

Klaviyo API Key Upgrade



Note

After the upgrade, you will not be able to update the Klaviyo app without setting the Private Key.

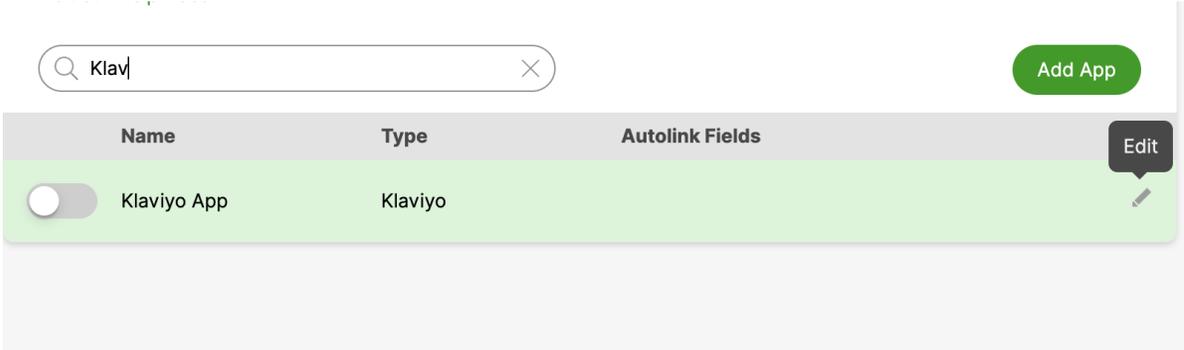
To upgrade your Klaviyo App to use the new API, you will only need to generate a Private API Key in Klaviyo Admin [Klaviyo] and add it to your Klaviyo App [Gladly].

Prerequisites

- [Klaviyo] To manage API keys, you must have an *Owner*, *Admin*, or *Manager* role on the account.
- [Gladly] You must have the *Administrator* role.

Steps

1. [Gladly] Go to **Settings > Apps**.
2. [Gladly] Find your Klaviyo App.
3. [Gladly] Click **Edit** and keep the tab open.



- [Klaviyo] Go to the API Keys admin page - <https://www.klaviyo.com/settings/account/api-keys>
- [Klaviyo] Click **Create Private API Key**.

Private API Keys ⓘ Create Private API Key

Label	Private API Key	Access Level	Created Date
Development	Customized Access	04/12/2023

- Select “Custom Key” and give “Full Access” for “Events”. Give a memorable name, for example, “Gladly App.”

Create Private API Key Cancel

Private API Key Name

3 Gladly App

Select Access Level

1 **Custom Key**
Customize the level of access applications will have for each API scope.

Read-Only Key
Limit applications to read-only access for every API scope.

Full Access Key
Grant applications full access for every API scope.

API Scopes	No Access	Read Access	Full Access
Campaigns	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catalogs	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Privacy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 2
Flows	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
List	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metrics	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Profiles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Segments	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscriptions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tags	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

- [Klaviyo] Click **Create**.
- [Klaviyo] Click **Copy Key**.
- [Gladly] Paste the key to the “Klaviyo Private API Key” field.

Edit Klaviyo App

The Gladly-Klaviyo integration enables you to segment customers in Klaviyo based on whether the customer is engaged in a support conversation in Gladly.

Name

This is the name that will be displayed throughout Gladly

Klaviyo Private API Key

Used to authenticate API requests to Klaviyo. You can obtain and make changes to your API keys from your Klaviyo account's Settings page under the API Keys tab.

7. [Gladly] Click **Save App** and make sure the toggle is green next to the app.

Testing the steps

Requirement: Knowledge of Klaviyo Admin.

The Klaviyo App sends metrics when a conversation is open or closed. This means that you can test the upgrade by opening or closing a conversation and checking that the event was sent to your Klaviyo instance.

1. [Gladly] Make sure Klaviyo App is activated.
2. [Gladly] Open (not reopen) or close a conversation with a customer who has an email address.
3. [Klaviyo] Go to metrics <https://www.klaviyo.com/analytics/metrics>.
4. [Klaviyo] Search for “gladly.”

All integrations ▼ Clear

Metric Name

 closed conversation in Gladly

 started conversation in Gladly

< Prev **1** Next > Rows per page ▼

- 5. Click on the correct metric.
- 6. You should see the event in the “Activity feed” tab.

[← Metrics](#)

 started conversation in Gladly ▼

Chart Activity feed Cohorts Best people Activity map

On or before Filter by Select a property ▼ = Select a value Clear

Profile	Time
 tse@mail.sandbox.gladly.qa started conversation in Gladly	about 6 hours ago at 12:49 p.m.