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.
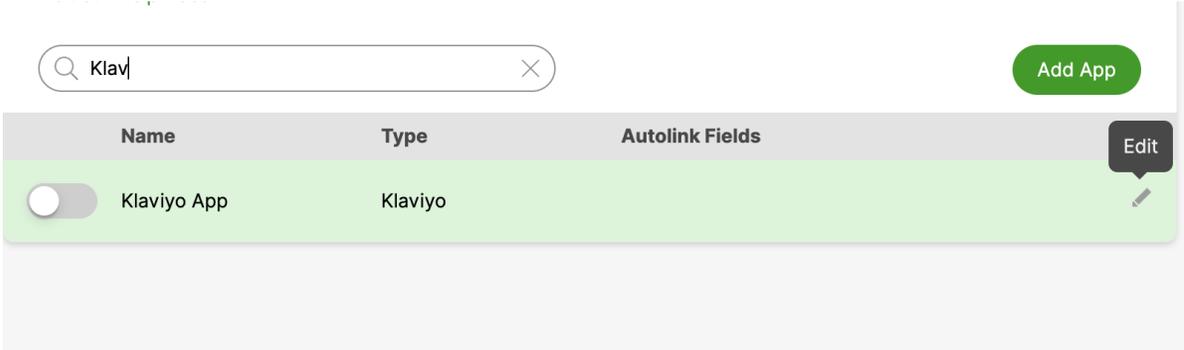
4. [Klaviyo] Go to the API Keys admin page - https://www.klaviyo.com/settings/account/api-keys

5. [Klaviyo] Click **Create Private API Key**.

3. Select "Custom Key" and give "Full Access" for "Events". Give a memorable name, for example, "Gladly App."

4. [Klaviyo] Click **Create**.

5. [Klaviyo] Click **Copy Key**.

6. [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

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.

••••••••••   Clear

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."

5. Click on the correct metric.

6. You should see the event in the "Activity feed" tab.