

# getAgentByEmail

Last Modified on 06/30/2025 9:18 am EDT

## Using getAgentByEmail in Freshdesk (v5.25.1+)

- **Duplicate Emails:** If multiple users share the same email address in an instance, `getAgentByEmail` retrieves **only the first user created** with that email.
- **Team Access Required:** Ensure the user is part of the **team with access** to the Freshdesk project; otherwise, the method will not function correctly.

## Method Overview

- **Helper:** `nodeHelper`
- **Signature:**  
`getAgentByEmail(String email)`
- **Available Since:** v5.25.1

## Description

This method searches for an agent using the specified email address.

## Behavior

- Returns `null` if:
  - The email is **not found**, or
  - The email is **blank or invalid**
- Returns a `BasicHubUser` if:
  - A valid agent is found

## Validation

- Checks if the input string is **empty** or **not in a valid email format**

## Returned Object: `BasicHubUser`

Includes the following fields:

- `key`

- `username`
- `displayName`
- `email`

## Using Agent Information in External Systems (e.g., Jira)

When syncing agent data from **Freshdesk to Jira**, it becomes available in Jira to support:

- Workflow automation
- Issue tracking
- Reporting
- Organizational collaboration

Jira administrators can use this synced data to **optimize existing workflows** or **build new ones**.

## Script Usage Instructions

### Outgoing Script (Freshdesk → Jira)

This sends the assignee from Freshdesk to the destination system:

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

### Incoming Script (Jira → Freshdesk)

This assigns an agent based on their email address:

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

**Replace** `"xyz@exalate.com"` with the actual agent email.

## Mandatory Script Requirement

Including this method in your script is **mandatory** to:

- Correctly retrieve the agent using their email
- Successfully assign the agent in the destination system (e.g., Jira)

## Error Handling

If an **invalid or missing email** is provided, the sync will fail.

Condition	Error Message
Email is empty or blank	"Email address must not be empty or blank"
Invalid email format	"Invalid email format: abc@"

ON THIS PAGE

- Product
- Method Overview
- About Us
- Using Agents for
- Using Agents for Information in External Systems (e.g., Jira)
- Glossary
- Script Usage Instructions
- API Reference
- Security Handling

Pricing and Licensing

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