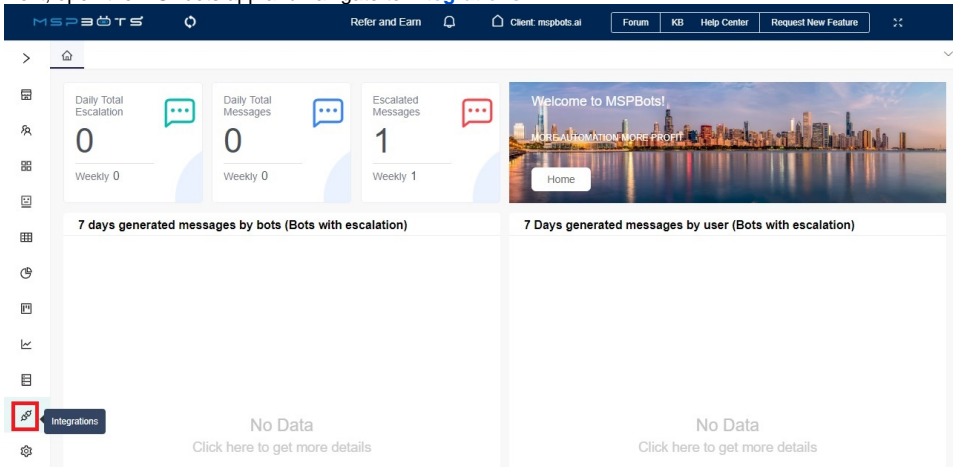


Freshdesk Integration Setup

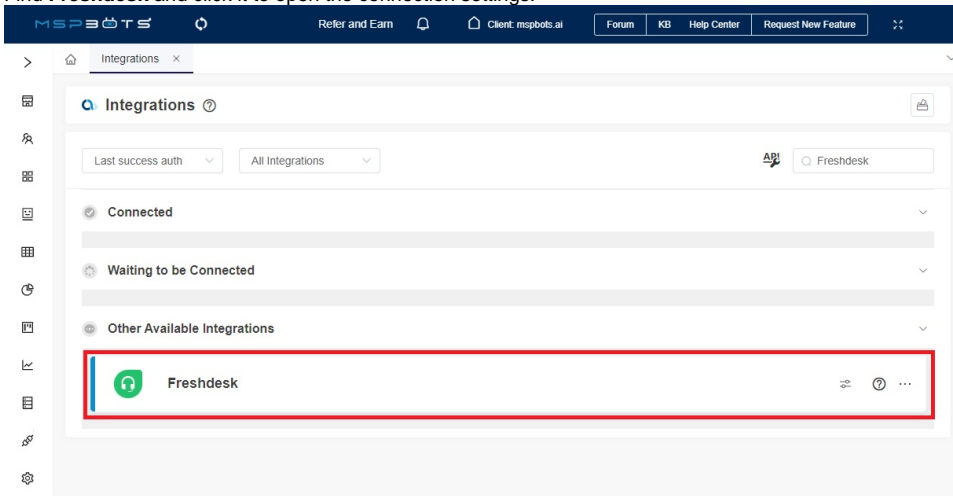
You can connect [Freshdesk](#) to MSPbots using the guide below.

To set up your Freshdesk integration with MSPbots

1. Register for a Freshdesk account and log in.
2. Test your connection. To prevent errors, ensure that you are using the correct credentials for your Freshdesk account.
3. Next, open the MSPbots app and navigate to [Integrations](#).



4. Find **Freshdesk** and click it to open the connection settings.



5. Enter the **following information**:

- **Subdomain** - The subdomain is the prefix of a website's domain. For example, in the website address <https://domain.freshdesk.com>, the subdomain is "domain".

- **API Key** - The API key is found in your Freshdesk profile settings. For more information, visit the [Freshdesk API Reference](#) page and navigate to **Getting Started > Authentication**.

The screenshot shows the MSPbots Integrations page. The top navigation bar includes 'Refer and Earn', 'Client: mspbots.ai', and links to 'Forum', 'KB', 'Help Center', and 'Request New Feature'. The main content area is titled 'Integrations' and has a sidebar with various icons. The 'Freshdesk' integration is selected, and the form is displayed. A red box highlights the 'Subdomain' and 'API Key' input fields. The 'Subdomain' field has a placeholder 'Please Enter Subdomain' and the 'API Key' field has a placeholder 'Please Enter API Key'. A 'Save And Sync' button is located at the bottom of the form.

6. Click **Save And Sync**.

This screenshot is identical to the one above, showing the MSPbots Integrations page with the Freshdesk integration form. In this view, a red box highlights the 'Save And Sync' button at the bottom of the form, indicating the next step in the process.