

Maintenance of the connector

As the team composition of the agents and experts changes, Freshdesk and Ideolve configurations have to be updated as mentioned in the sections below.

Adding a new Freshdesk agent

1. Add the new agent on Freshdesk
2. Login to Ideolve using the email id of the primary contact.
 1. Invite the agent to the workspace
 2. Add the user id to the L1 group

Removing a Freshdesk agent

1. Remove the agent from Freshdesk
2. Login to Ideolve using the email id of the primary contact.
 1. Remove the agent from the L1 group
3. Write to Mithi to disable Ideolve access for the user

Adding a member to the expert teams

1. Login to Ideolve using the email id of the primary contact.
 1. Invite the agent to the workspace
 2. Add the user id to the relevant group

Removing a member from the expert teams

1. Login to Ideolve using the email id of the primary contact.
 - Remove the user id from the relevant group
 2. Write to Mithi to disable Ideolve access for the user
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