

How to configure caller recognition and screen-pop for:

Freshservice

Supported versions: Freshservice

Contact replication method: API

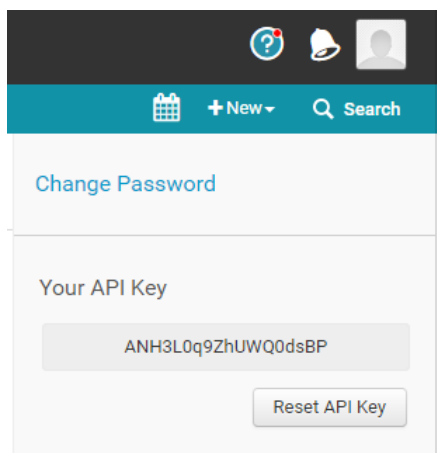
Screen pop method: URI

Prerequisites

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

Sign in to Freshservice as administrator and generate the key via "Profile settings".

There you will see your API key:

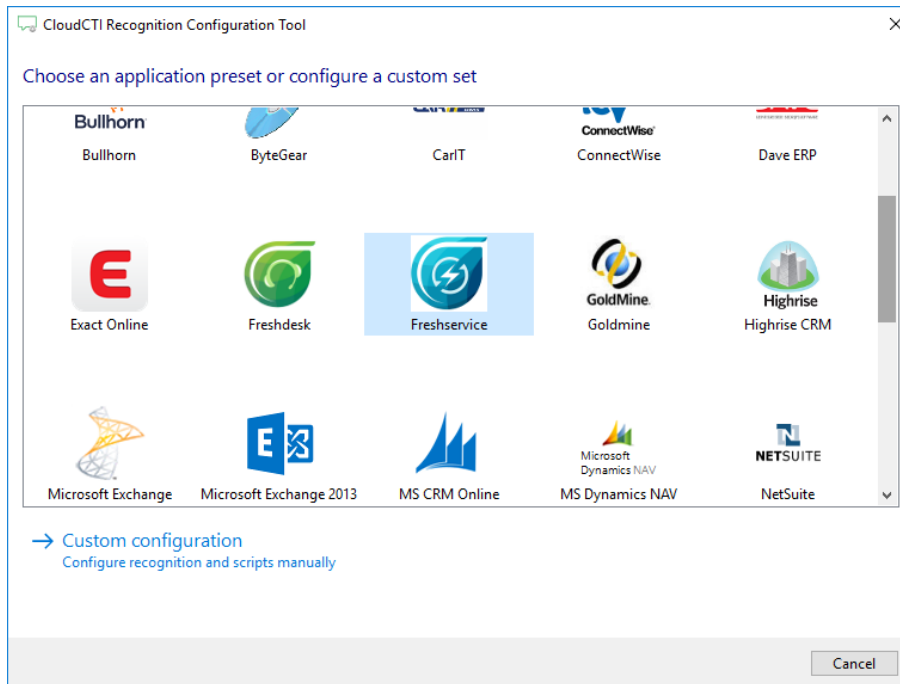


Notes

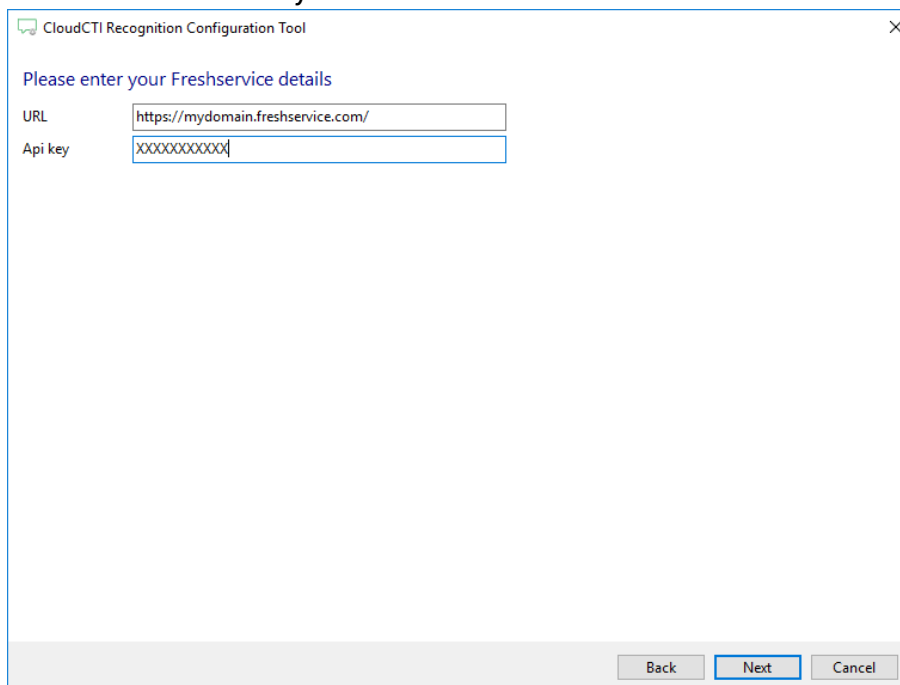
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

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 'Freshservice', as shown below.



- 2) Enter your Freshservice website <https://yourdomain.freshservice.com> and API key to access the data from your account.



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

