



Integrate contact form with Freshservice

Last modified on 10/24/2026 11:07 am EDT

You can set up your contact form and embedded contact widget to automatically create tickets in your Freshservice account. The contact form creates each ticket through the Freshservice API, using the API key of the agent you choose.

Prerequisites

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

- **Your Freshservice domain:** The first part of your Freshservice URL. For example, if your Freshservice URL is `mydomain.freshservice.com`, your domain is `mydomain`.
 - If your Freshservice account uses a custom URL (like `support.yourcompany.com`), don't enter that custom URL here. Use the `freshservice.com` address instead.
- **Your Freshservice API key:** In Freshservice, select your profile icon > **Profile settings**. Your API key appears on that page.
 - The agent whose API key you use needs a role that can work on tickets, such as **IT Agent**. If the agent only has the **Account Admin** role, Freshservice creates the ticket but rejects the private note described below.

KnowledgeOwl setup

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

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 Freshservice as your **Send Method**.
6. *Optional, Recommended:* Add a **Backup email**. If the Freshservice API integration isn't working for any

reason, we will email contact form submissions to this backup email account.

7. Enter your **Freshservice domain** and **Freshservice API key**. If you paste your full Freshservice URL into **Freshservice 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:

A dark blue rectangular button with the text "Sample Freshservice setup" in white, centered.

What the Freshservice ticket includes

Each contact form submission creates one Freshservice 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 40 MB in total. If a file is over the limit or Freshservice 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 Freshservice can't create the ticket, for example because the API key is wrong, the submission goes to your backup email address instead.

Emails Freshservice sends to readers

Depending on your Freshservice notification settings, Freshservice may email the reader when their ticket is created. If the reader isn't already a requester in Freshservice, Freshservice may also send them an email inviting them to activate a Freshservice account. These emails come from Freshservice, not KnowledgeOwl, so you can change or turn them off in your Freshservice notification settings.