

Freshdesk Initiator

Overview

Freshdesk is a cloud-based customer support and help desk platform used to manage tickets, conversations, and customer service workflows.

The Alchemer integration with Freshdesk lets a Freshdesk event start an Alchemer workflow in real time. Using a workflow initiator, Freshdesk sends a webhook to a unique Alchemer endpoint, which triggers your workflow and passes the fields you define into it.

Common uses for the Alchemer Freshdesk integration

- Start an Alchemer workflow when a ticket is created, updated, or resolved in Freshdesk.
- Trigger follow-up surveys or automations based on Freshdesk events.
- Pass Freshdesk ticket fields into an Alchemer workflow for downstream processing.

What can the Alchemer Freshdesk integration do?

- [Webhook listener](#)

You will need

- The custom fields you want Freshdesk to pass to Alchemer.
- Access to configure a webhook or automation rule in Freshdesk.
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
 - [Contact us](#) if you are unsure if your plan includes integrations.
- (Optional) Custom headers, an IP whitelist, and/or basic authentication credentials to secure the webhook.

Set up the Freshdesk Workflow Initiator

Freshdesk | Webhook listener

Start the Alchemer workflow when a webhook is received from Freshdesk. This is a workflow initiator: it exposes a unique webhook URL that Freshdesk sends requests to, which triggers your workflow.

You will need:

- The custom fields you want to push to Alchemer.
- (Optional) Custom headers, an IP whitelist, and basic authentication credentials.

Configure the initiator

1. In Alchemer, create a new workflow.
2. When the initiator selection box appears, select **Freshdesk**.
3. Select the Freshdesk **Webhook listener** initiator.
4. **Freshdesk | Settings:** configure the webhook:
 - **Custom Fields** (required): Add the fields this webhook should accept. Fields can be passed as query parameters and/or as JSON in the body of a POST request. **Note:** for nested fields, use a pipe separator, for example **ticket | email**.
 - **Custom Headers** (optional): Add HTTP header key/value pairs that must be passed in for the webhook to trigger, to help secure it.
 - **IP Whitelist** (optional): Provide the IP address(es) that requests must originate from. Incoming requests must match one of these addresses to be accepted.
 - **Basic Authentication** (optional): Enter a username and password to require basic authentication on the webhook.
5. Copy the **Webhook URL**. This is the endpoint Freshdesk will send POST or GET requests to in order to start the workflow. (The URL becomes available once the initiator is saved.)
6. Save the initiator.

Configure Freshdesk to send the webhook

- In Freshdesk, create an automation rule (or webhook) that sends a request to the Alchemer **Webhook URL** when your chosen event occurs (for example, a ticket is created or updated), passing the custom fields you defined.

Testing and Validation

How to test

- Trigger the Freshdesk event (or send a test request to the Webhook URL) and confirm the workflow runs.
- Review individual runs in the Monitor tab to see the data passed in.

How to verify results

- Confirm the workflow started and received the expected fields from Freshdesk.
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Monitoring Integration Activity

Where to find logs

- Go to Results → Monitor.
- Select the workflow run you want to inspect.

What logs display

- Input/Output
-

Troubleshooting

Webhook not triggering

- The Freshdesk automation is not sending to the correct Webhook URL.
- Required custom headers, IP whitelist, or basic authentication do not match the request.

Missing data

- The custom fields sent by Freshdesk do not match the fields defined in the Settings screen.
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FAQs

What permissions do I need?

Integration Manager in Alchemer and access to configure webhooks or automations in Freshdesk.

When does the workflow run?

In real time whenever Freshdesk sends a request to the Webhook URL.

How do I secure the webhook?

Use any combination of custom headers, an IP whitelist, and basic authentication in the Settings screen.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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