How to Sync Inline Images in Freshdesk

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Synchronizing Inline Images in Freshdesk Using Exalate

This article explains how to synchronize inline images in comments (public/ private) for Freshdesk with Exalate. With Exalate, you have full control over how inline images are synced between systems.

> Note: This functionality only supports image files. Other file types or extensions are not supported.

Source Side (Freshdesk)

Supported Image Formats

Only the following image formats can be synchronized as inline images:

- .jpeg

- .png

- .img
  (and similar image formats)

> Note: This functionality is available for both, description and comments.

Outgoing Sync

To send inline images from Freshdesk to the destination system, use the following script:
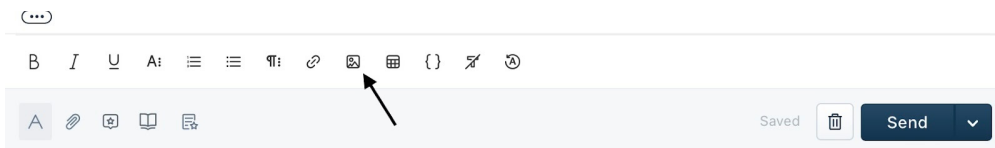
```
replica.attachments = entity.attachments
```

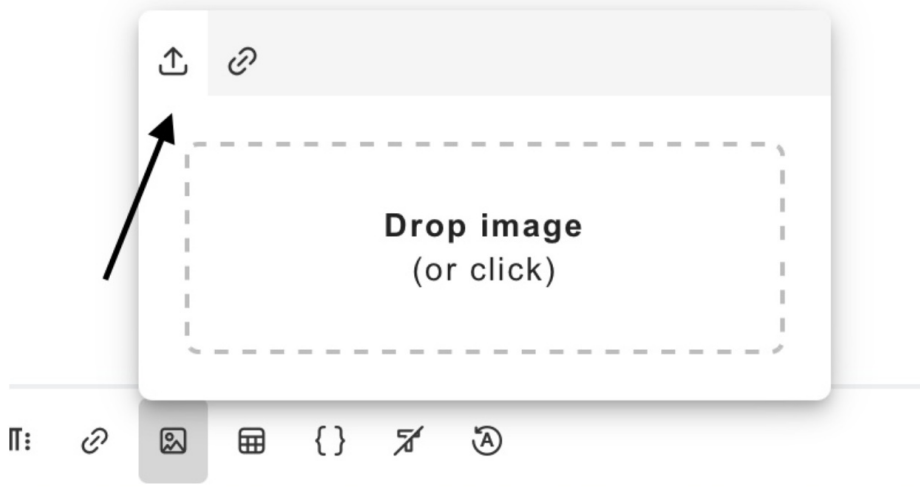### Uploading Inline Images in Freshdesk

There are two ways to add inline images to a note or summary:

1. Using the Image Attachment Icon

- In the Freshdesk text editor, click the image attachment icon.

- A pop-up will appear, allowing you to upload an image.

2. Copy and Paste

- Simply use Cmd + C → Cmd + V (on Mac) or Ctrl + C → Ctrl + V (on Windows) to paste an image into the editor.

> - *Images uploaded from your device or pasted directly (via clipboard) will be synced.*
> - *Images added via URL links will also be synchronized.*

Destination Side

Incoming Sync

To receive inline images from the destination side, define the following in your incoming script configuration:

```
entity.attachments = attachmentHelper.mergeAttachments(entity, replica)
```

This ensures that attachments (inline images) from Freshdesk are correctly merged into the destination entity.

Have More Questions?

Feel free to ask the Exalate Community for help, tips, or best practices.
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