Initiate a Connection in Script Mode for Freshdesk or Freshservice

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Important: You cannot toggle between the different modes. To do so, you need to create a new Connection in Visual mode, Script mode, or Basic mode.

Note: Before you set up a Connection in Script mode ensure that:

- your instance is public.
- you are either in the Evaluation (trial) period or have a Paid license.

Initiate a Connection in Script Mode from Freshdesk or Freshservice

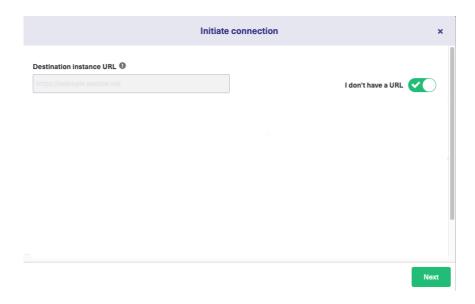
Note: It doesn't matter which side you start initiating the Connection from. The Exalate UI remains the same. If you are initiating the connection you become the source and the other side becomes the destination.

- 1. Navigate to the **Connections** tab in the Exalate console.
- 2. Click Initiate connection.



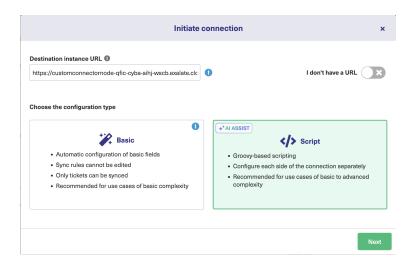
3. Enter the **Destination Instance URL**. The **Destination Instance URL** is the link to the instance you want to set up a connection with. You can directly enter the link of that instance or the **Exalate URL** from the **General Settings** tab in the Exalate admin panel.

[check image below]



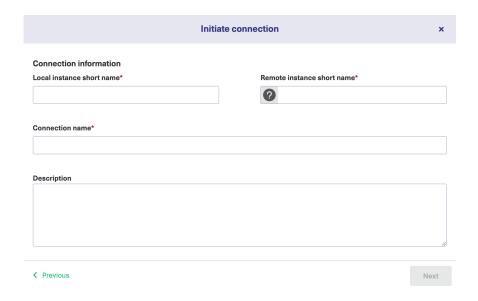
Exalate suggests available Configuration Modes based on the destination instance.

4. Select the Configuration Mode. In this case, **Script** Mode.



- 5. Click Next.
- 6. Enter the Connection Information.

Field	Description
Local instance short name	A short name for your instance
Destination instance short name	A short name for the destination instance
Connection name	Name of the connection
Description	Description of the connection



7. Click **Next**.

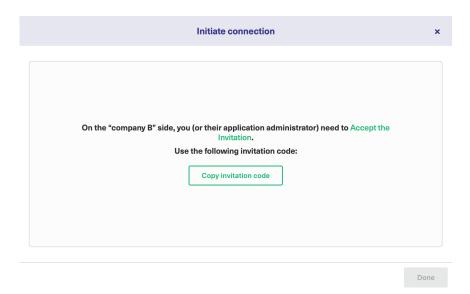
8. Select a project where you would like to sync issues received from the destination side.



9. Click Initiate.

10. Click Copy invitation code.

You can send the invitation code to the destination instance admin.



11. Click Done.

Product

Note: When the other side accepts your invitation, your connection is activated. Refresh the Release History Page to see the Connection status change. Glossary Page to see the Connection status change.

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