# Create Freshdesk Tickets

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

To set this up, you'll need this info from Freshdesk:

- **Your Freshdesk domain** - this appears before **freshdesk.com** when you set up your account.
  - 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** - you can find your API key or reset it by clicking your profile icon in the upper right and selecting **Profile Settings**. You'll see your API key in the upper right:
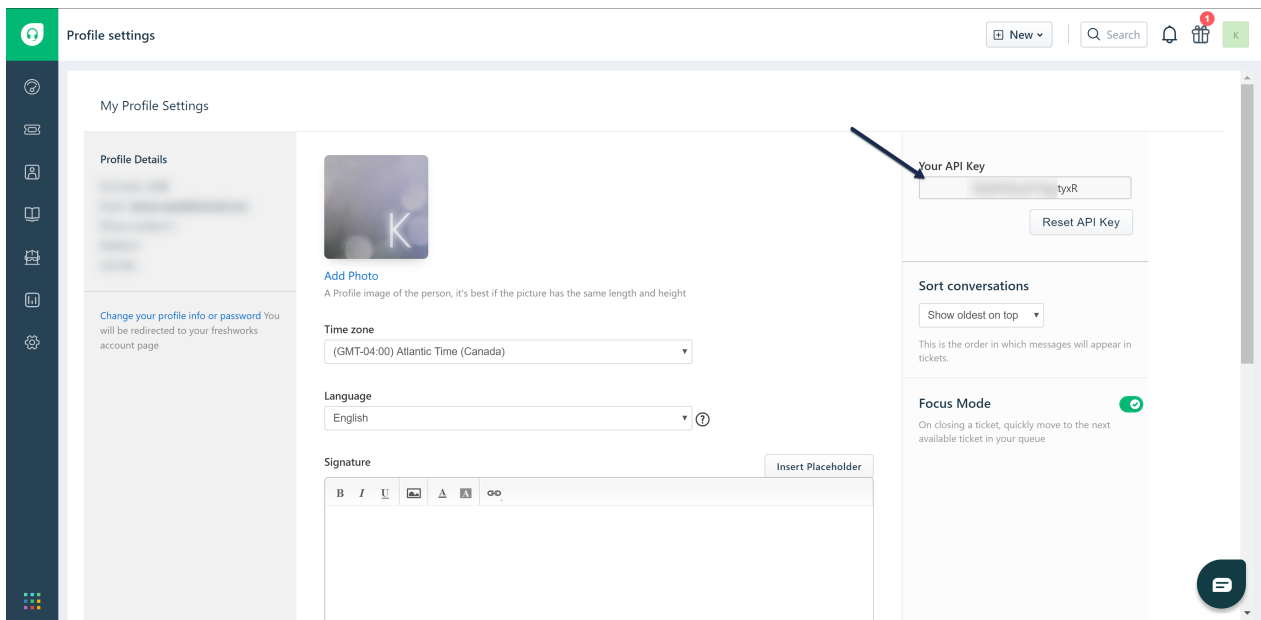
Once you have this information in hand, you can configure your KnowledgeOwl Contact Form to use Freshdesk:

1. In the lefthand menu, select **Contact Form.**

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 **Settings > Basic > Spam Protection Settings.**

5. Choose Freshdesk as your **Send Method.**

6. *Optional, Recommended:* Add a **Backup email.** If the Zendesk API integration isn't working for any reason, we will email contact form submissions to this backup email account.

7. Specify your **Freshdesk domain** and **API Key.**

8. **Save.**

Your Contact Form is now 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:

Contact Form

Admin Settings	☑ Enable Contact Form
	☐ Do not store any collected ticket information within KnowledgeOwl ⑦
	☐ Use spam protection on ticket submissions ⑦
Send Method	Freshdesk ⌄
Backup Email Address	backup@knowledgeowl.com
	Should the contact form delivery fail, we will attempt to send a backup copy to this address.
Freshdesk Domain	knowledgeowl
Freshdesk API Key	****yaKN
	Save

Sample Freshdesk setup