

Oracle® Cloud

Create Box Folders for Zendesk Organizations



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Preface

This document describes how to install, configure, and run this recipe in Oracle Integration 3.

Topics:

- [Documentation Accessibility](#)
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- [Related Resources](#)
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Related Resources

For more information, see these Oracle resources:

- Oracle Integration documentation on the Oracle Help Center.
- Oracle Cloud at <http://cloud.oracle.com>.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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About This Recipe

Use this recipe to create corresponding folders in Box for all Zendesk organizations.



Note:

This recipe is available as **Zendesk — Box | Create Folders for Organizations** in Oracle Integration. Oracle provides this recipe as a sample only. The recipe is meant only for guidance, and is not warranted to be error-free. No support is provided for this recipe.

Overview

This recipe creates a folder in Box for each Zendesk organization as per a schedule specified in Oracle Integration. It uses the standard REST Adapter and Box Adapter.

To use the recipe, you must install the recipe and configure the connections and other resources within the recipe. Subsequently, you can activate and run the integration flow of the recipe manually or specify an execution schedule for it. When triggered, the integration flow queries the Zendesk instance for organization records, retrieves the names of the existing records, and creates a separate folder for each organization record on your Box instance, under a specified parent folder; the folders created shall have the same names as the Zendesk organization names. If a folder for a Zendesk organization already exists in the specified Box location, the integration flow skips the folder-creation activity for that organization record.



Note:

This recipe uses only the names of Zendesk organization records to create folders in Box; it doesn't synchronize other data of the records between the applications.

System and Access Requirements

- Oracle Integration, Version 21.2.1.0.0 or higher
- Zendesk
- An account on Zendesk with the Administrator role
- Box
- An account on Box with the Administrator role

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Before You Install the Recipe

You must perform the following configuration tasks on your Zendesk and Box instances in order to successfully connect to these external systems using Oracle Integration and create folders in Box for Zendesk organizations.

Configure Zendesk

You can create a user account on Zendesk exclusively for integration purposes. To avoid access-related issues, assign the administrator role to this account.

You can use the credentials of this integration user account while configuring the REST-based Zendesk connection in Oracle Integration. For information on creating a new Zendesk user account with the administrator role, see [Adding agents and admins](#).

Configure Box

To access Box from Oracle Integration and create folders for Zendesk organizations, you must perform the following configurations on your Box instance.

1. Create an OAuth application and obtain access keys.
 - a. Log in to your Box instance.
 - b. In the left navigation pane, click **Dev Console**.
 - c. In the My Apps page, click **Create New App**, and then select **Custom App**.
 - d. In the Custom App dialog:
 - i. Select **User Authentication (OAuth 2.0)** as the authentication method.
 - ii. Enter a unique name for the app in the **App Name** field.
 - iii. Click **Create App**.

The application is created and its Configuration page is displayed.

- e. On the application's Configuration page:
 - i. Scroll to the OAuth 2.0 Credentials section and note down the **Client ID** and **Client Secret** of the application for later use.
 - ii. In the OAuth 2.0 Redirect URI section, enter the OAuth-callback URL of your Oracle Integration instance. Your redirect URI should have the following syntax:
`https://Oracle-Integration-instance's-FQDN:443/icsapis/agent/oauth/callback.`
where `Oracle-Integration-instance's-FQDN` is the fully-qualified domain name of your Oracle Integration instance, for example, `oicinstance.example.com`.
 - iii. In the Application Scopes section, select the **Write all files and folders stored in Box** check box.
 - iv. Click **Save Changes**.
2. Create a parent folder to hold all the folders for Zendesk organizations.

- a. On your Box instance, click **New** in the All Files page.
- b. From the menu that displays, click **Folder**.
- c. In the Create a New Folder dialog:
 - i. Enter a name for the folder.
 - ii. If you want other people to access the folder, enter their email addresses in the **Invite Additional People** field; use a space to separate email addresses. Additionally, select the access level for the invitees from the **Permission** field.
 - iii. Click **Create**.

The folder is created and displayed on the All Files page.

3. Obtain the ID of the parent folder.
 - a. On the All Files page, click the folder's name to open the folder.
 - b. In the folder page's URL, note down the number after the last forward slash (/).


This is the parent folder's ID, which you'll use while configuring the lookup table of the recipe.

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Install and Configure the Recipe

On your Oracle Integration instance, install the recipe to deploy and configure the integration and associated resources.

1. On the Oracle Integration Home page, in the **Use a recipe/accelerator** section, click **View all**.
2. Find the recipe you want to install, then click **Get**.
A message confirms that the recipe was successfully installed, and the recipe card shows **In use**.

3. Click **Configure**  on the recipe to configure its resources.

The project workspace opens, displaying all the resources of the recipe. Configure the following resources before you activate and run the recipe.


Configure the Oracle Zendesk Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the following details:

Field	Information to Enter
Connection Type	Leave REST API Base URL selected.
Connection URL	Enter your Zendesk URL, for example, <code>https://my.zendesk.com/</code>

3. In the Security section, enter the following details:


Field	Information to Enter
Security Policy	Leave Basic Authentication selected.
Username	Enter the user name of the integration user account created on Zendesk. See Configure Zendesk .
Password	Enter the password of the integration user account created on Zendesk.

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.
A message confirms if your test is successful.
6. To return to the project workspace, click **Go back** .

Configure the Oracle Box Connection


1. In the Connections section, click the connection name.
2. In the Security section, enter the following details:

Field	Information to Enter
Client ID	Enter the client ID of the OAuth application created in Box. See Configure Box .
Client Secret	Enter the client secret of the OAuth application created in Box.
Scope	Enter <code>root_readwrite</code> .

3. Click **Save**. If prompted, click **Save** again.
4. Click **Provide Consent**.
5. In the resulting Sign in dialog, enter your Oracle Integration user name and password, and click **Sign in**.
You'll now be redirected to `box.com`, where you are prompted to authorize the connection to the Box OAuth application created previously.
6. On the Box web page, click **Grant access to Box**.
You're informed that access to Box is allowed. You can now switch back to the Box Connection window of Oracle Integration to test your connection.
7. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.
A message confirms if your test is successful.
8. To return to the project workspace, click **Go back** .

Configure the Lookup Table

Edit the lookup table and enter the ID of the parent folder in Box within which all folders for Zendesk organizations must be created.

1. In the Lookups section, click the lookup name.
2. Against the **ParentFolderId** field, enter the ID of the parent folder in Box. See [Configure Box](#).
3. Click **Save**. If prompted, click **Save** again.
4. To return to the project workspace, click **Go back** .


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Activate and Run the Recipe

After you've configured the connections, you can activate and run the recipe.

1. In the project workspace, click **Activate**. In the Activate project panel, with the default project deployment selected, choose an appropriate tracing option, then click **Activate**.

A message confirms that the integration has been activated. Refresh the page to view the updated status of the integration.

2. Run the recipe.
 - a. In the Integrations section of the project workspace, click **Actions**  on the integration flow, then select **Run**.
 - b. On the Configure and run page, click **Run**. Note that the **Ad hoc request** radio button is selected by default.

You've now successfully submitted the integration for a test run.

Note:

You can also schedule this integration to run at a date, time, and frequency of your choosing. See [Define the Integration Schedule](#).

3. Monitor the running of the integration flow in Oracle Integration.
 - a. In the project workspace, click **Observe**. You'll see the integration flow being triggered and running successfully.
 - b. To manage errors in your project, see [Manage Errors in a Project](#).

The recipe now creates corresponding folders in Box for all Zendesk organizations.

4. Log in to your Box instance and check for the new folders.
 - a. On the All Files page, find the parent folder you created earlier.
 - b. Click the folder's name to open the folder.

You'll find folders having the same names as your Zendesk organizations listed on the page.

Related Documentation

- [Using the Box Adapter with Oracle Integration 3](#)
- [Using the REST Adapter with Oracle Integration 3](#)