Freshdesk Webhook configurations

Add a rule to create a note on Ideolve when a new ticket is created.

1. Log in to Freshdesk
2. Navigate to the Admin interface
3. Under Helpdesk Productivity, select Automations
4. Under Ticket Creation, add a new rule by clicking on the New rule button.
5. Give a name to the rule.
6. The rule should be triggered **When a ticket is created.**
7. The Trigger WebHook method and the attributes are explained as below

Element	Value
Method Type	POST
URL	https://api.ideolve.com/v3/connector/event
Header	The compulsory attributes and their values should be as follows: **connector-client-id**: as provided by Mithi **x-api-key** - as provided by Mithi **event-origin** - Freshdesk **event-type** - AddNote The **x-api-key** and **connector-client-id** will be provided by Mithi on request.
Body/Payload	The compulsory attributes and their values should be as follows: **subject** - value should include **ticket.status, ticket.subject** and the **ticket.contact.name.** **notehtmltext** - value should include **ticket.contact.name, ticket.contact.email** and **ticket.description** **ticketNo** - ticket.id **readonly** - value should be true

Add a rule to add a comment to the note on Ideolve when an agent or the customer posts a reply.

1. Log in to Freshdesk
2. Navigate to the Admin interface
3. Under Helpdesk Productivity, select Automations
4. Under Ticket Updates, add a new rule by clicking on the New rule button.
5. Give a name to the rule.
6. The rule should be triggered
   - When the ticket is updated.

- When an action is performed by agent or requester
- When reply is sent

7. The Trigger WebHook method and the attributes are explained as below

Element	Value
Method Type	POST
URL	https://api.ideolve.com/v3/connector/event
Header	The compulsory attributes and their values should be as follows: **connector-client-id**: as provided by Mithi **x-api-key** - as provided by Mithi **event-origin** - Freshdesk **event-type** - AddComment The **x-api-key** and **connector-client-id** will be provided by Mithi on request.
Body/Payload	The compulsory attributes and their values should be as follows: **notehtmltext** - value should include ticket.contact.name, ticket.contact.email and ticket.description **ticketNo** - ticket.id

Add a rule to update the note title and the list of Ideolve groups with whom the note is shared when the status of the ticket changes

1. Log in to Freshdesk
2. Navigate to the Admin interface
3. Under Helpdesk Productivity, select Automations
4. Under Ticket Updates, add a new rule by clicking on the New rule button.
5. Gave a name to the rule.
6. The rule should be triggered
   - When the ticket is updated.
   - When an action is performed by an agent
   - When the status is changed from ANY to ANY
7. The Trigger WebHook method and the attributes are explained as below

Element	Value
Method Type	POST
URL	https://api.ideolve.com/v3/connector/event

Element	Value
Header	The compulsory attributes and their values should be as follows: **connector-client-id:** as provided by Mithi **x-api-key** - as provided by Mithi **event-origin** - Freshdesk **event-type** - UpdateNote The **x-api-key** and **connector-client-id** will be provided by Mithi on request.
Body/Payload	The compulsory attributes and their values should be as follows: **subject** - value should include **ticket.status, ticket.subject** and the **ticket.contact.name**. **notehtmltext** - value should include **ticket.contact.name, ticket.contact.email** and **ticket.description** **ticketNo** - ticket.id**readonly** - value should be true