

Initiate a Private Connection in Script Mode for Freshdesk

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Note: For Private Connections:

- an instance you have access to is considered a public side.
- an instance you don't have access to is considered a private side: destination instance.

The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

Initiate a Private Connection from Freshdesk

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

Connections

Connection defines synchronization behavior, including communication details, sync rules, and scope.

Initiate connection

Accept invitation



3. Click **'I don't have a URL'**

If the destination instance is in a private network toggle **I don't have a URL**.

Initiate connection

Destination instance URL ⓘ

https://example.exalate.net

I don't have a URL ☒

Next

4. Choose a **Script** connection mode and click **Next**.

Initiate connection

Destination instance URL ⓘ

https://example.exalate.net

I don't have a URL ☒

Choose the configuration type

Basic

FREE PLAN ⓘ

- Automatic configuration of basic fields
- Sync rules cannot be edited
- Only tickets can be synced
- Recommended for use cases of basic complexity

+ AI ASSIST

Script

30-DAY TRIAL

- Groovy-based scripting
- Configure each side of the connection separately
- Recommended for use cases of basic to advanced complexity

Next

5. Enter Connection information & Click **Next**

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

Initiate connection

Connection information

Local instance short name*

Remote instance short name*

?

Connection name*

Description

< Previous

Next

9. Click **Next**.

Note: As this is a Public-Private connection and you don't have admin access to the other side, you can continue to configure on your end and then send an invitation to your partner.

10. Click **Copy Invitation Code**

Here you can copy the invitation code and send it over to your partner. The destination side is shown as "unknown" since this is a private side.

Initiate connection

On the "company B" side, you (or their application administrator) need to **Accept the Invitation**.

Use the following invitation code:

Copy invitation code

Done

11. Click **Done**

Once your partner accepts the invitation, you can start synchronization.

Product

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Note: When the connection is set up on the Public source side, the Private side administrator should accept the invitation in the Private-Public connection.

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