

How to Install Exalate for Freshdesk

Last Modified on 03/27/2025 10:11 am EDT

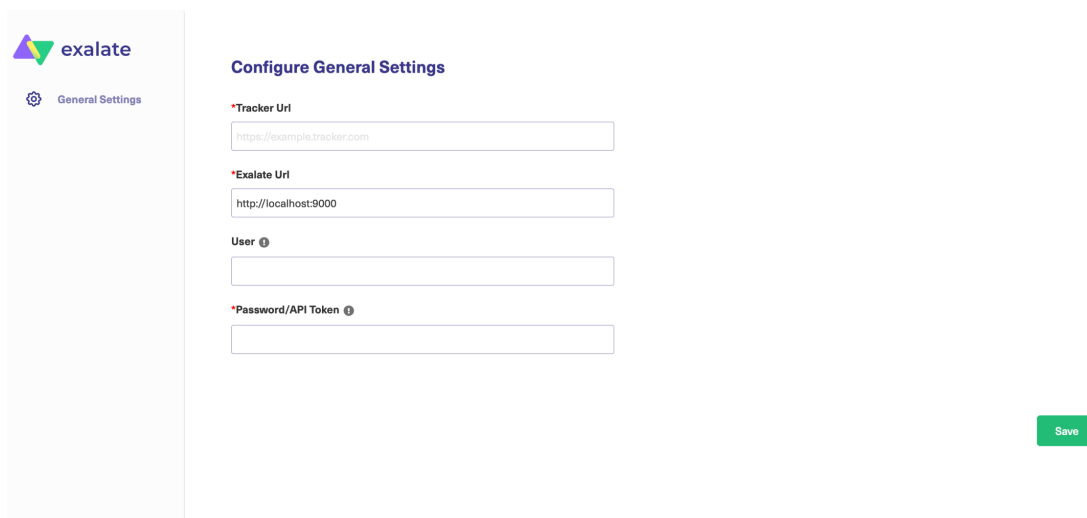
Install and Configure Exalate for Freshdesk on Exalate Cloud

This section describes how to request a Freshdesk integration for Exalate.

Request an Evaluation Instance of Exalate for Freshdesk

1. Go to the Exalate Integrations page: <https://exalate.com/integrations/>.
2. Select Freshdesk.
3. Fill in a form with some basic information.
4. After submitting the form, you will be redirected to your new node in a separate tab. **Save the link to this node, as it serves as your permanent access point to the Exalate Freshdesk node.**
5. Fill in and Save the General Settings fields by providing your Freshdesk instance and the credentials of the Exalate proxy user.

Note: A proxy user is a Freshdesk account that is responsible for accessing the information stored on your instance and applying any incoming changes.



The screenshot shows the 'Configure General Settings' form in the Exalate interface. On the left is a sidebar with the Exalate logo and a 'General Settings' menu item. The main content area contains the following fields:

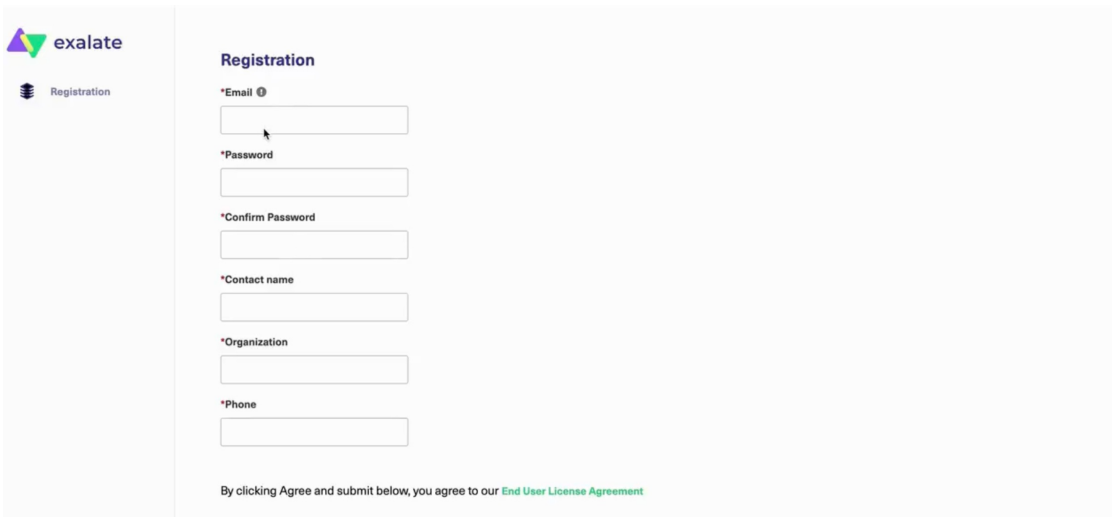
- *Tracker Uri**: A text input field containing the value 'https://example.tracker.com'.
- *Exalate Uri**: A text input field containing the value 'http://localhost:9000'.
- User**: A text input field with a help icon (i) to its right.
- *Password/API Token**: A text input field with a help icon (i) to its right.

A green 'Save' button is located at the bottom right of the form area.

- **Tracker URL:** a URL of your Freshdesk account where you install Exalate.
- **Exalate URL:** a Freshdesk node URL you received with the email.
- **User:** an account of a proxy user.
- **Password / API Token:** an API key generated for your Freshdesk proxy user. See details [here](#).

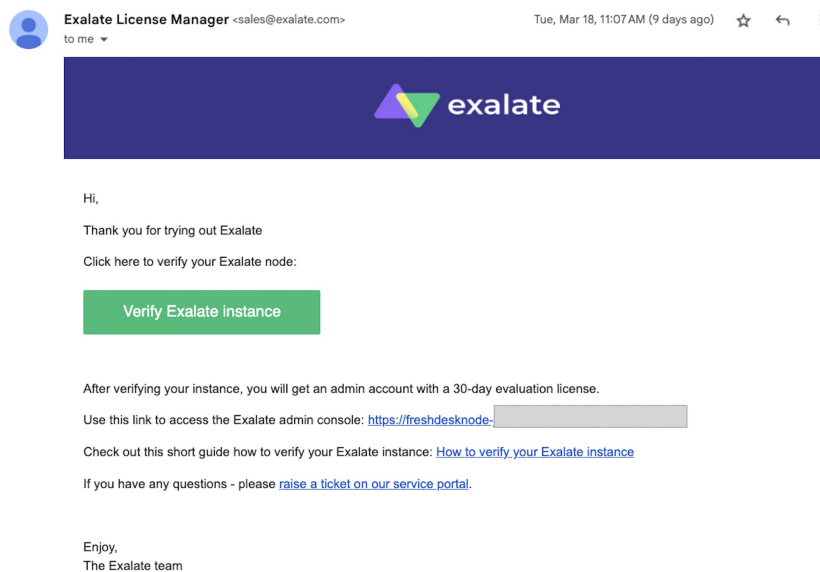
6. Complete the registration by:

1. Providing the details and credentials of the user who will configure synchronization in the Exalate console.
2. Reading the End User License Agreement.
3. Clicking Agree and Submit to finalize the setup.



The screenshot shows the Exalate registration page. On the left is the Exalate logo and a navigation menu with 'Registration' selected. The main content area is titled 'Registration' and contains several input fields, each with an asterisk indicating it is required: *Email, *Password, *Confirm Password, *Contact name, *Organization, and *Phone. Below the form, there is a line of text: 'By clicking Agree and submit below, you agree to our [End User License Agreement](#)'.

7. An email confirmation has been sent to your mailbox. Check your inbox - it may take a few minutes to arrive. Don't forget to check your spam or junk folder if you don't see it!



8. In the confirmation email, click "Verify Exalate Instance." This will redirect you back to the Exalate console application to configure your first sync.

Configuring Proxy User Permissions

To change the proxy user in Exalate for Freshdesk:

1. Log in to the Exalate admin console.

2. Navigate to General Settings.

3. Input details:

- Freshdesk instance URL.
- Proxy user email.
- Proxy user API key.

Configure General Settings

*Tracker Url

*Exalate Url

User ⓘ

*Password/API Token ⓘ

Cancel

Save

Product

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