

How to configure caller recognition and screen-pop for:

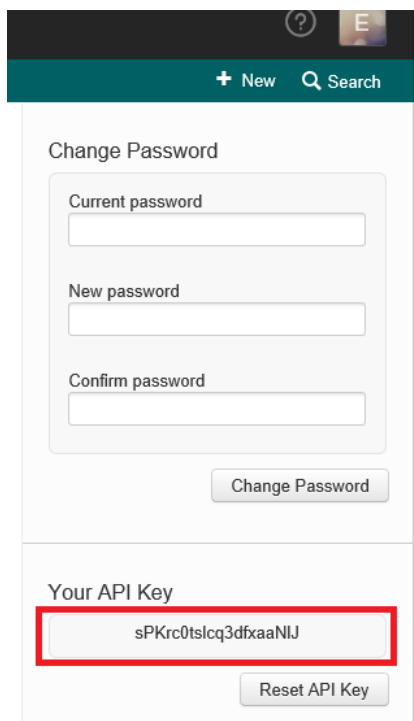
Freshdesk

Supported versions: Freshdesk
Contact replication method: API
Screen pop method: URI

Prerequisites

To replicate data from Freshdesk via the API, there is an API Key required.

Sign in to Freshdesk as administrator and generate the key via "Profile settings".
There you will see your API key:



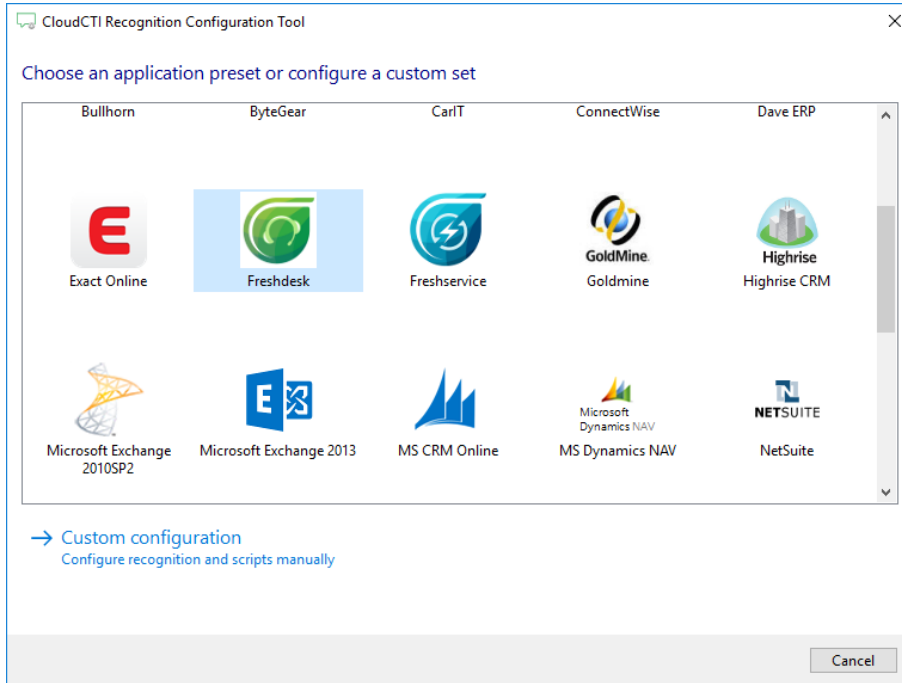
The screenshot shows the Freshdesk Profile settings page. At the top, there is a navigation bar with a question mark icon, a user icon labeled 'E', and a teal bar with '+ New' and 'Search' icons. Below this is a 'Change Password' section with three input fields: 'Current password', 'New password', and 'Confirm password', followed by a 'Change Password' button. Below that is a 'Your API Key' section with a text box containing the API key 'sPKrc0tslcq3dfxaaNIJ', which is highlighted with a red border, and a 'Reset API Key' button.

Notes

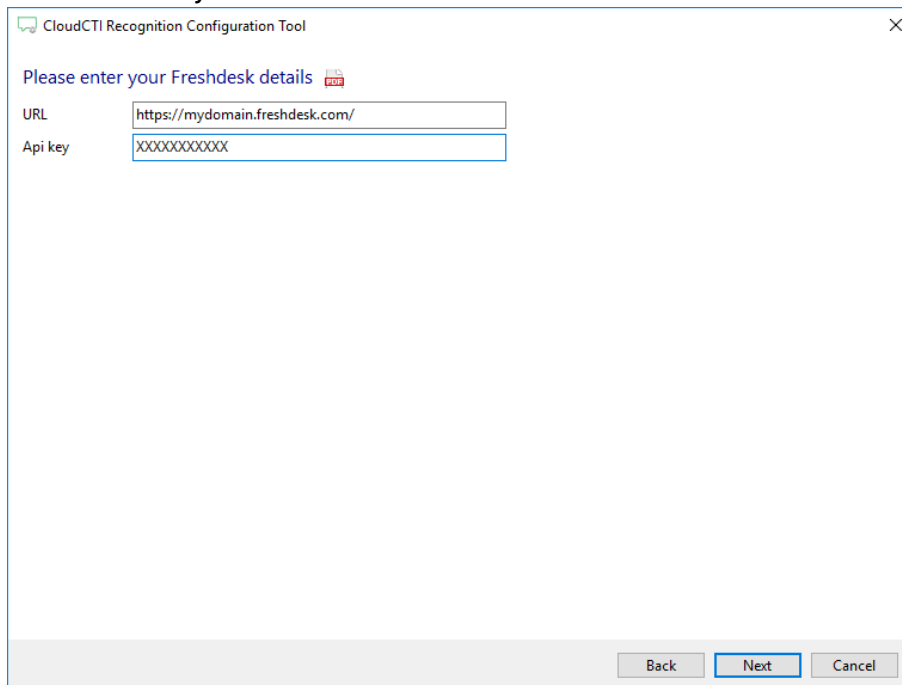
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Configuration steps

- 1) Start by clicking 'add recognition' in the [Recognition Configuration Tool](#) (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Freshdesk', as shown below.



- 2) Enter your Freshdesk website *https://yourdomain.freshdesk.com* and API key to access the data from your account.



3) Check the configuration summary and click finish to add the recognition from Freshdesk.

