getAgentByEmail

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@"