

Freshdesk Integration for Alchemer Workflow

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 an Alchemer workflow retrieve Freshdesk ticket data in real time. Use it to pull ticket details into a workflow so you can personalize follow-ups, drive logic, or enrich your data with information from Freshdesk.

Common uses for the Alchemer Freshdesk integration

- Retrieve Freshdesk ticket details from within an Alchemer workflow.
- Use ticket fields to personalize follow-up messages or drive workflow logic.
- Enrich workflow data with information pulled from Freshdesk.

What can the Alchemer Freshdesk integration do?

- [Get ticket](#)

You will need

- Your Freshdesk domain and API key. See [Freshdesk authentication](#).
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
 - [Contact us](#) if you are unsure if your plan includes integrations.

Setup Alchemer Freshdesk integration in workflow

Freshdesk | Get ticket

Get ticket details from Freshdesk.

You will need:

- Your Freshdesk domain and API key.
- A field in this workflow that contains the Ticket ID.

Configure the action

1. Open your workflow in **Workflow Builder**.
2. On the right side, drag and drop the **Freshdesk** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.
4. Select **Freshdesk | Get ticket**.
5. **Freshdesk | Authentication:** Select an existing authentication or [create a new one](#) using your Freshdesk domain and API key.
6. **Freshdesk | Get ticket:** Select the field in this workflow that contains the ticket ID used to find the Freshdesk ticket. Use the Data prep options to control how inputs are handled (for example, strip HTML tags from inputs).
7. **Freshdesk | Get data back:** Select the Freshdesk ticket fields you want returned to the workflow.
8. Save the action.

Status codes

- 200: Successfully found ticket
 - 201: Query ran successfully, but no tickets were found
 - 400: The external integration returned an error
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Testing and Validation

How to test

- Trigger the workflow and monitor individual runs in the Monitor tab in your workflow.
 - Click on individual workflow runs to see metadata outputs.
- Confirm the expected ticket is returned from Freshdesk.
- Use metadata for verification and debugging.

How to verify results

- Check the ticket in Freshdesk.
- Ensure the retrieved values match expectations.

Monitoring Integration Activity

Where to find logs

- Go to Results → Monitor.
- Select the integration step you want to inspect.

What logs display

- Input/Output
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Troubleshooting

Authentication issues

- Incorrect or expired API key.
- Wrong Freshdesk domain entered during authentication.

Lookup failures

- Invalid or missing ticket ID.
- No matching ticket found in Freshdesk.

API errors

- Validation issues.
 - Rate limit or endpoint restrictions.
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FAQs

What permissions do I need?

Integration Manager in Alchemer and a Freshdesk API key with access to ticket data.

When does the integration run?

When the workflow triggers and reaches the integration step.

Why isn't my ticket returning?

Check the Monitor logs for lookup issues, an invalid ticket ID, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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