Google Drive Integration

Integrations · https://fluentsupport.com/docs/google-drive-integration/

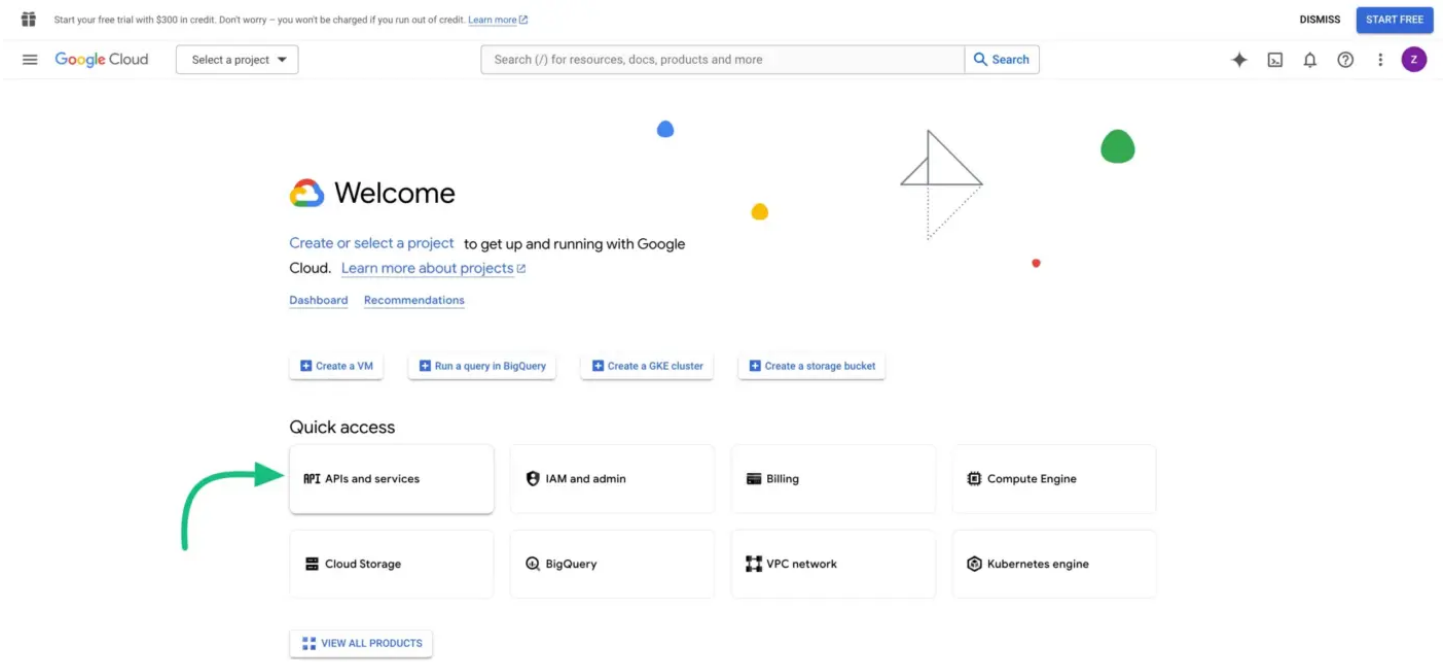
Integrating **Google Drive** with the **Fluent Support** plugin allows the synchronization of files between the two platforms. This article will guide you through integrating **Google Drive** with **Fluent Support**.

Google Drive Integration With Fluent Support

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

Accessing Google Cloud Console

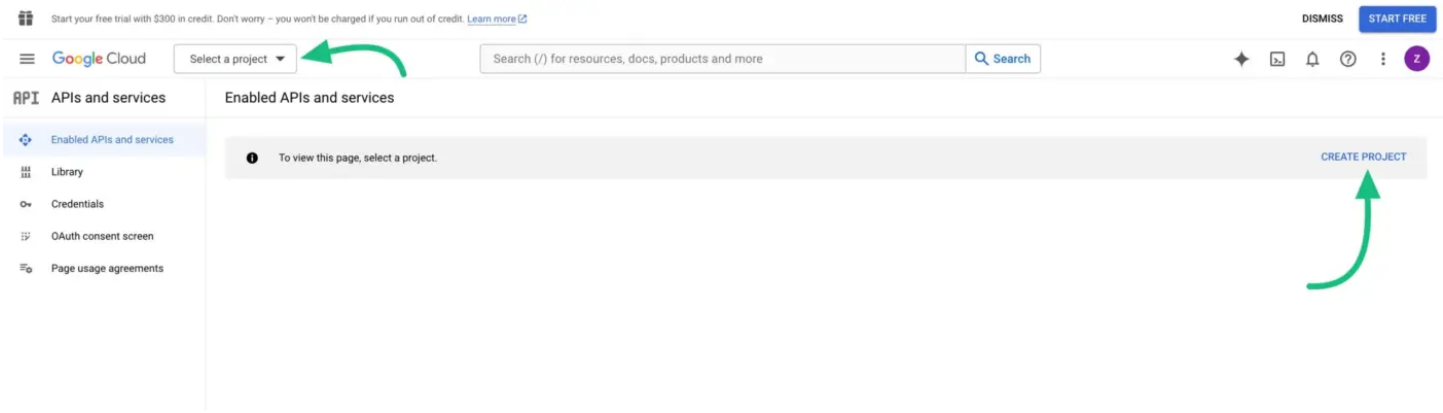
First, go to the **Google Cloud Console** and select **APIs & Services.**



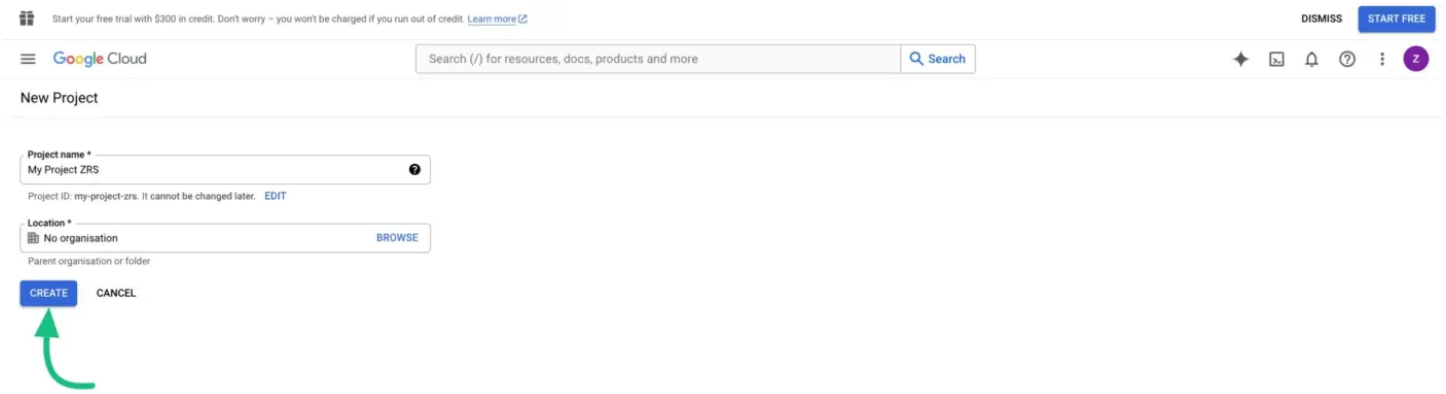
Creating New Project

To get the API, create a new project by clicking the **Create Project**.

Or, you can easily select any of your existing projects from the "**Select a Project"** dropdown list by clicking on the **Arrow Icon.**

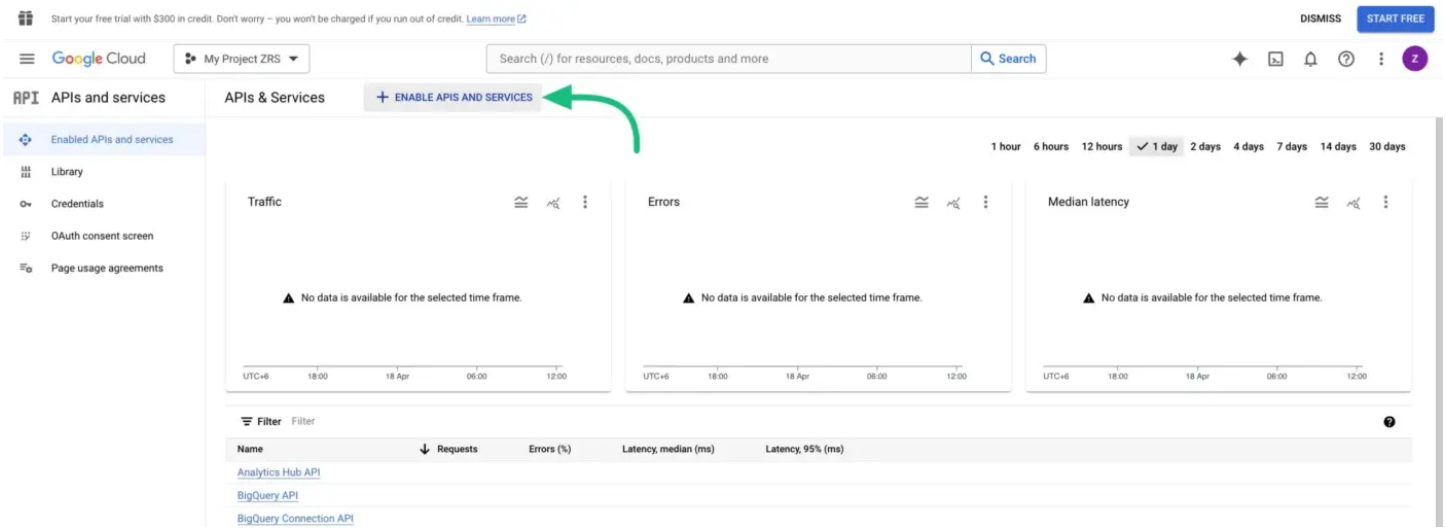


Give a name to your project (location is optional) and press the **CREATE** button.

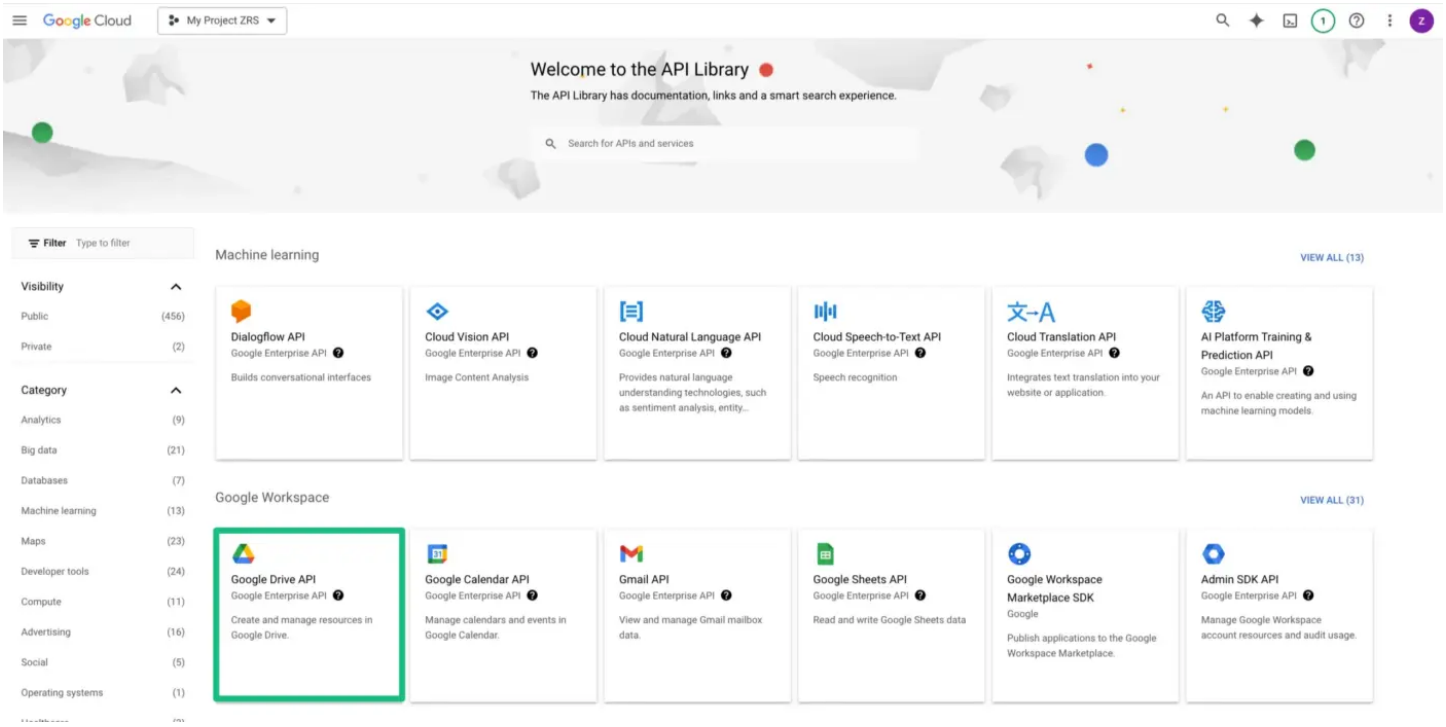


Enabling Google Drive API

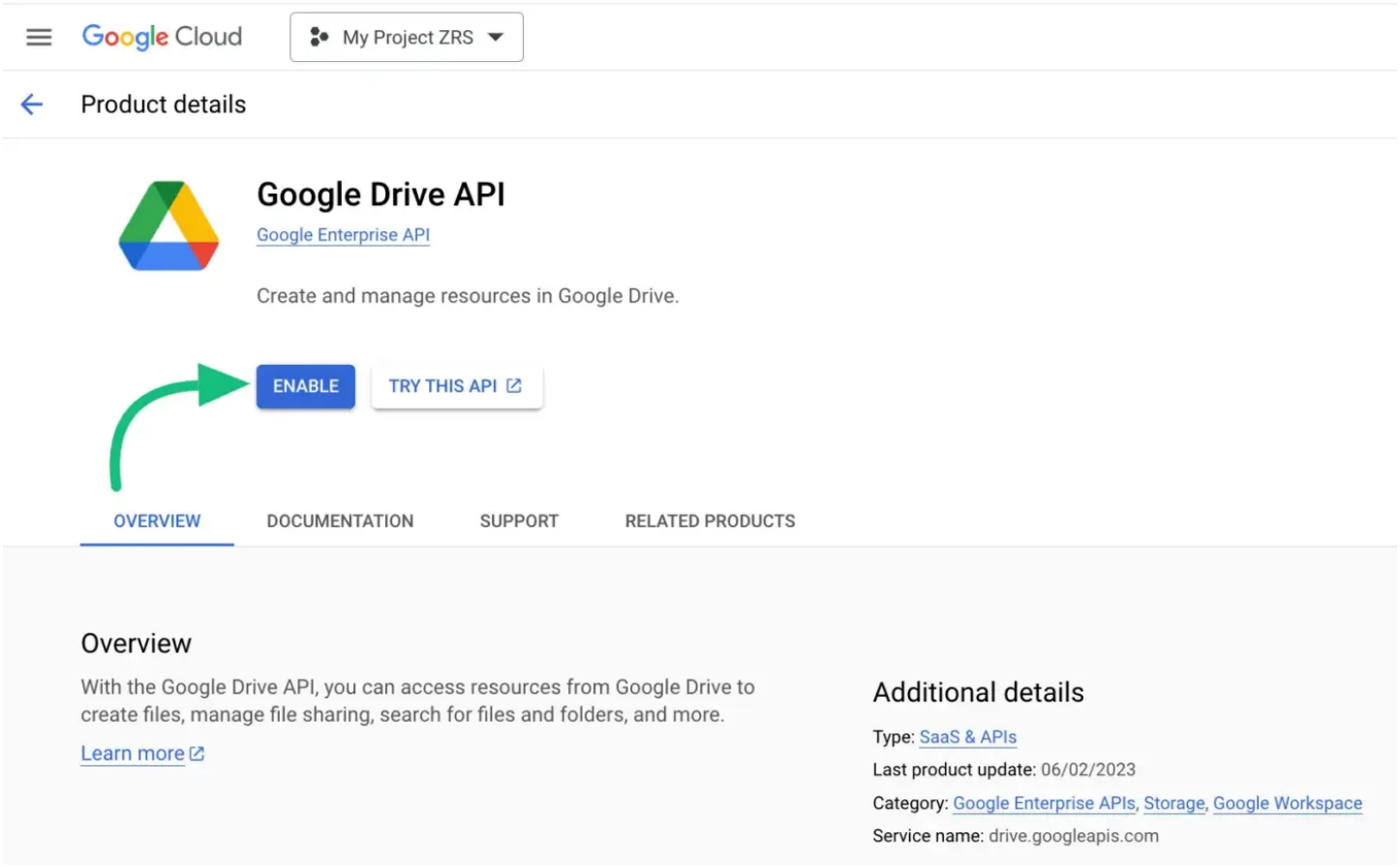
Click on **+ ENABLE APIS AND SERVICES.**



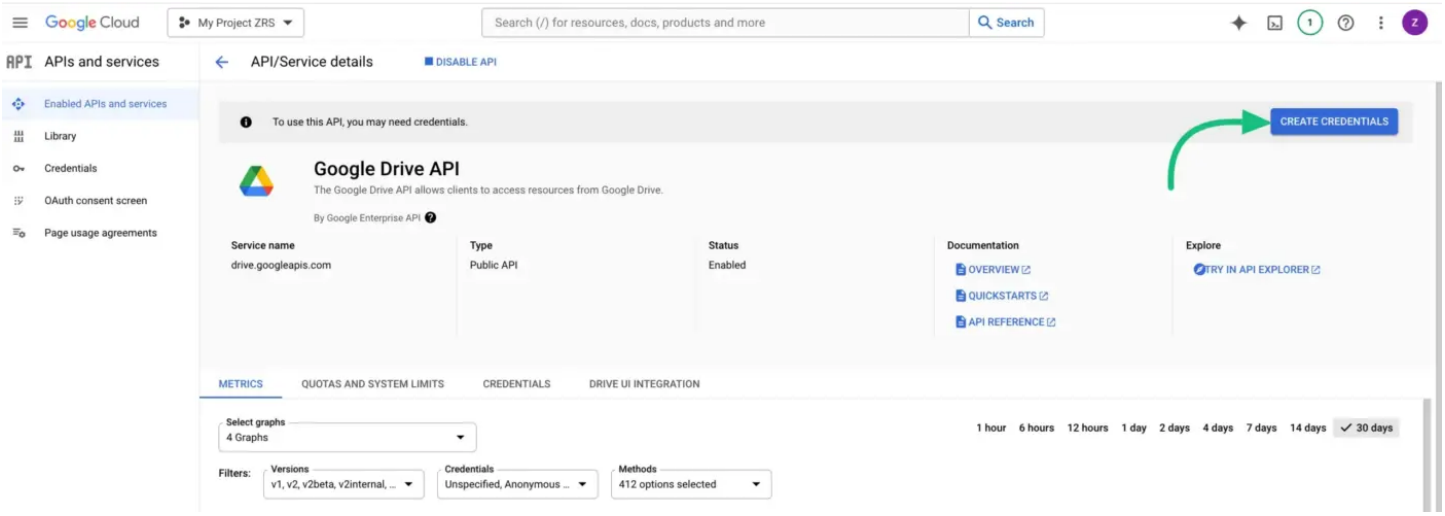
Select **Google Drive API**.



Now, click on the **ENABLE** button to activate the Google Drive API.



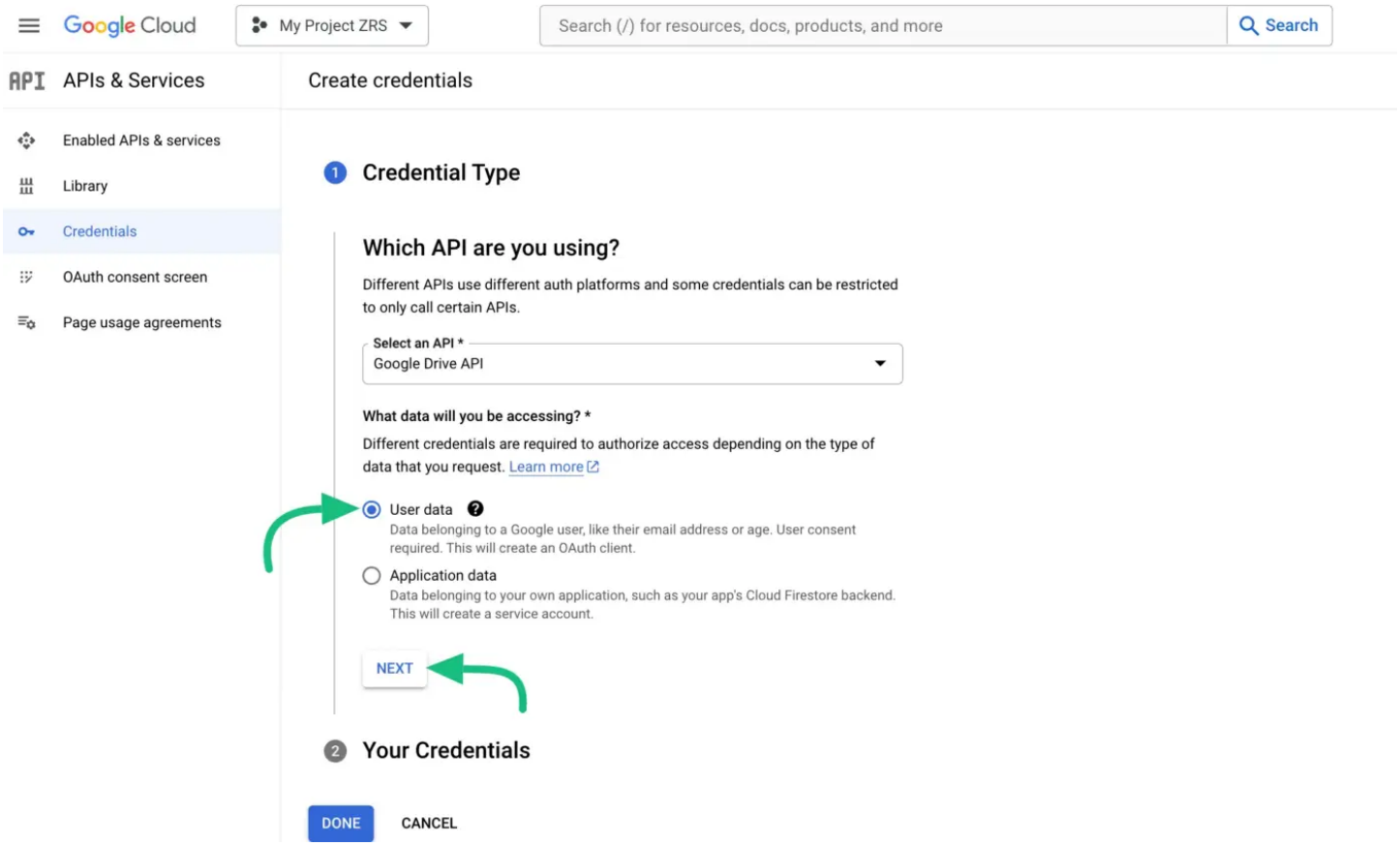
You will see the **CREATE CREDENTIALS** button, click on it.



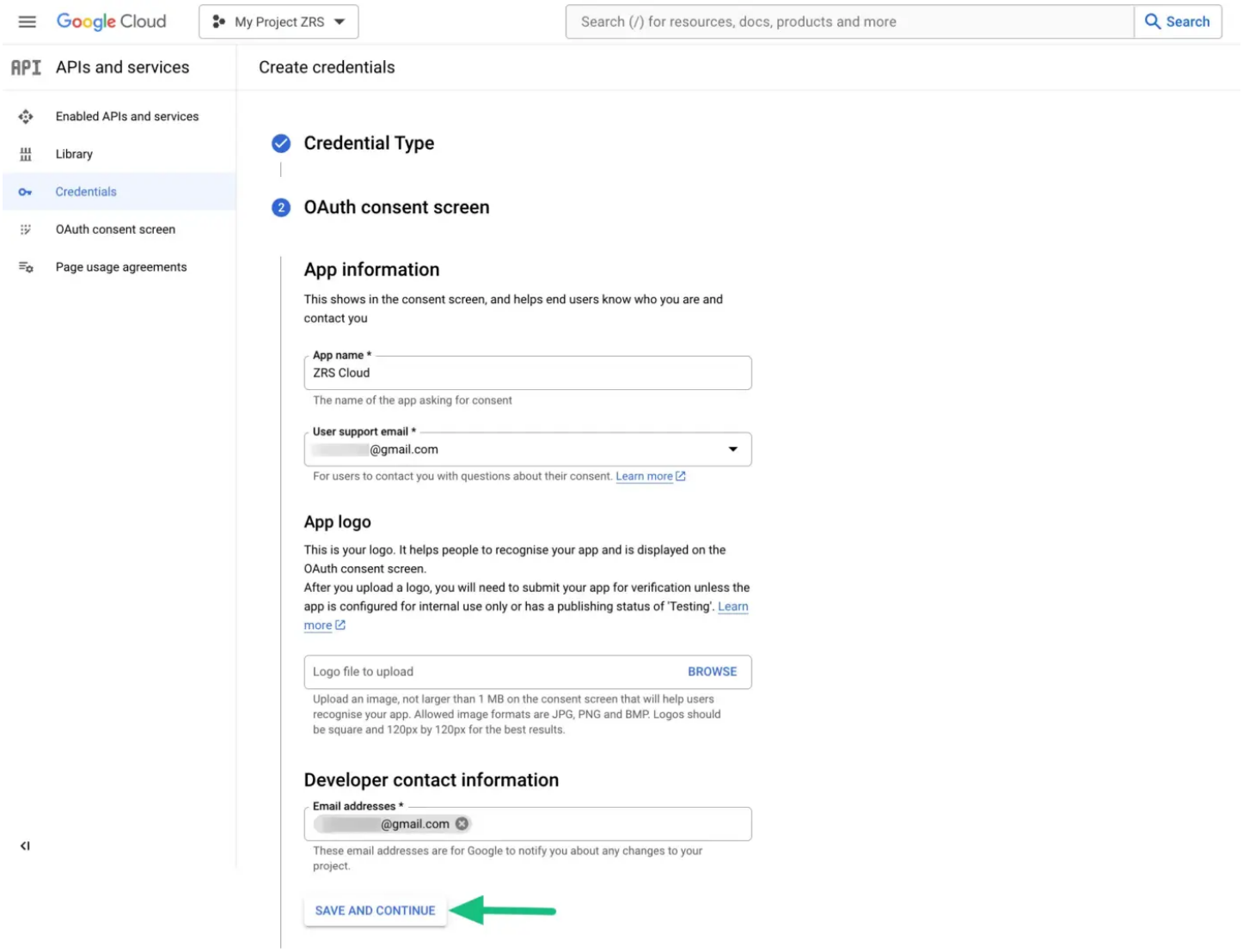
Here, you will find five steps that you need to complete. These are:

- Credential Type
- OAuth consent screen
- Scopes
- OAuth Client ID
- Your Credentials.

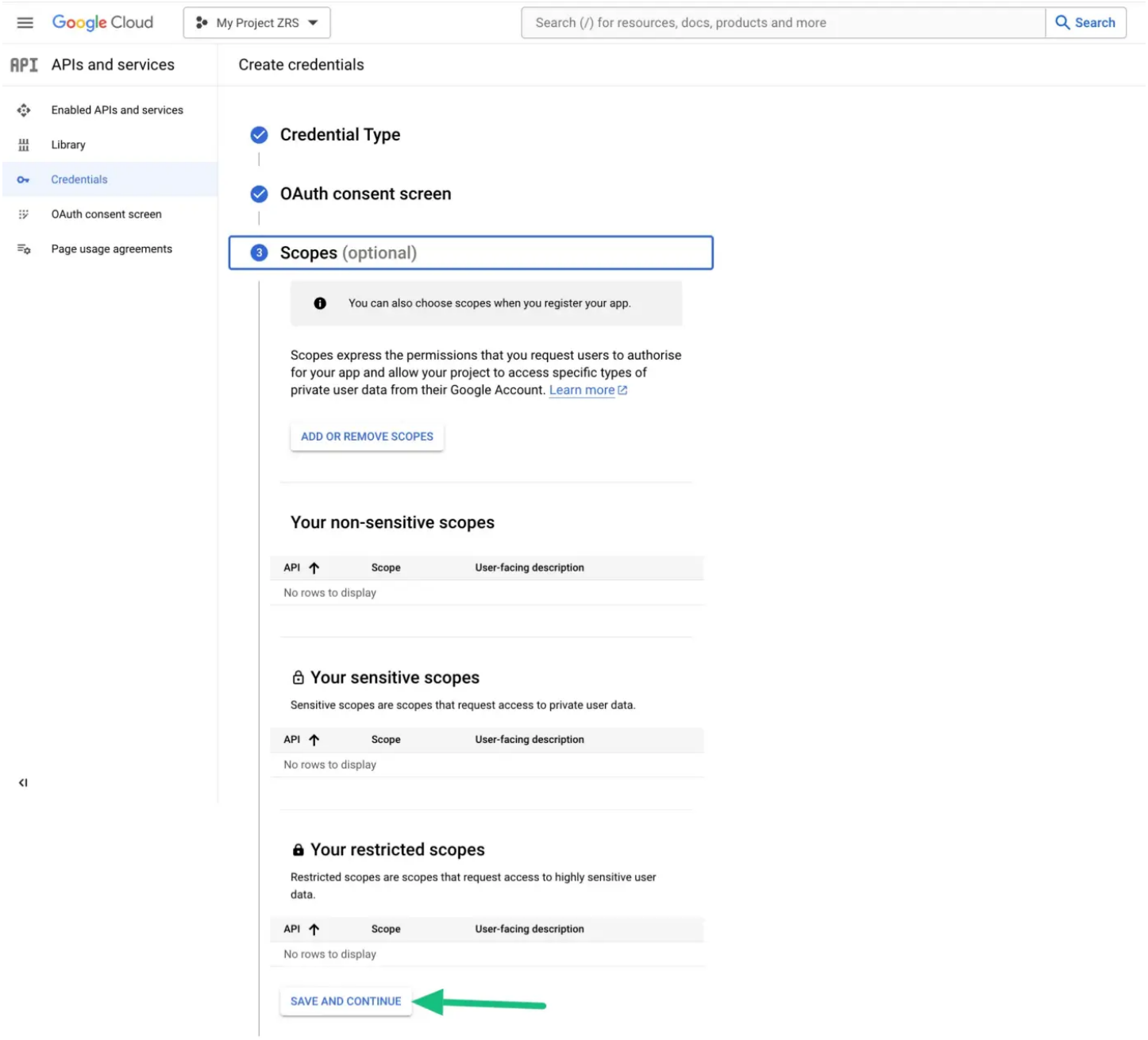
- In **Credential Type** select the **User Data** field and press the **Next** button.



- In the **OAuth Consent Screen**, give an App name, User support email, and Developer email. Once you are done, click the **SAVE AND CONTINUE** button.

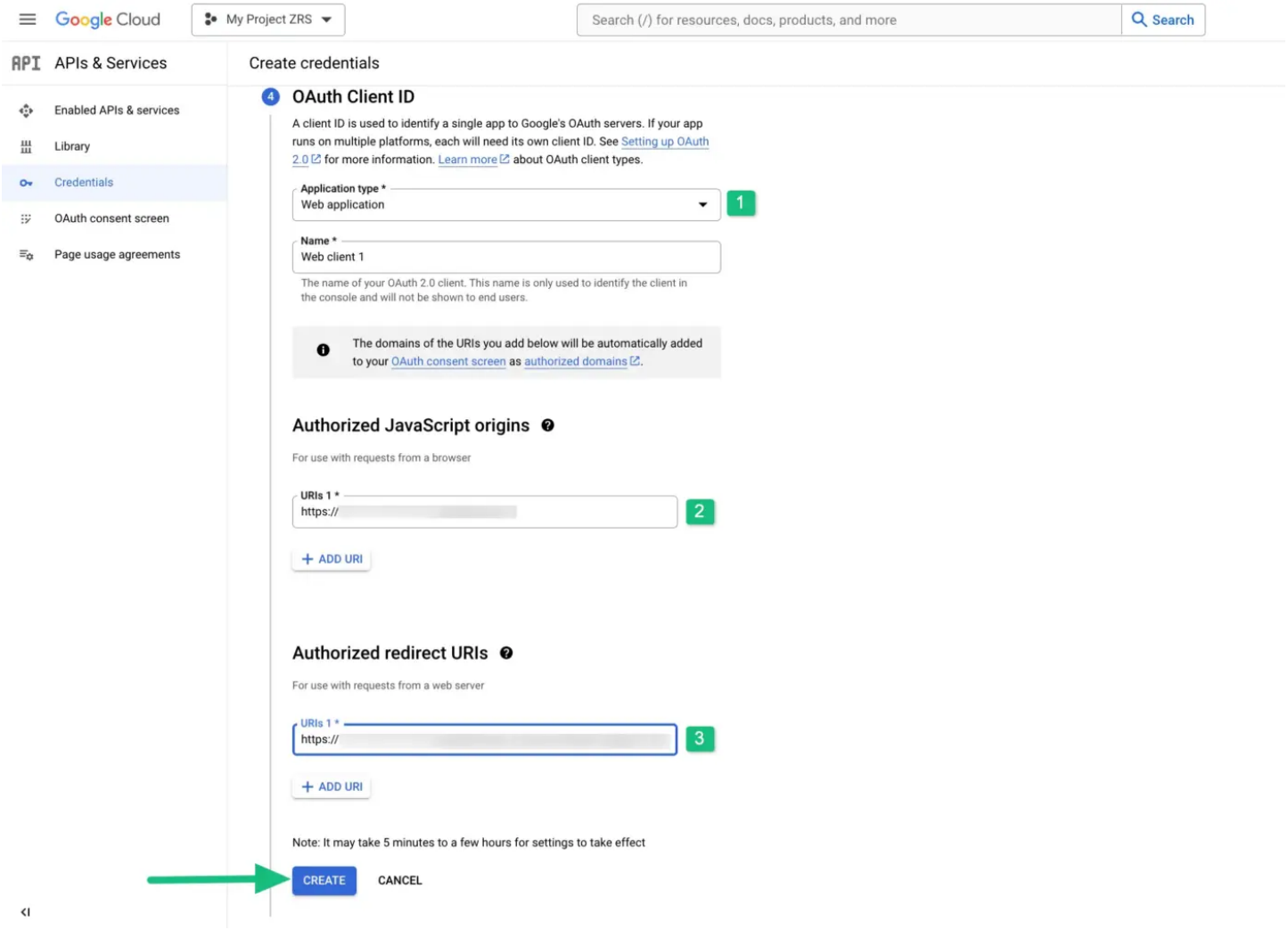


- As **Scopes** is optional, you can skip it and go to the next step by clicking the **SAVE AND CONTINUE** button.



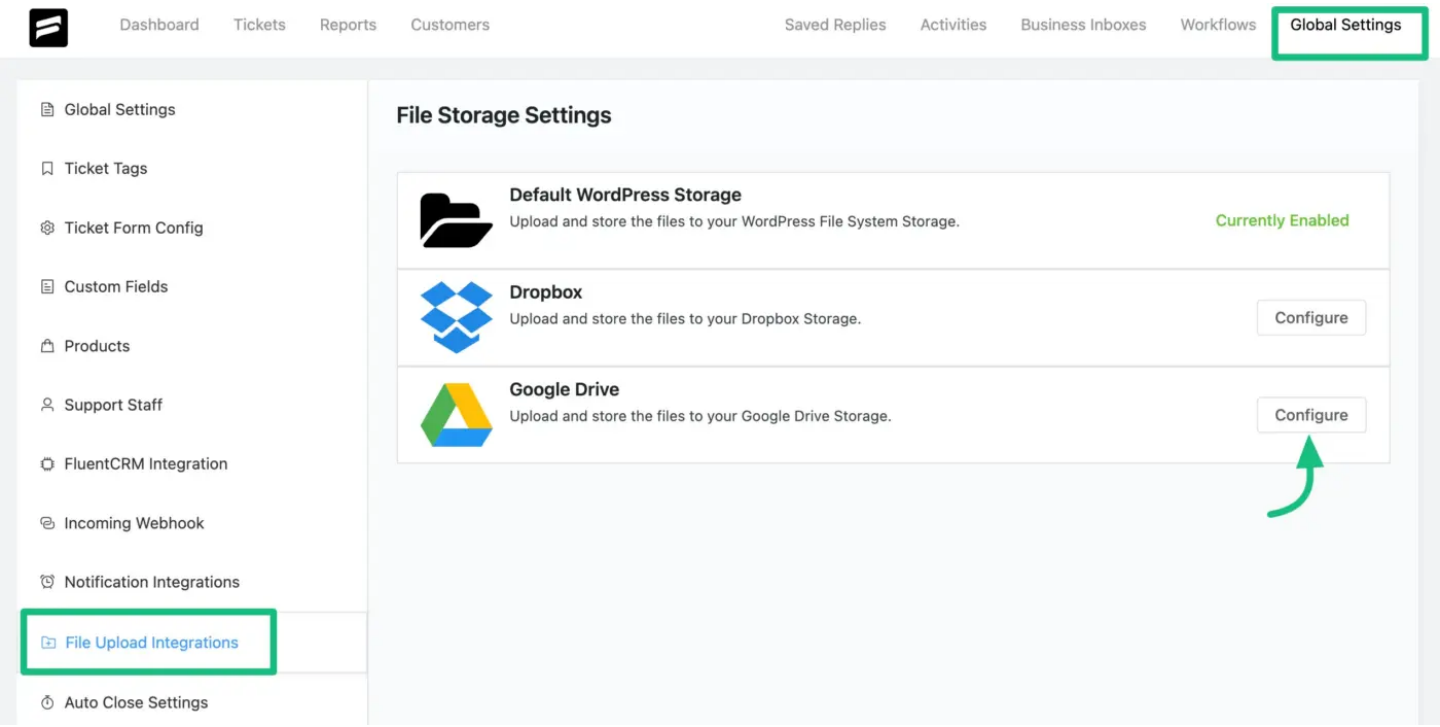
- In **OAuth Client ID**,

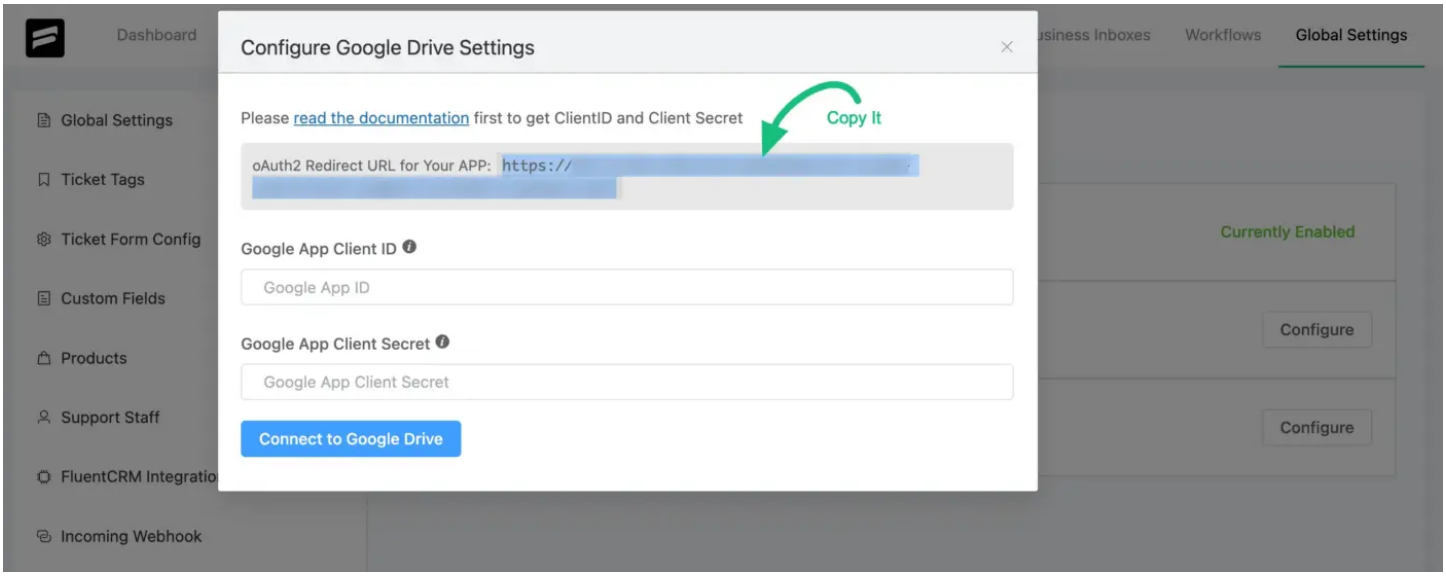
- In the Application type select Web Application you can give any name here.
- In Authorized Javascript Origins give your domain name without the '/' slash in the last.
- In the Authorized redirect URL paste the OAuth2 redirect URL



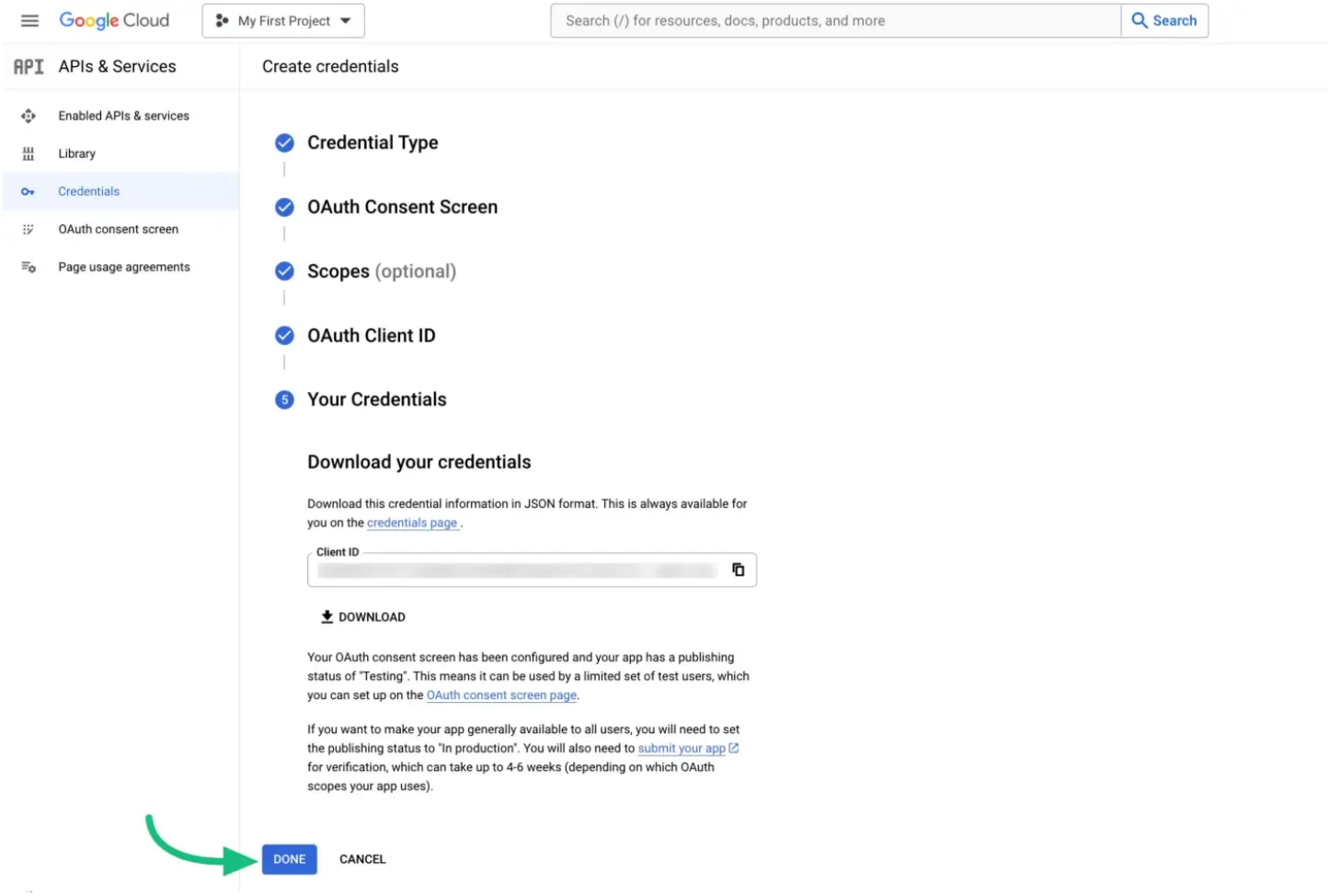
To **get the authorized redirect URLs** go to the Fluent Support Dashboard and **follow the steps below —**

Global Settings > File Upload Integrations > Google Drive > Configure.

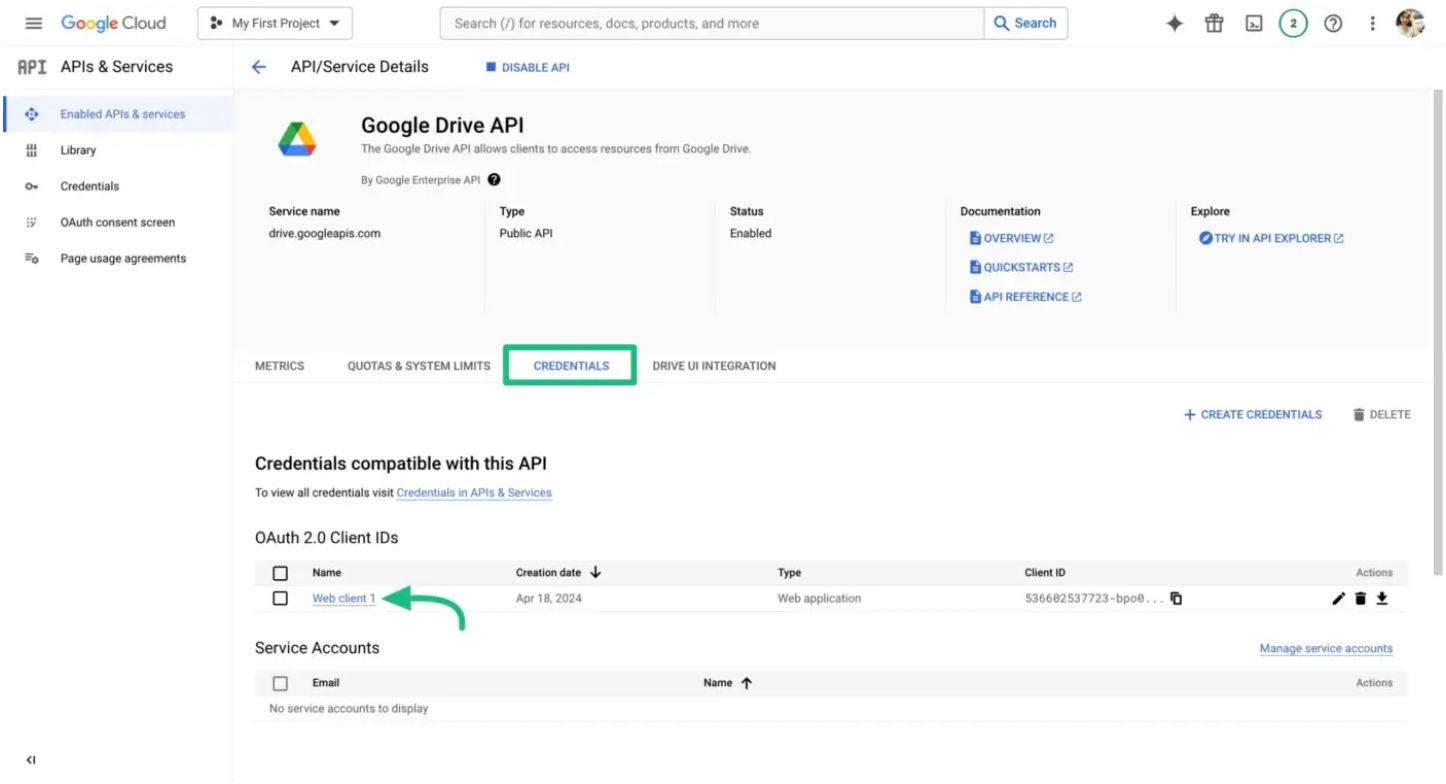




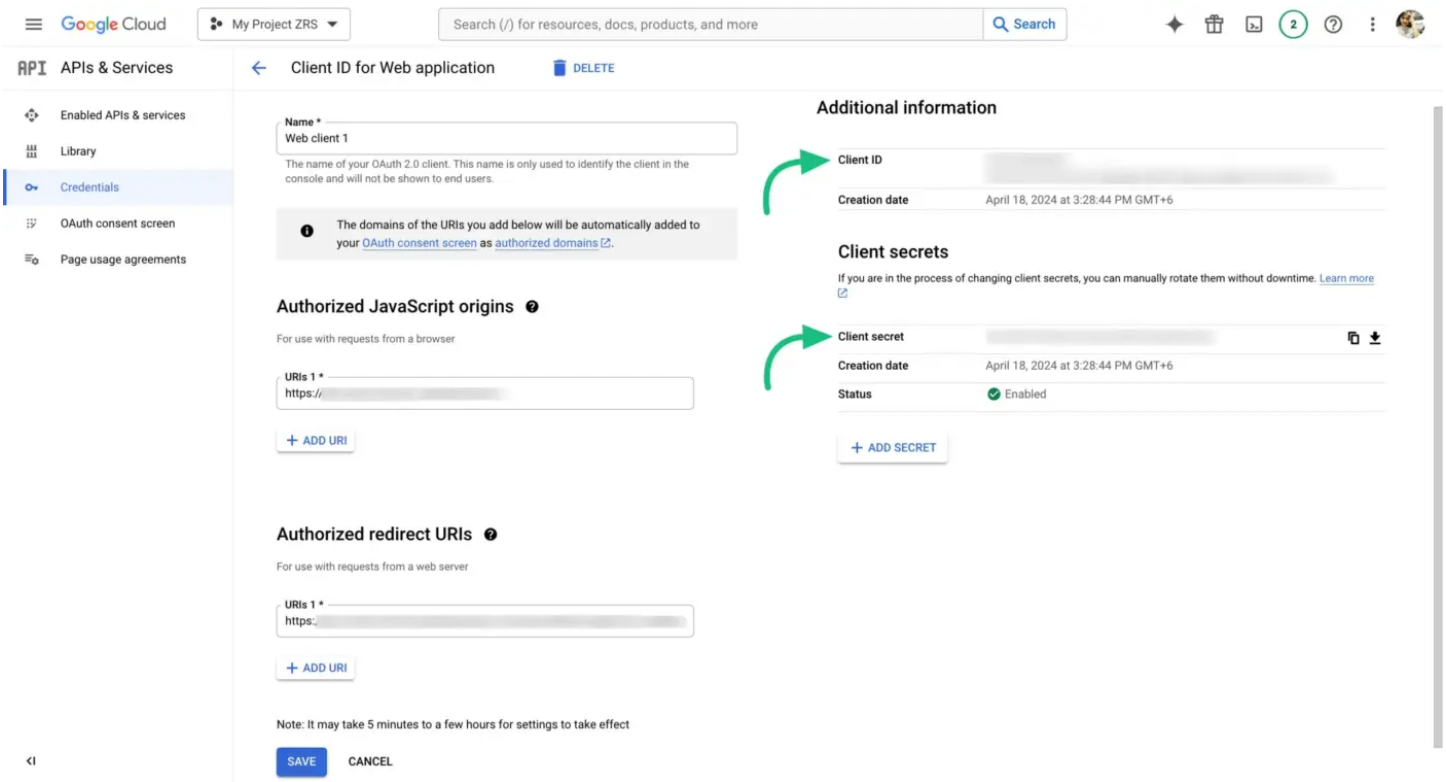
- In the **fifth step**, you will find the **Client ID** you can copy. Now click on the **Done** button and the credential will be ready.



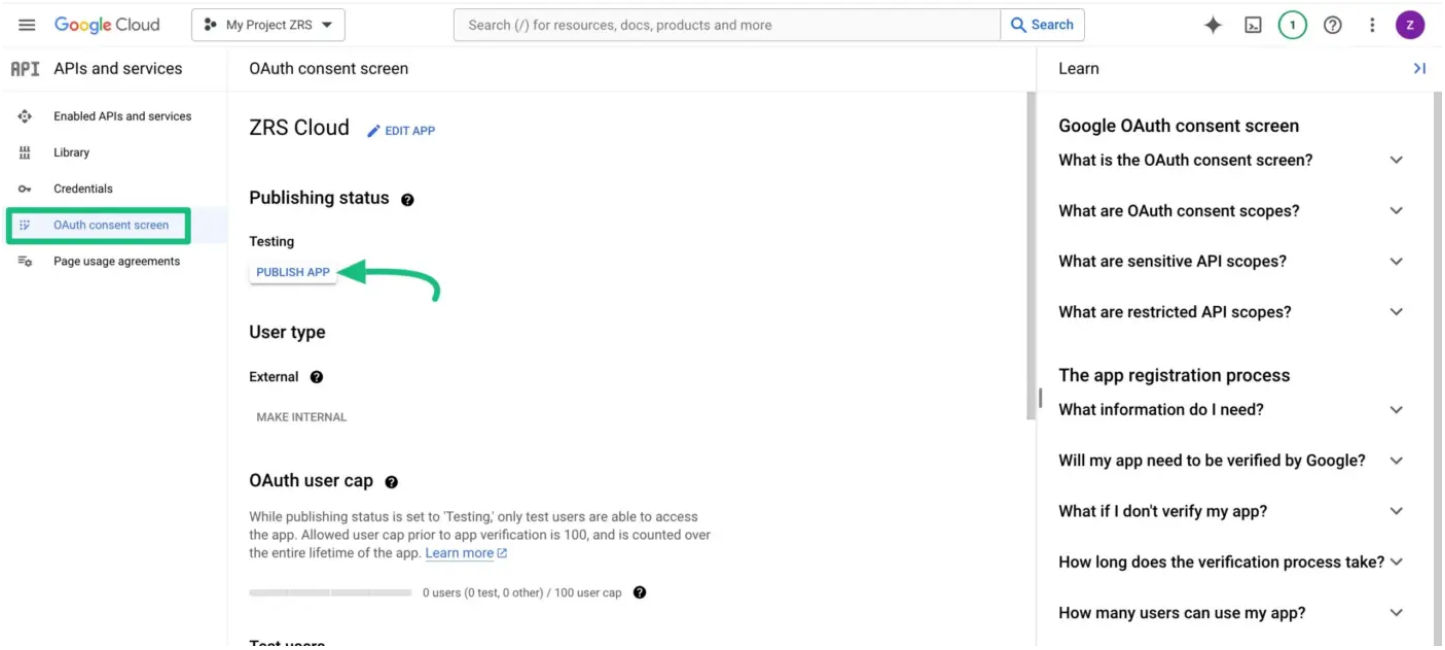
Now this page will come, go to the **CREDENTIALS** section and click on **Web Client 1** under OAuth 2.0 Client IDs.



After that, the below page will come and you will find the **Client ID** and **Client Secret** here copy these things.

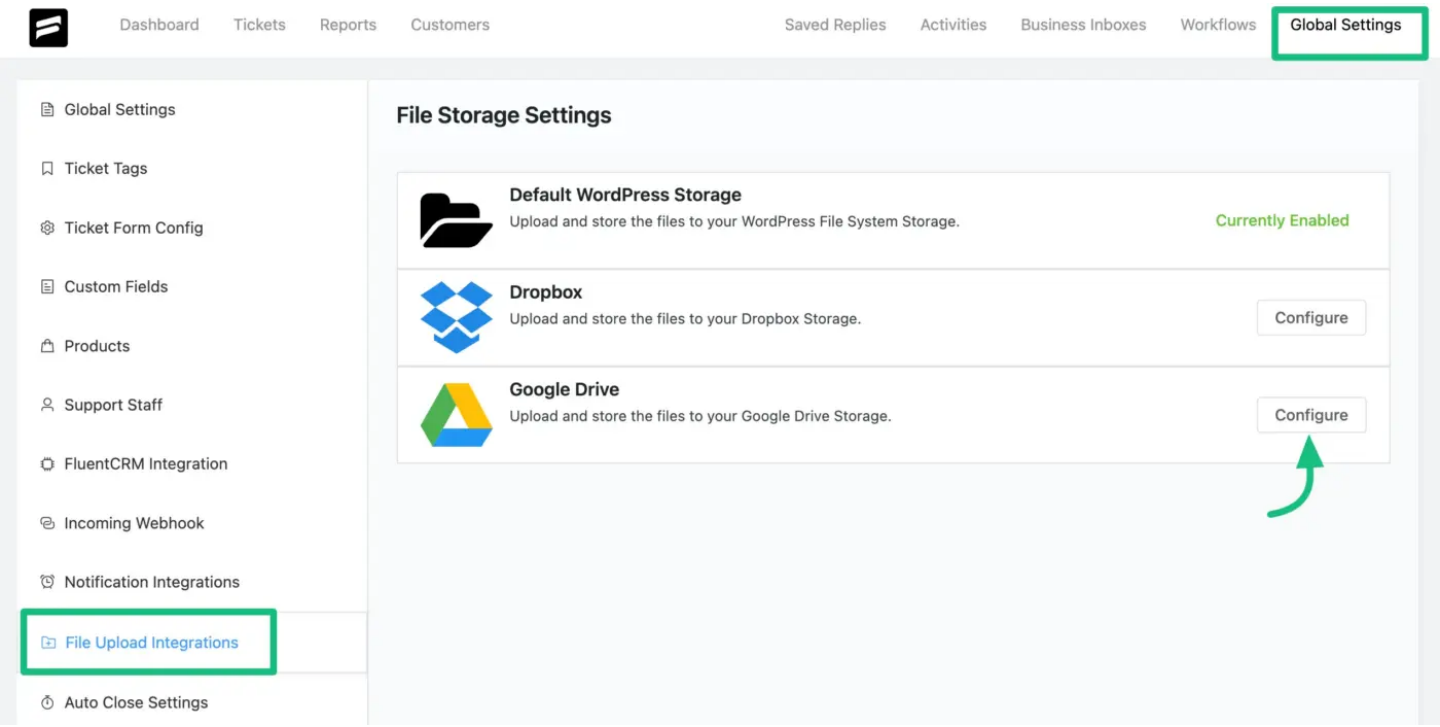


Now, go to the **OAuth Consent Screen** section and click the **PUBLISH APP** button.

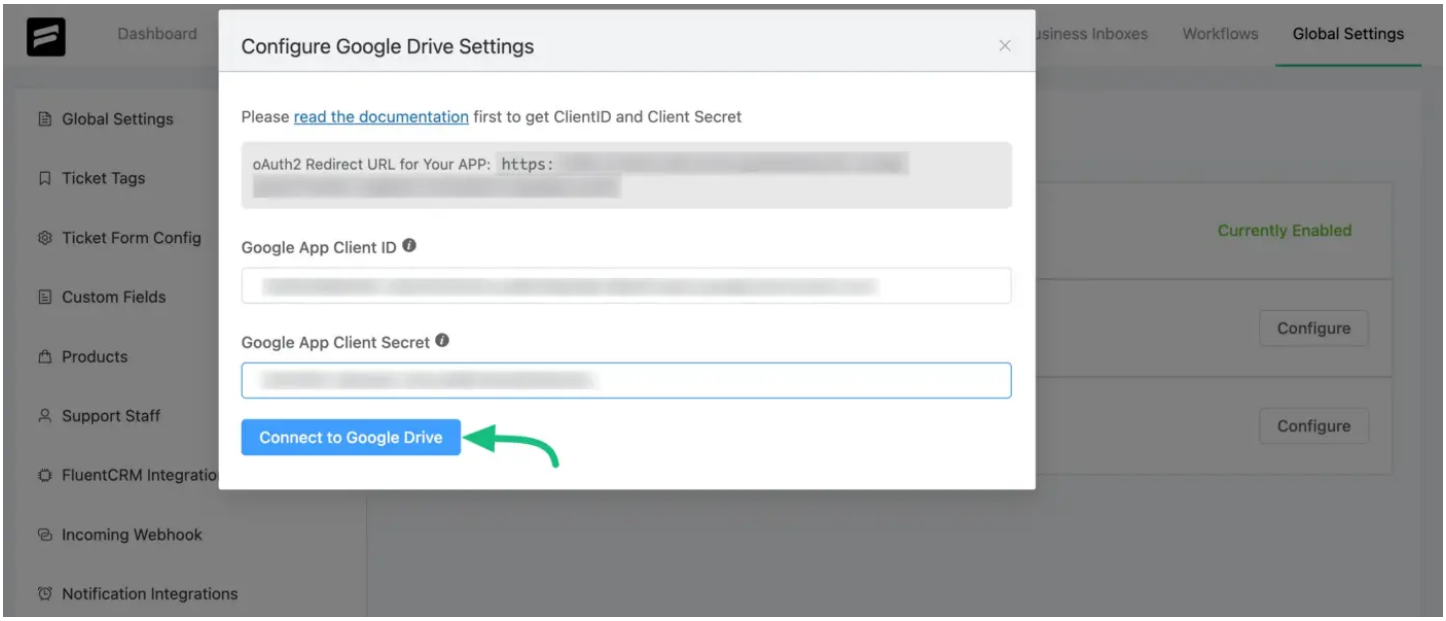


Configure Fluent Support

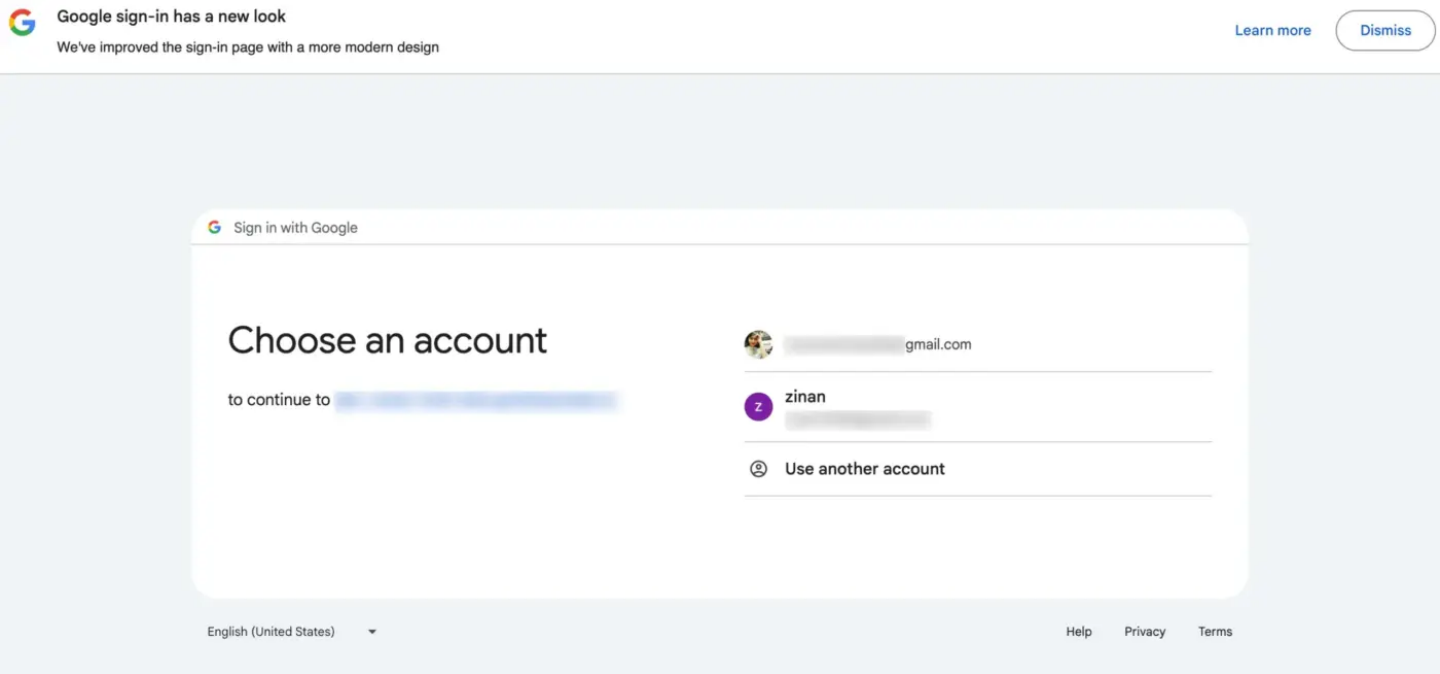
Go to the **Fluent Support Dashboard > Global Settings > Flie Upload Integrations > Google Drive > Configure**.



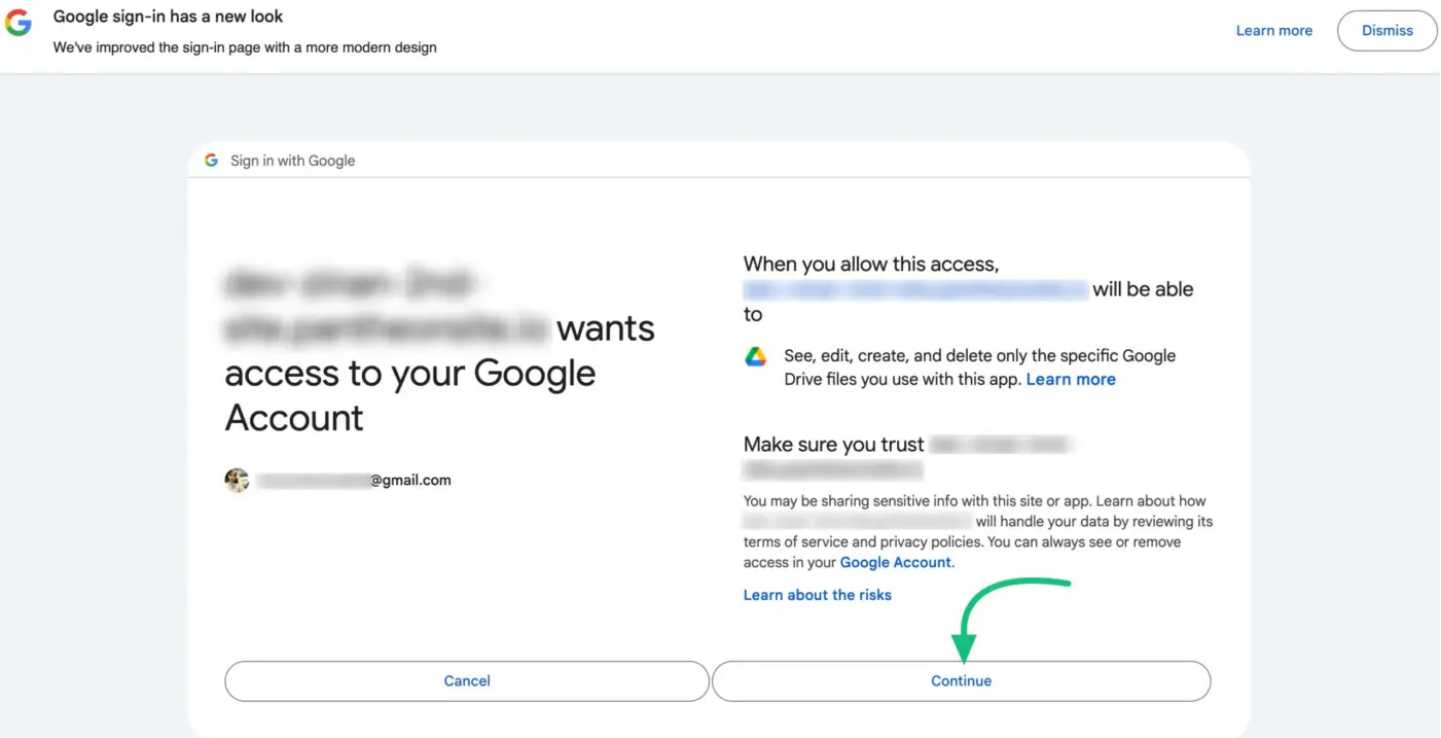
Paste the **Client ID** & **Client Secret** here. Click on the **Connect to Google Drive** button.



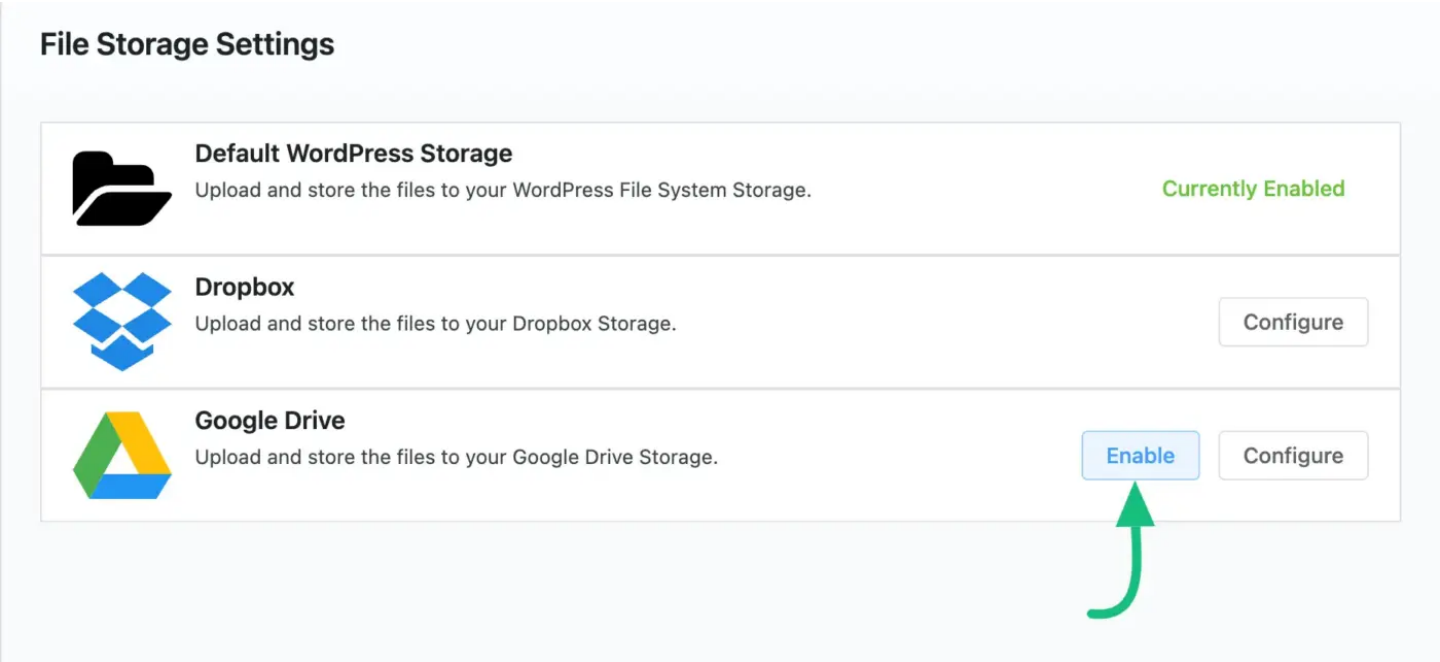
Now you have to choose an account for drive upload.



Click on **Continue** to complete the drive confirmation process.

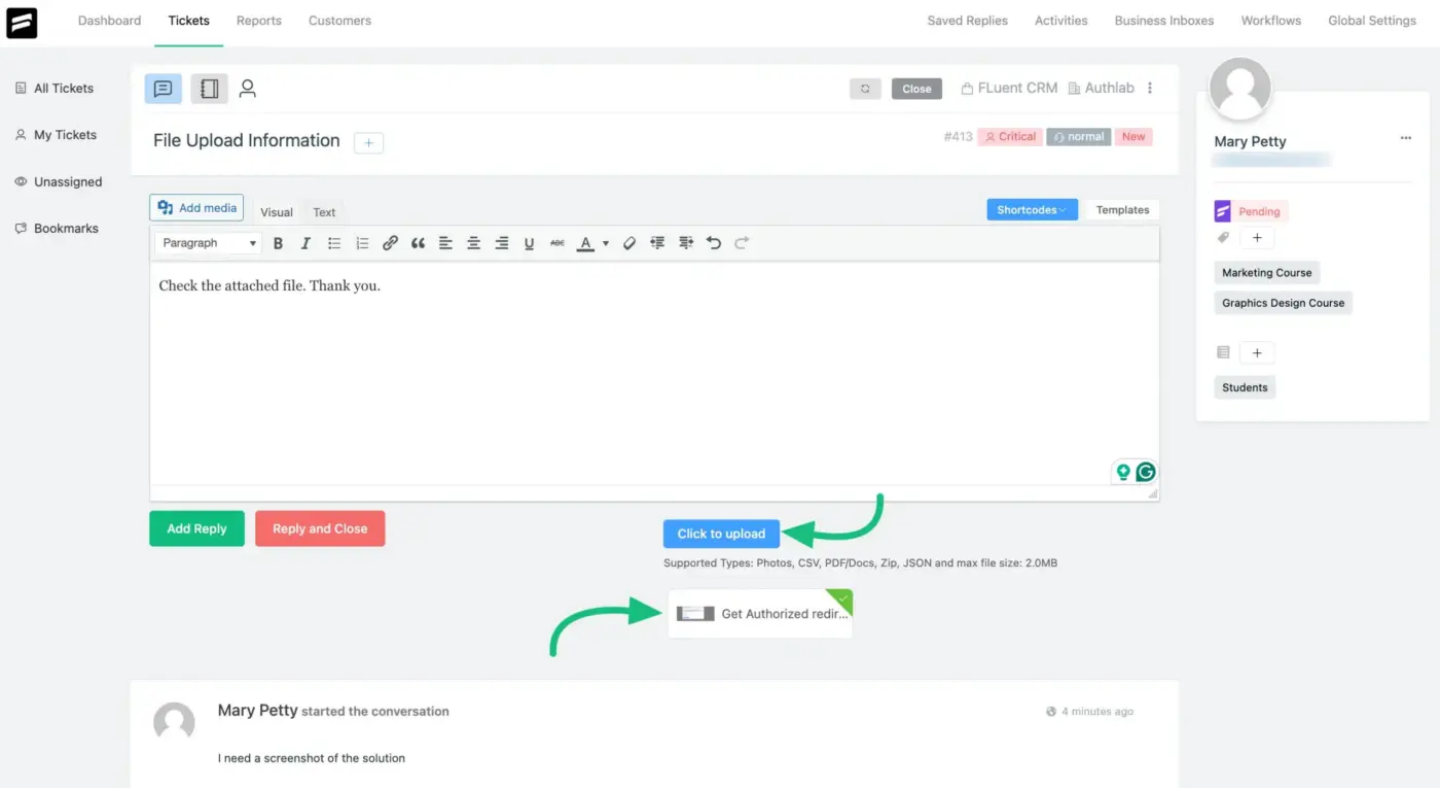


Click on the **Enable** button to end the integration process for Google Drive upload.

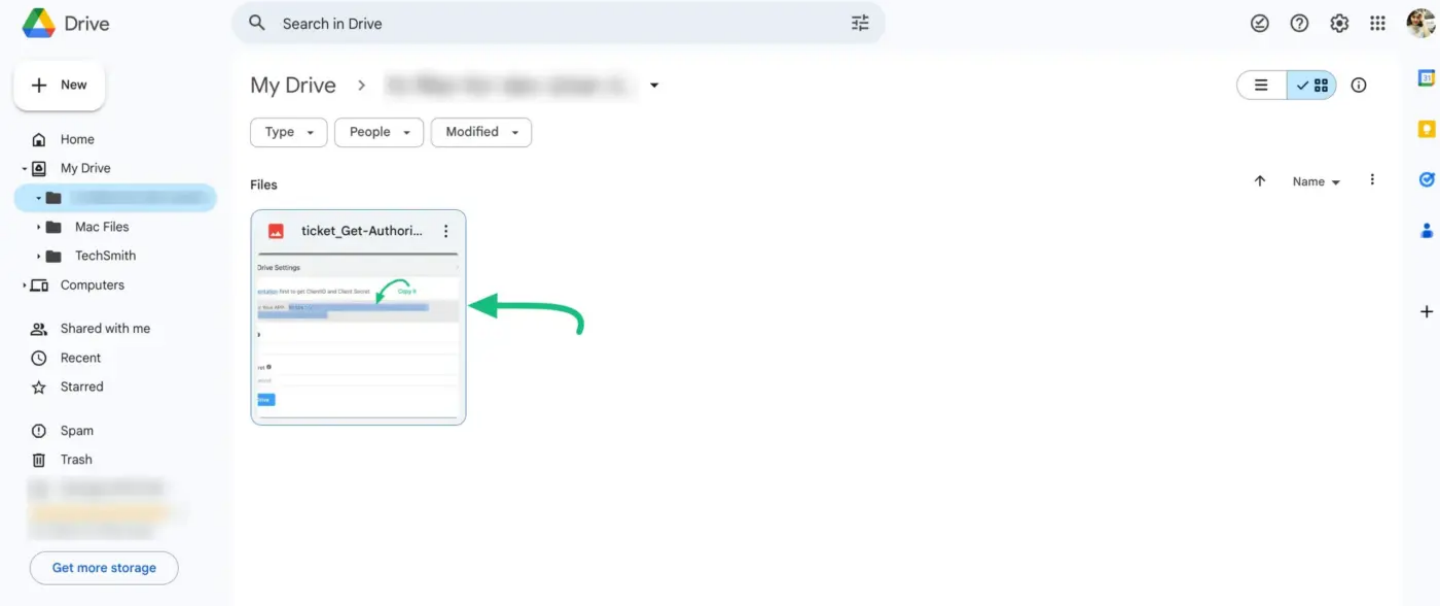


For Example

Here, you can see that a file is uploaded with a ticket reply.



Now, you will find the uploaded file stored in your **Google Drive.**



This is how you can integrate Google Drive with Fluent Support!

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