


# Freshdesk

Available

 Client Integration - VoIPcube client mandatory

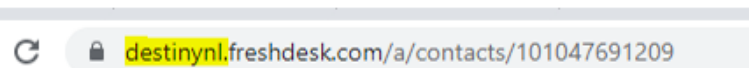
## Introduction

User will get a pop-up on inbound calls with matched records. A deeplink is provided and the pop-up shows recent tickets.

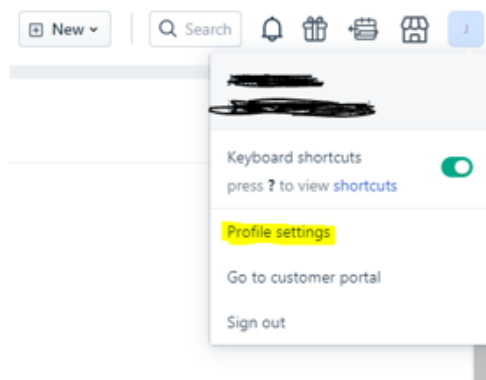
## Configuration

For configuration we need a domain name + API key.

- Get the domain name of the freshdesk environment. This can be found in the FQDN. only the highlighted part is necessary.



- To get an API key select and account to use for the integration.
  - Go to profile settings



- find Your API Key

