Dropbox app settings.

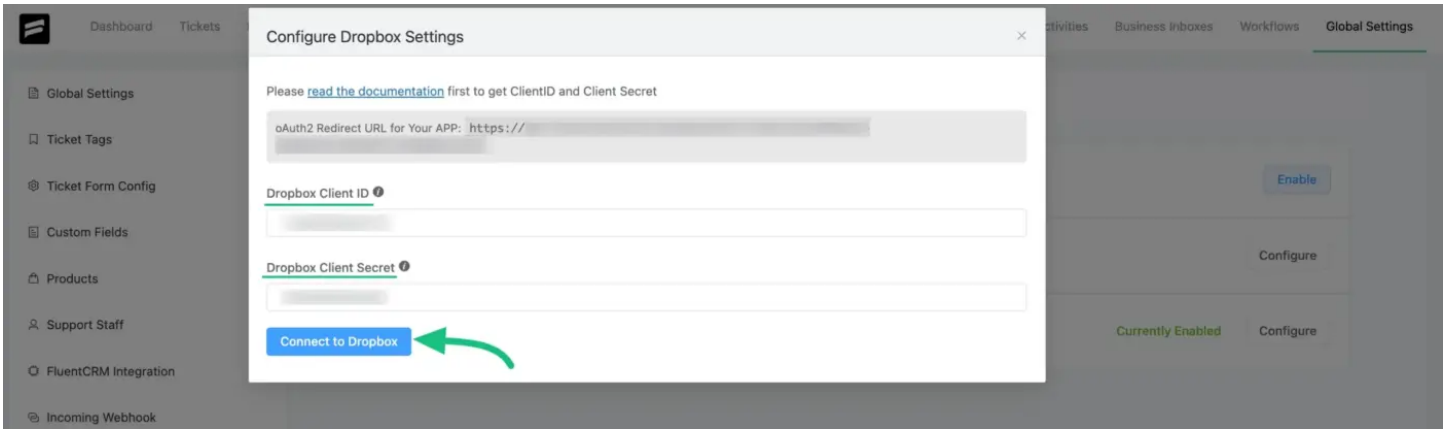


Configure Dropbox in Fluent Support

Return to your **Fluent Support Dashboard,** go to **Global Settings,** click the **Configure** under **File Upload Integrations,** and a popup will appear.



Then, paste the **App key** & **App Secret** into the **Client ID** & **Client Secret** fields, and click the **Connect to Dropbox** button.



This is how you can integrate Dropbox with Fluent Support!

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.