Integrate contact form with Freshdesk or Freshdesk Omni

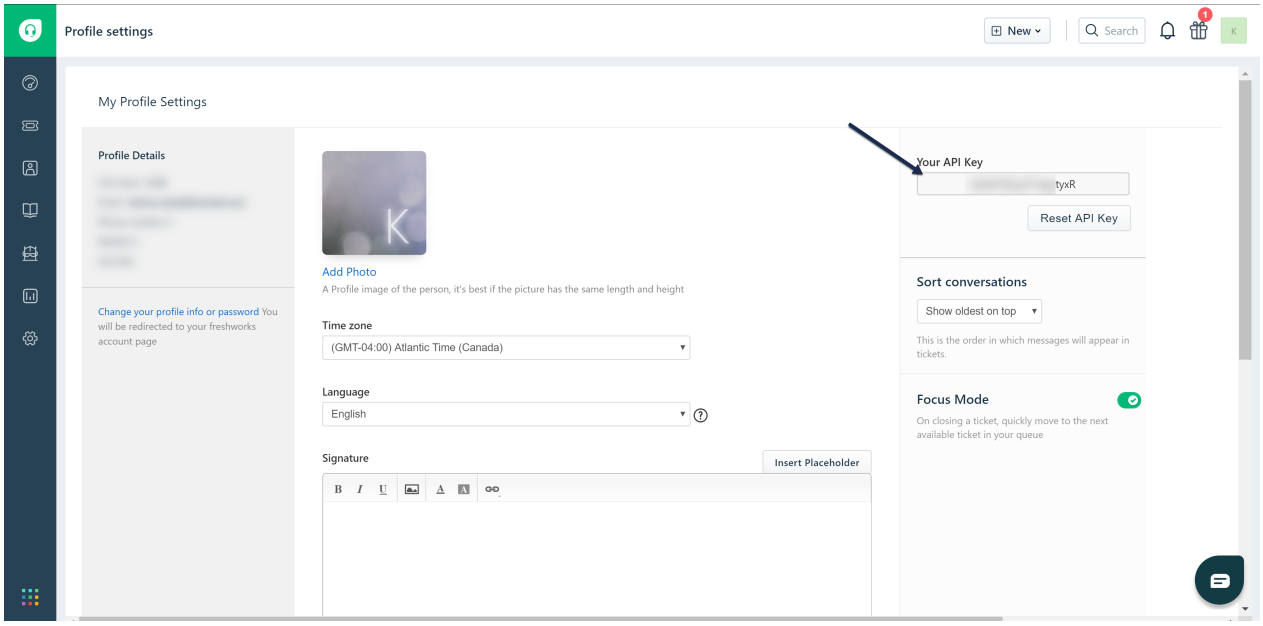
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You can set up your contact form and embedded contact widget to automatically create tickets in your Freshdesk or Freshdesk Omni account. The contact form will then create a Freshdesk ticket via the API as your specified user.

Prerequisites

Before you begin, you'll need this info from Freshdesk:

- **Your Freshdesk domain**: Your domain appears before freshdesk.com when you set up your account. For example, if your Freshdesk URL is mydomain.freshdesk.com, your domain is `mydomain`.
  - If your Freshdesk account uses a custom URL (like helpdesk.yourcompany.com), don't enter that custom URL here.
  - If you don't know your original Freshdesk subdomain, you can go to **Admin > Portals**, click to select the portal, and check the Portal URL settings, which will show the freshdesk subdomain.
  - You can also go to https://freshdesk.com/login, click the **Forgot your helpdesk domain** link, and enter your email address to find it.
- **Your Freshdesk API key**: Find your API key or reset it by selecting your profile icon > **Profile Settings**. **Your API key** should appear in its own section:



  - If you don't see your API key, a Freshdesk admin needs to turn on API key access for you. In Freshdesk, go to **Admin > Agents**, open your agent, turn on **API Key access**, and click **Update agent**.

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KnowledgeOwl setup

Once you have this information in hand, you can configure your KnowledgeOwl Contact Form to use Freshdesk:

1. Go to **Customize > Contact form**. The **Contact Form** page opens.
2. Check the box next to **Enable Contact Form**.
3. *Optional:* If you don't want KnowledgeOwl to store any of your contact form submission details, check the box next to **Do not store any collected ticket information within KnowledgeOwl**. See What data is collected in the Contact Form? for more information.
4. *Optional, Recommended:* If your knowledge base is public in any way, we recommend checking the box to **Use spam protection on ticket submissions** to try to prevent spam/bot submissions. This setting will add whichever spam protection method is set in **Security and access > Spam protection**.
5. Choose Freshdesk as your **Send Method**.
6. *Optional, Recommended:* Add a **Backup email**. If the Freshdesk API integration isn't working for any reason, we will email contact form submissions to this backup email account.
7. Enter your **Freshdesk domain** and **Freshdesk API key**. If you paste your full Freshdesk URL into **Freshdesk domain**, KnowledgeOwl saves only the domain part.
8. **Save**. Your API key now shows as asterisks. To change it later, enter the new key and save; to keep it, leave the asterisks as they are.

Your Contact Form is live at `/contact-us`! You can Update wording in the Contact Form and/or Customize Contact Form Link to make it even more your own.

A completed setup might look like this:



Sample Freshdesk setup

What the Freshdesk ticket includes

Each contact form submission creates one Freshdesk ticket:

- The ticket comes from the reader's name and email address, with the subject and message they entered. Its status is Open and its priority is Low.
- Readers can attach up to 10 files, up to 20 MB in total. If a file is over the limit or Freshdesk rejects it, the ticket is created without that file.
- A private note on the ticket lists the last page the reader visited, their IP address, browser, operating system, and user agent, plus the names of any files that couldn't be attached.
- If Freshdesk can't create the ticket, for example because the API key is wrong, the submission goes to your backup email address instead.

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