How to Install Exalate for Freshdesk

Last Modified on 06/18/2025 9:35 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.

\land exalate	Configure General Settings	
General Settings	*Tracker Url	
	*Exalate Url	
	http://localhost:9000	
	User ()	
	*Password/API Token	

- Tracker URL: a URL of your Freshdesk account where you install Exalate.
- Exalate URL: a Freshdesk node URL, provided by Exalate.
- **User**: an account of a proxy user.
- Password / API Token: an API key generated for you 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.

ay exalate	Registration
Registration	*Email Ø
	*Password
	*Confirm Password
	*Contact name
	*Organization
	*Phone
	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!

Exalate License Manager <sales@exalate.com> to me ▼</sales@exalate.com>	Tue, Mar 18, 11:07 AM (9 days ago)	☆	¢	:			
A	exalate						
Hi,							
Thank you for trying out Exalate							
Click here to verify your Exalate node:							
Verify Exalate instance							
After verifying your instance, you will get an admin account with a	30-day evaluation license.						
Use this link to access the Exalate admin console: https://freshdeg	sknode-						
Check out this short guide how to verify your Exalate instance: How to verify your Exalate instance							
If you have any questions - please raise a ticket on our service por	rtal.						
Enjoy, The Exalate team							

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	
https://exarad.freshdesk.com	
*Exalate Url	
https://freshdesknode-kftw-sbmi-adyv-fcqv.exalate.cloud	
User 🕕	
kateryna.hribkova@exalate.com	
*Password/API Token 🕕	

Cancel S

Video Tutorials:

ON THIS PAGE Product ក្រុមភ្លៀម Configure Exalate for Freshdesk on Exalate Repeate History ? Glossary 2 Configuring Proxy User Permissions API Reference 2 Sideot Jutorials: Pricing and Licensing 2 Resources Subscribe for a weekly Exalate hack 🔋 Academy ? Blog ? YouTube Channel 🛽 Ebooks ? Still need help? Join our Community 🛽 Visit our Service Desk ? Find a Partner 🛽