

# Ziwo's Freshdesk Integration Guide

## OVERVIEW

This document will help the reader download and understand Ziwo's freshdesk integration. There are two ways to integrate Ziwo into your Freshdesk CRM.

Get Ziwo in the Freshwork marketplace

From your CRM integrate the ziwo\_zip file (beta version only)

## REQUIREMENTS

To install the plugin from your CRM, you must have at least the plan "**PRO**" or more.

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# 1. Get Ziwo in the Freshwork marketplace

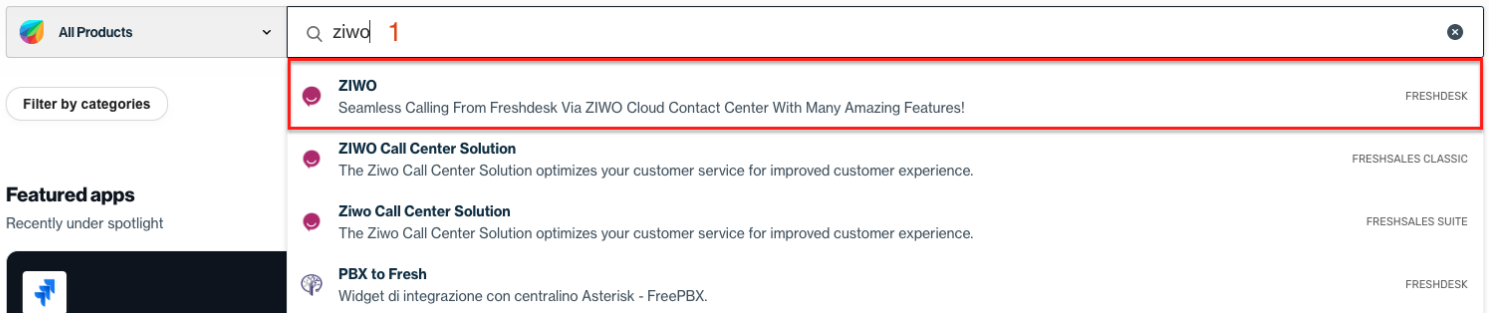
## Step 1: Freshwork marketplace

Visit the freshwork marketplace : <https://www.freshworks.com/>

## Step 2: Search for Ziwo freshdesk plugin

Search for the Ziwo offer via the search bar. Select the offer for freshdesk.

## Get more out of your Freshworks products




The screenshot shows the Freshworks Marketplace search interface. The search bar contains the text 'ziwo' and a red '1' indicating one result. The search results are displayed in a list format. The first result, 'ZIWO', is highlighted with a red border. It includes a speech bubble icon, the title 'ZIWO', a description 'Seamless Calling From Freshdesk Via ZIWO Cloud Contact Center With Many Amazing Features!', and the category 'FRESHDESK'. Below it are two 'ZIWO Call Center Solution' entries, each with a speech bubble icon, a description, and the category 'FRESHSALES CLASSIC' and 'FRESHSALES SUITE' respectively. The last result is 'PBX to Fresh', with a gear icon, a description 'Widget di integrazione con centralino Asterisk - FreePBX.', and the category 'FRESHDESK'. On the left side, there is a sidebar with 'All Products' (dropdown), 'Filter by categories', and 'Featured apps' (Recently under spotlight) with a blue icon.

Product Name	Description	Category
<b>ZIWO</b>	Seamless Calling From Freshdesk Via ZIWO Cloud Contact Center With Many Amazing Features!	FRESHDESK
<b>ZIWO Call Center Solution</b>	The Ziwo Call Center Solution optimizes your customer service for improved customer experience.	FRESHSALES CLASSIC
<b>Ziwo Call Center Solution</b>	The Ziwo Call Center Solution optimizes your customer service for improved customer experience.	FRESHSALES SUITE
<b>PBX to Fresh</b>	Widget di integrazione con centralino Asterisk - FreePBX.	FRESHDESK

## Step 3: Install Ziwo

At this step, click the install button.

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 Products ▾ Solutions ▾ Platform ▾ Company ▾

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🔍 Search apps



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[◀ Back to Gallery](#)



**ZIWO**

Seamless Calling From Freshdesk Via ZIWO Cloud Contact Center With Many Amazing Features!

**FREE**  Verified by Freshworks 

By clicking on "Install", you acknowledge and agree that your access and use of this application will be governed by the developer's terms of service and privacy policy. Freshworks may share your contact and usage information with the developer.

**Install**

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[Overview](#)   [How to install?](#)

Integrate ZIWO into your daily Freshdesk work to help your team work smarter and improve!

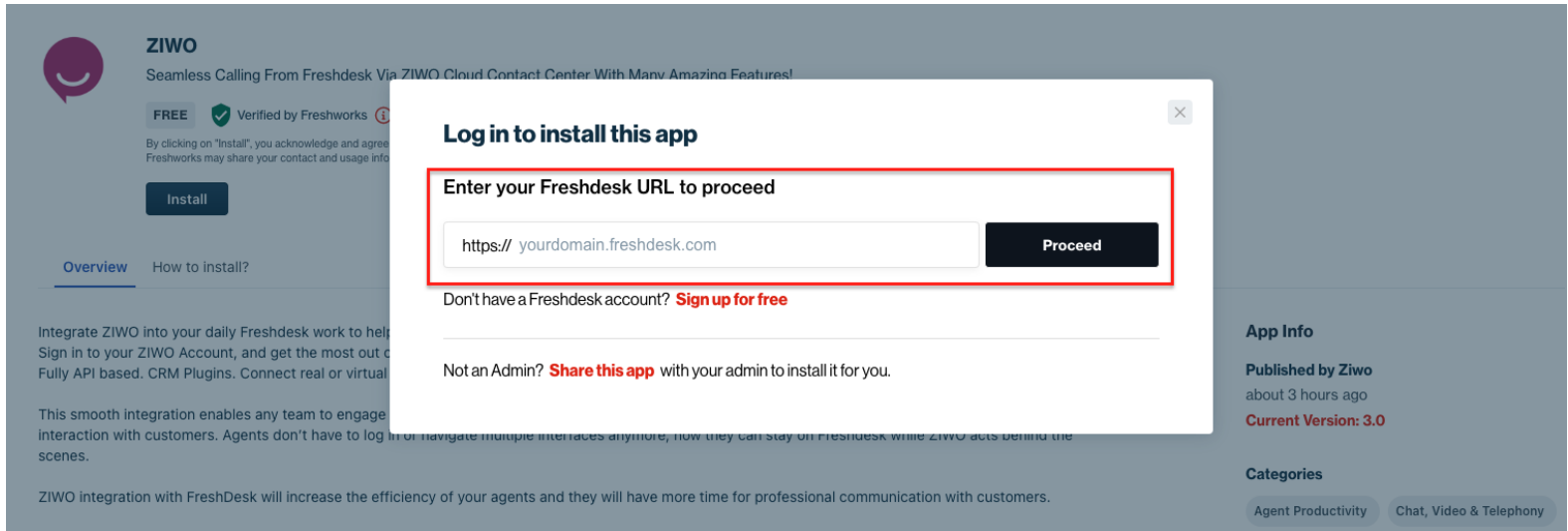
Sign in to your ZIWO Account, and get the most out of all ZIWO services. Talk to your clients. Simply! ZIWO Cloud Contact Center software deployed instantly. Fully API based. CRM Plugins. Connect real or virtual agents. Virtual phone number in any country.

This smooth integration enables any team to engage more with clients and helps them focus on customer support tasks, ticketing, sales, and any other interaction with customers. Agents don't have to log in or navigate multiple interfaces anymore, now they can stay on Freshdesk while ZIWO acts behind the scenes.


ZIWO integration with FreshDesk will increase the efficiency of your agents and they will have more time for professional communication with customers.

## Step 4: Enter your freshdesk domain

At this step, you have to enter your freshdesk domain name.



**ZIWO**  
Seamless Calling From Freshdesk Via ZIWO Cloud Contact Center With Many Amazing Features!

FREE  Verified by Freshworks

By clicking on "Install", you acknowledge and agree to the Terms of Service. Freshworks may share your contact and usage information with third parties.

[Install](#)

[Overview](#) [How to install?](#)

Integrate ZIWO into your daily Freshdesk work to help you manage your customer interactions. Sign in to your ZIWO Account, and get the most out of your Freshdesk. Fully API based. CRM Plugins. Connect real or virtual agents to your Freshdesk. This smooth integration enables any team to engage with customers. Agents don't have to log in or navigate multiple interfaces anymore, now they can stay on Freshdesk while ZIWO acts behind the scenes. ZIWO integration with FreshDesk will increase the efficiency of your agents and they will have more time for professional communication with customers.

**Log in to install this app**

Enter your Freshdesk URL to proceed

[Proceed](#)

Don't have a Freshdesk account? [Sign up for free](#)

Not an Admin? [Share this app](#) with your admin to install it for you.

**App Info**

Published by Ziwo  
about 3 hours ago  
Current Version: 3.0

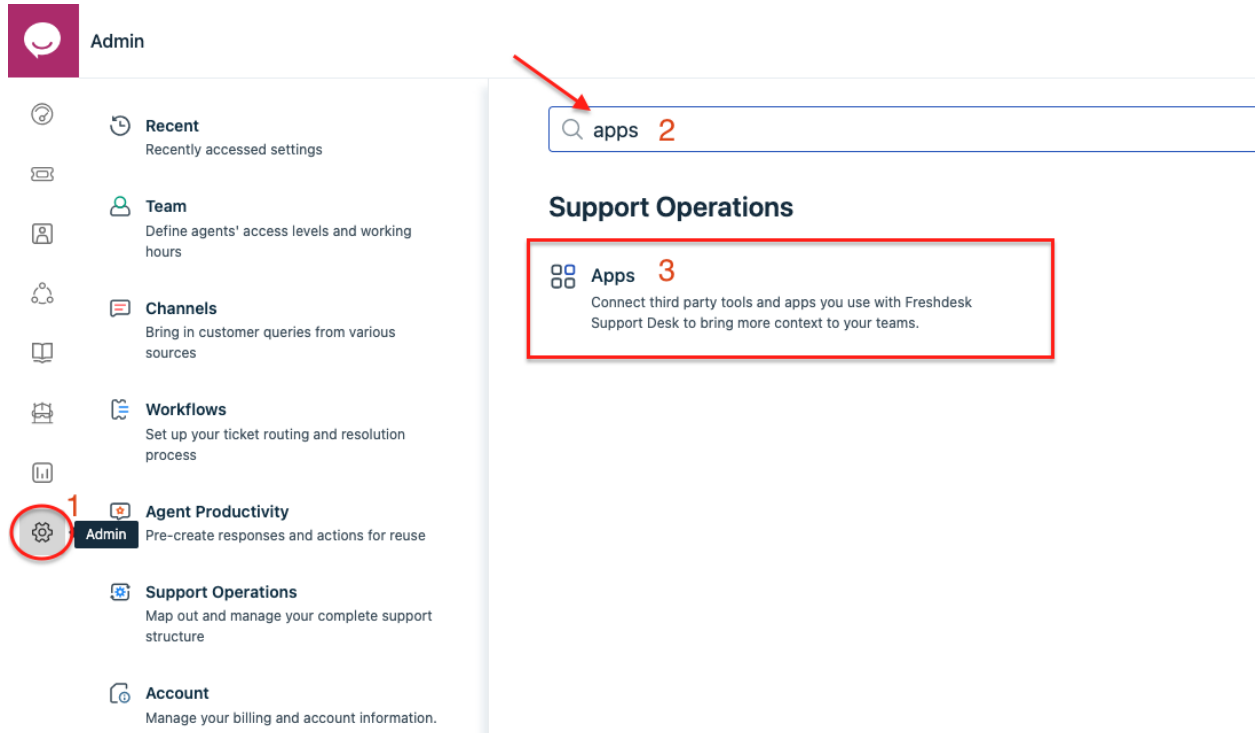
**Categories**

Agent Productivity Chat, Video & Telephony

## 2. Install Ziwo directly in your CRM

Step 1: click on admin icon

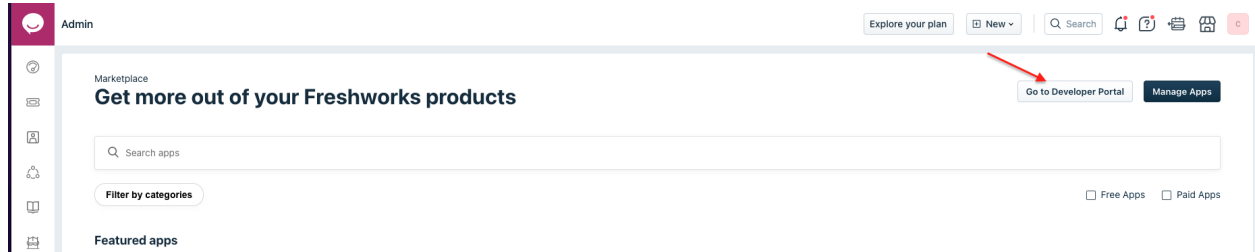
At this step, you have to click on admin et choose Apps.



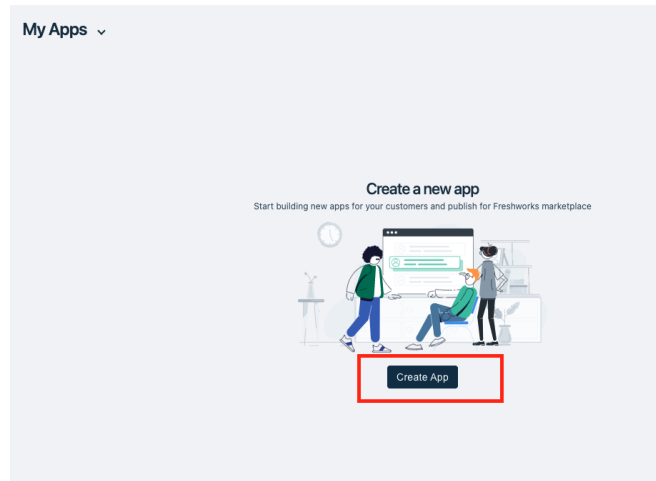
The screenshot displays the Freshdesk Admin interface. On the left, a sidebar contains several menu items: 'Recent', 'Team', 'Channels', 'Workflows', 'Agent Productivity', 'Support Operations', and 'Account'. The 'Admin' icon (a gear) is circled in red and labeled with a '1'. The main content area on the right features a search bar with the text 'apps 2' and a red arrow pointing to it. Below the search bar, the 'Support Operations' section is visible, containing an 'Apps 3' button highlighted with a red box. The 'Apps 3' button is accompanied by the text: 'Connect third party tools and apps you use with Freshdesk Support Desk to bring more context to your teams.'

## Step 2: Go to developer portal

At this step, you have to click on **“go to developer portal”**.



## Step 3: Create App



## Step 4: Upload Ziwo\_zip file.


At this step, you have enter “**Ziwo**” as app’s name then choose “**Custom App**” and “**Upload App file**”.

### Create a new app


Tell us a few basic details about your app.

What's your app's name? \*


What type of app is this?



Freshworks App



Custom App




External App

#### Custom App

A custom app solves a specific problem for your business. You can use the developer platform and CLI to build a customised app that is available only on your account.

When submitting a custom app, you should upload the validated and packed app zip file.



Drag and drop your files here

Upload App file

Proceed



## Step 5: Save and publish

At this step you have enter **App description**, **App overview**, **support email** and click to the **save and publish button**

My Apps > Ziwo Save and Publish

**Ziwo**  
● Draft

Built for  
**Freshdesk**

App type  
**Custom App**

Last updated  
13 Mar 2022, 09:17 AM

Code File (Versions)

**Draft Version**

ziwo-freshdesk (5).zip  
Updated on Sun, 13 Mar 2022, 09:17 AM  
● Draft [Replace](#) [Download](#)

**Supported Products**

Freshdesk

**App information**

Drag and drop your files here  
[Upload App icon](#)

**App Name \***  
Ziwo

**App Overview \***  
Provide a summary of your app in 100 characters or less

**Short Description (Optional)**  
Give a short description of what your app does in 35 characters or less

**App Description \***  
Describe value proposition and use cases of your app

## Step 6: Install app

When you app is published, go back to your **admin panel**, then **click on Apps** and **manage apps**.

Ziwo app will appear you have to click on the **install button**

Marketplace

**Get more out of your Freshworks products**

[Go to Developer Portal](#) [Manage Apps](#)

Search apps

Filter by categories

Free Apps  Paid Apps

## Step 7: Enter your freshdesk API Key

At this step, you have to enter your **API Key** then click on the **install button**.

### < Configuration

#### Settings

##### My API Key \*

.....

Where can I find my API key? 1. Log in to your Support Portal 2. Click on your profile picture on the top right corner of your portal 3. Go to Profile settings Page 4. Your API key will be available below the change password section to your right

##### Enable Custom Ticket template

....

Enter true if you have a custom form for ticket

##### Domain name

.....

Enter your domain name

Cancel

Save

**After this installation, Ziwo Icon will appear on your navigation bar.**