

# getAgentByEmail

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**Note:** If an instance has multiple users with the same email, `getAgentByEmail` retrieves only the user who was created first.

## Freshdesk

**Note:** For the method to work on Freshdesk, make sure that the user is part of the team that has access to the Freshdesk project.

## For Freshdesk 5.25.1 and higher

Helper	nodeHelper
Signature	<code>getAgentByEmail (String email)</code>
Description	<p>Looks for an agent with the provided email address. Returns a null unless:</p> <ul style="list-style-type: none"><li>the email address is found</li><li>it finds the agent, then it returns a BasicHubUser</li></ul> <p>It validates if the String is empty or is not an email.</p> <ul style="list-style-type: none"><li>The BasicHubUser has key, username, displayName, and email set.</li></ul>
Introduced in	5.25.1

## Using Agent Information in External Systems (like Jira)

When agent information is synced from Freshdesk to Jira, it becomes available in Jira to support workflows, reporting, and issue management activities based on organizational needs.

Jira administrators can leverage the synced agent data to enhance automation, tracking, and collaboration within existing processes and integrate it into any new workflows as required.

## Script use

**Make the following script changes** on the Freshdesk side to activate the functionality:

**Outgoing script:**

Sends the Freshdesk assignee to the other system (e.g., Jira):

```
replica.assignee = entity.assignee
```

### Incoming script:

Assigns a specific agent to the ticket:

```
entity.assignee = nodeHelper.getAgentByEmail("xyz@exalate.com")
```

*Note: Replace the email address with any valid agent email as needed.*

**Note:** Adding it to script is mandatory so that the agent is successfully retrieved based on the email address specified in the scripts, and that the agent information is correctly passed to the destination side (e.g., Jira)

## If a valid Email id is **not** provided:

The sync will fail if the email is missing, blank, or invalid:

- **Empty or blank email:**

Error: *"Email address must not be empty or blank"*

- **Invalid format (e.g., abc@):**

Error: *"Invalid email format: abc@"*

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