



# Freshdesk

Integrate Freshdesk with Zoho Assist to resolve tickets by initiating an instant scheduled remote support sessions right from your Freshdesk ticket. The integration is simple, and does not require any software installation. On completion of a remote support session, you can update the ticket status and also add notes to the ticket.

[Configure Freshdesk in Zoho Assist](#)

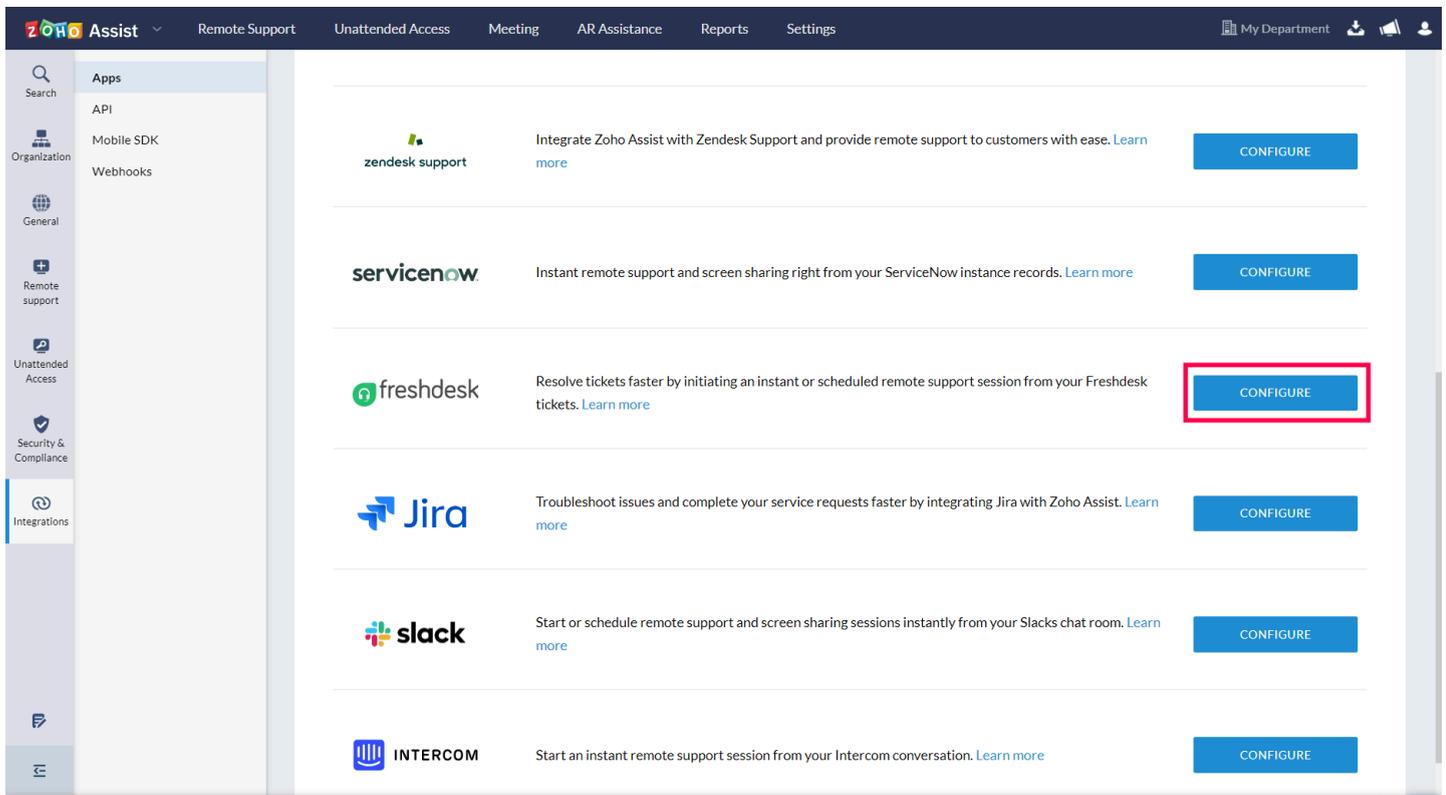
[Install Zoho Assist in Freshdesk](#)

[Initiate instant or scheduled remote support sessions](#)

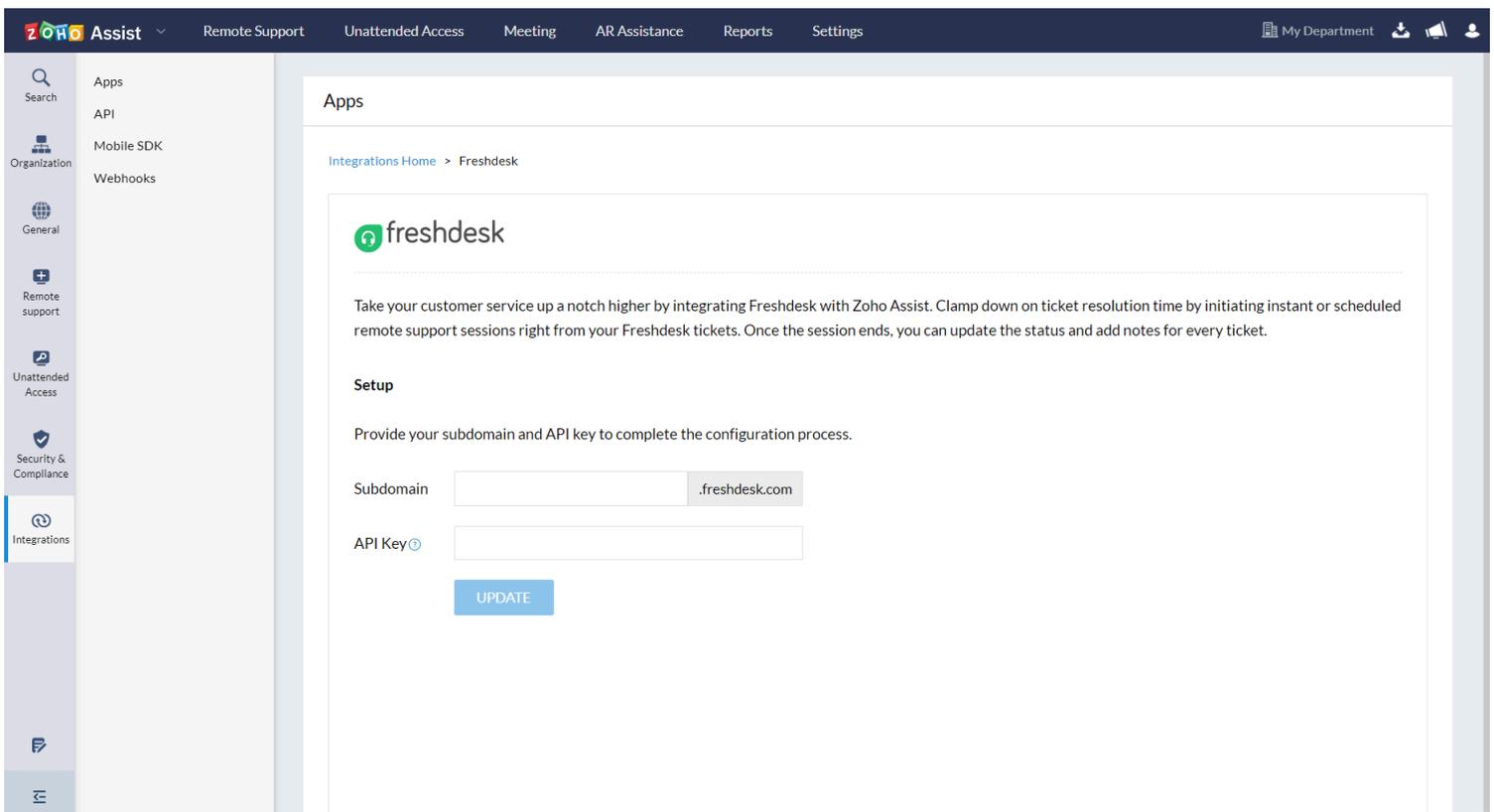
[Update ticket status and add notes to tickets](#)

## To Configure Freshdesk in Zoho Assist:

1. Login to Zoho Assist.
2. Go to **Settings** > **Integrations**.
3. Click **Configure** beside Freshdesk.



4. Fill in your **Subdomain** and **API key** to complete the configuration process.



**Note :** To locate your Freshdesk subdomain, log in to your Freshdesk account and check the URL. Your subdomain can be identified as the first part of the URL that appears before ".freshdesk.com".

The screenshot shows the Freshdesk dashboard for the subdomain 'zylker.freshdesk.com'. The URL in the browser's address bar is 'zylker.freshdesk.com/a/dashboard', with 'zylker.freshdesk.com' highlighted by a red box. The dashboard features several key metrics and charts:

- Unresolved:** 55
- Overdue:** 4
- Due today:** 11
- Open:** 28
- On hold:** 3
- Unassigned:** 8

**Today's trends** (1st May 2018, 03:00 PM):

- Resolved: 45
- Received: 100
- Average first response time: 12m
- Average response time: 24m 12s
- Resolution within SLA: 91%

**Customer satisfaction** (Across helpdesk this month):

- Responses received: 320
- Positive: 90%
- Neutral: 6%
- Negative: 4%

**Unresolved tickets** (Across helpdesk):

| Group             | Open |
|-------------------|------|
| Customer support  | 32   |
| Loyalty programs  | 8    |
| Vendor management | 12   |
| Billing           | 3    |

**To-do (2):**

- Followup with customer about Upgrade (two factor authentication by google authenticator) - IN A DAY
- Billing reminder (Ticket Sharing between groups) - IN 8 DAYS

To locate your API key, go to the *Profile Settings* tab of your Freshdesk account.

The screenshot shows the 'Profile settings' page for the user 'zylker'. The URL in the browser's address bar is 'zylker.freshdesk.com/a/profiles/89003864831/edit'. The page displays the user's profile details and various settings:

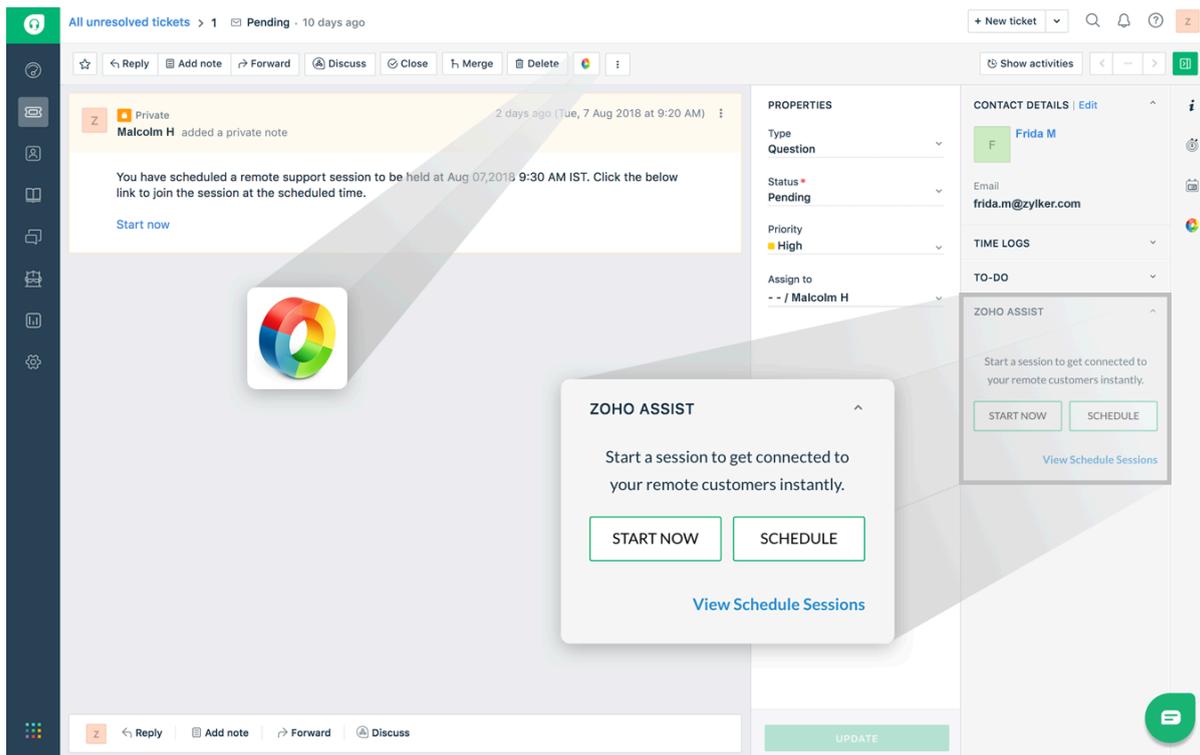
- Profile Details:** Full name: Andrea L, Email: andrea.l@zylker.com, Phone number #: 123456789, Mobile #: , Job title: .
- Time zone:** (GMT+00:00) Casablanca
- Language:** English
- Signature:** A rich text editor with an 'Insert Placeholder' button.
- View API Key:** A button highlighted with a red box, used to access the API key.
- Sort conversations:** Set to 'Show oldest on top'.
- Undo send:** A toggle switch.
- Focus Mode:** A toggle switch, currently turned on.

## To install Zoho Assist from Freshdesk marketplace:

1. Login to your Freshdesk account.
2. Go to **Admin > Apps > Get more Apps**.
3. Look for **Zoho Assist Remote Support** app.
4. Click **Install** and select the domain name that you have been using with Zoho Assist to complete the integration process.

## To start or schedule a remote support session:

1. Open the ticket to be resolved.
2. Click the Zoho Assist logo in the ticket menu bar at the top to initiate instant remote support sessions. (or)
3. Click **START NOW** or **SCHEDULE** in the ticket menu bar at the right side to initiate an instant or scheduled remote support session.



## To update ticket status and add notes:

1. Once the remote support session ends, a dialog box will open up.
2. You can update the ticket status from the drop-down given beside **Status**.

3. You can add notes in the space provided and also make it public by clicking on the checkbox beside **Make public**.

