

Integrate contact form with Freshdesk

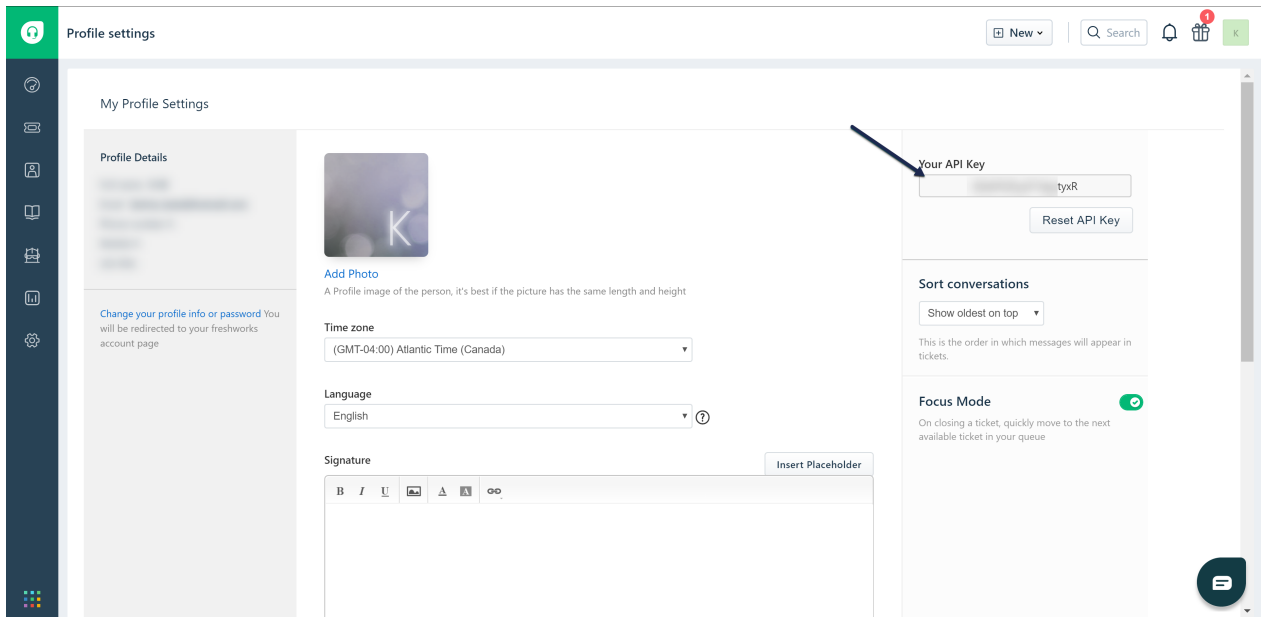
Last Modified on 03/11/2025 4:05 pm EDT

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.

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.
 - 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:



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 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 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 [?](#)

Use spam protection on ticket submissions [?](#)

Send Method

Backup Email Address
Should the contact form delivery fail, we will attempt to send a backup copy to this address.

Freshdesk Domain

Freshdesk API Key

Sample Freshdesk setup