Welcome to TimeCamp Help!

Freshdesk

In this article:

- Overview
- Enable integration
- Track time on imported items
- Disable integration

Freshdesk is an online cloud-based customer service software that provides helpdesk support with all smart automation to get things done faster. The Freshdesk integration allows you to import and track time on all created tickets. Manage your time and generate valuable reports by monitoring how much time you need to take care of reported issues.

Overview

The integration will be enabled for the entire account, so **all users will be able to track time on imported tasks**. The integration will be connected to the Freshdesk account of the person who enabled the integration.

Tickets will be imported as tasks under the Freshdesk project. We don't provide an option to select tickets that should or should not be imported from Freshdesk to TimeCamp. After the integration is enabled all items the owner of integration has access to will be imported to the Projects module in TimeCamp.

It is not possible to edit the structure of imported items in TimeCamp

After the integration is created and the Freshdesk tickets are imported **you can assign your Team to the entire project or to certain tasks**. As an integration creator, you automatically gain access to all imported items. If users are assigned to the main project Freshdesk they will be able to track time to all tasks under the Freshdesk project structure. If users are assigned only to certain tasks, they will be able to track time only to these tasks and subtasks under the tasks' structure.

We don't provide an option to export tracked time from TimeCamp to Freshdesk account.

Tickets marked as closed or deleted in Freshdesk will be automatically moved to the list of Archived tasks in TimeCamp.

If you create a new item in Freshdesk it will be automatically imported to TimeCamp within 1 hour. To immediately synchronize the integration and update newly added items use the "Force synchronization" option on TimeCamp web Timesheet. Synch will be executed within a few seconds.
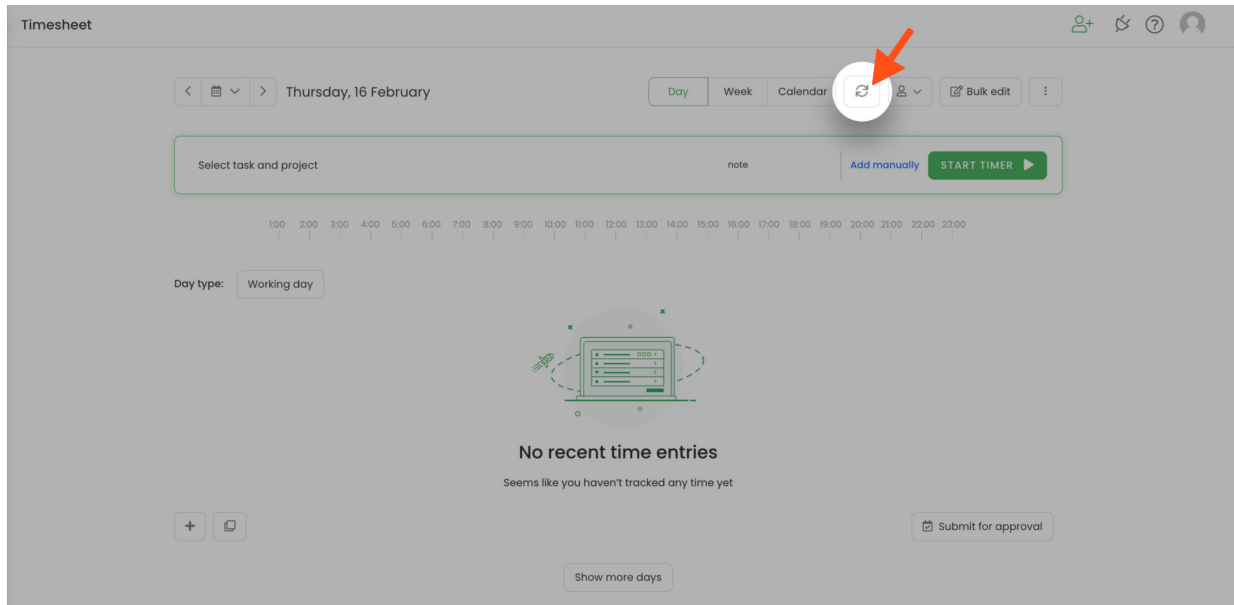

If the user who enabled the integration is not a part of your account anymore, we recommend reenabling the integration.

Enable integration

Only the Administrator of the account can enable the integration.

Step 1

To enable the Freshdesk integration, please navigate to the plugin icon and select the **Integrations** option. Next, find the **Freshdesk** integration on the list and click the **Enable** button.
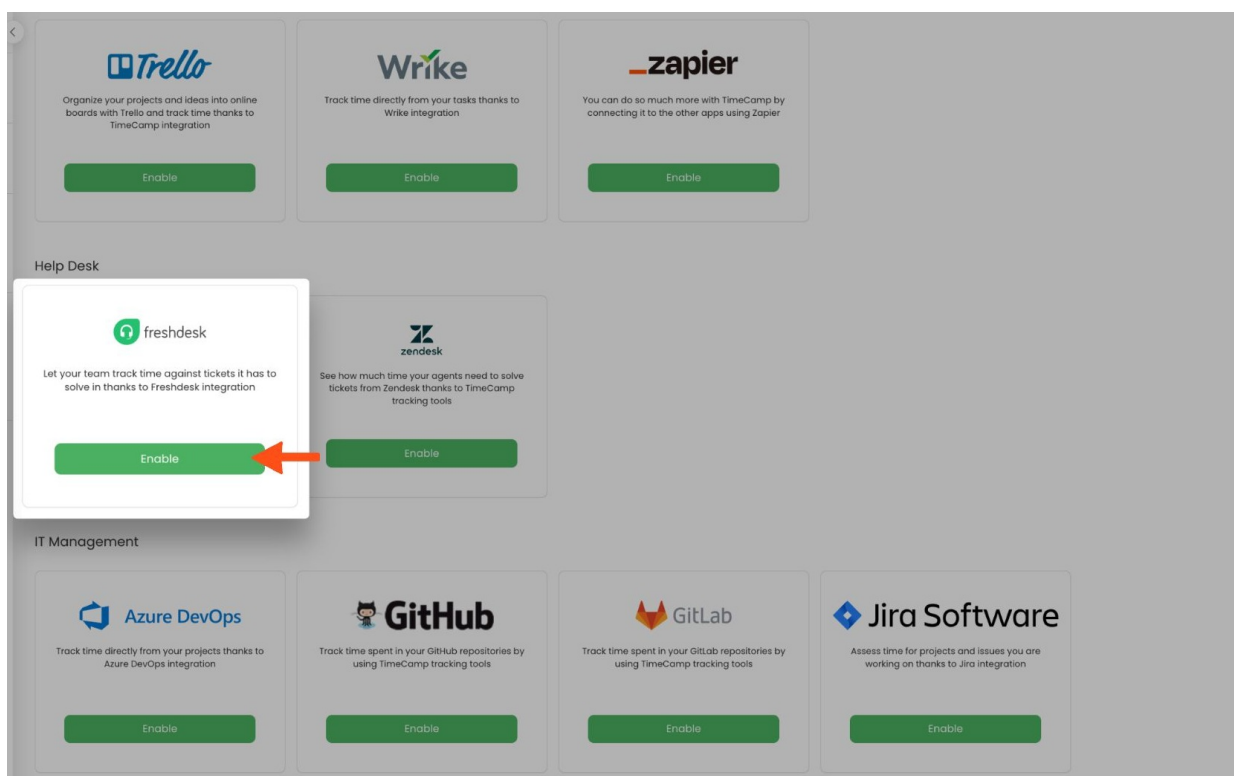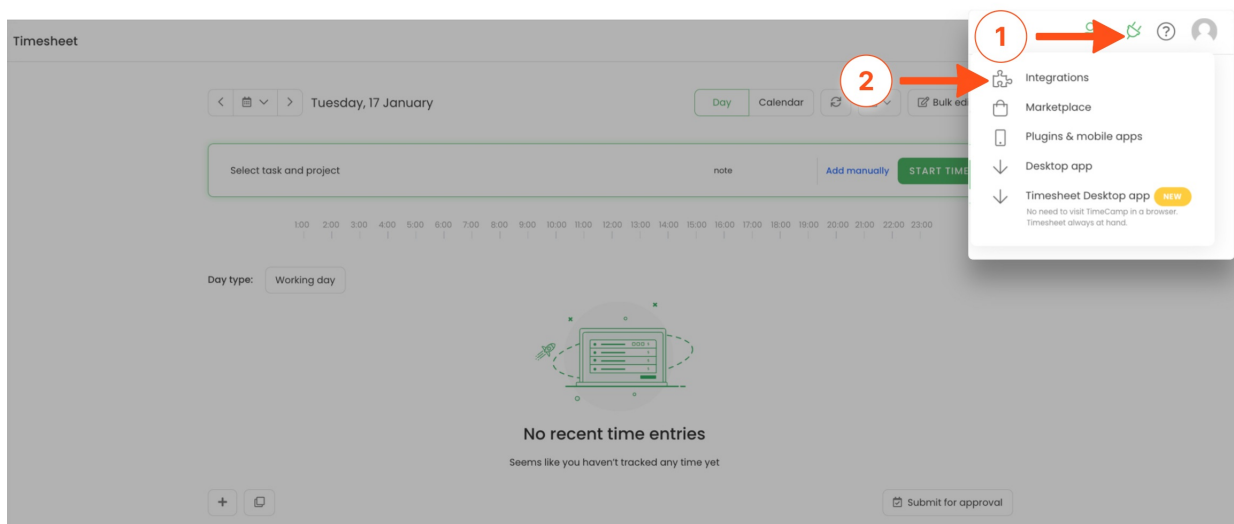
Step 2

Next, paste your **Freshdesk URL address** and the **API token** from the Freshdesk account. After all of the required fields are filled up, click on the green **Enable integration** button.

We don't provide an option to connect the Freshdesk account with a custom domain.

The URL address you can find in your web browser, after logging into your Freshdesk account. We'll need only the part with the name of your organization.

To find the API token click on your avatar in the right-upper corner to expand the drop-down menu and go to the **Profile Settings**. Your API key is located on the right side, next to your profile details.
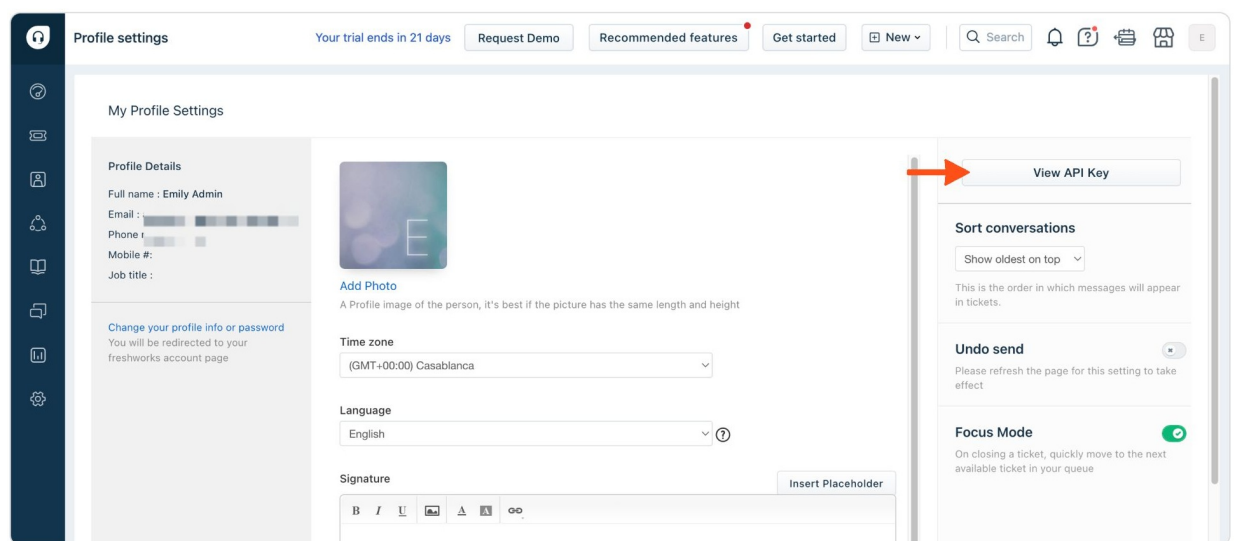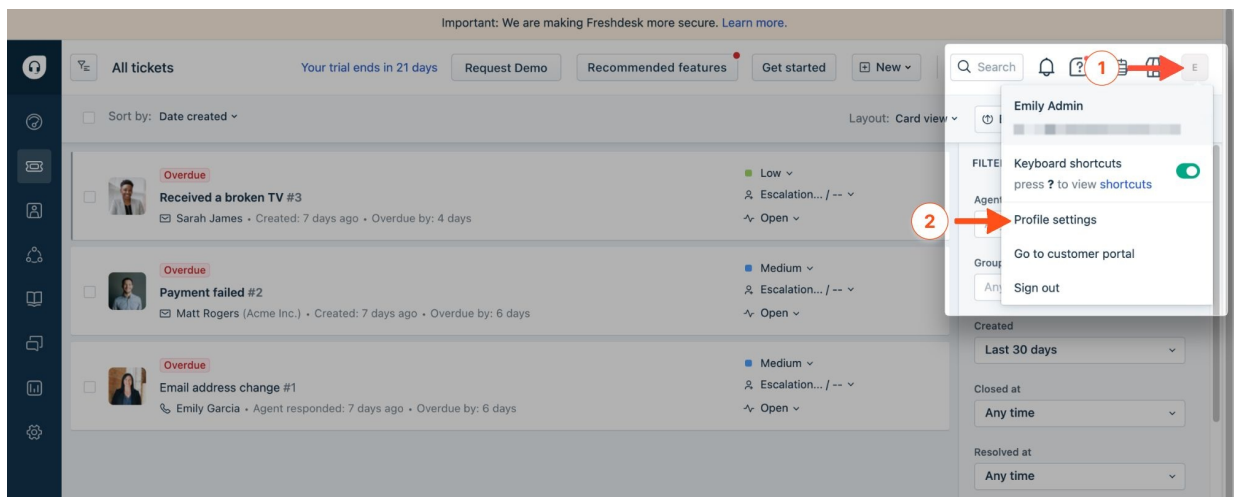
Your tickets will be imported to the Projects module in TimeCamp. All imported items will be accessible for you to track time using TimeCamp's timesheets, mobile, desktop application, or browser plugin.

Track time on imported items

There are a few ways of tracking time in TimeCamp. After the integration is created and all your tasks are imported, you can simply select the desired task from the list and start your timer. Below you can find examples of all available ways of tracking time.

Web Timesheet. Simply select a task using a search box or the drop-down list and run the timer.Learn more

Desktop app. Click on the "No task" option in a task widget or use the option "Start a task" from the desktop app menu and use a search box or the drop-down list to find the target task. The task widget will be automatically synchronized with your web Timesheet. Learn more

Mobile app. Go to your Timesheet in the mobile app and click on the "Add" button if you want to create an entry manually or on the "Start" button if you prefer to track time in real time. Next use a search box or the drop-down list to find the target task and start tracking. Learn more

Browser plugin. If you installed the browser plugin and logged in to your TimeCamp account, just click on the plugin icon next to the URL address. Start the timer and select task without leaving the website you're working on. When you finished tracking just click on the red "Stop tracking" button. The browser plugin will be automatically synchronized with your web Timesheet. Learn more
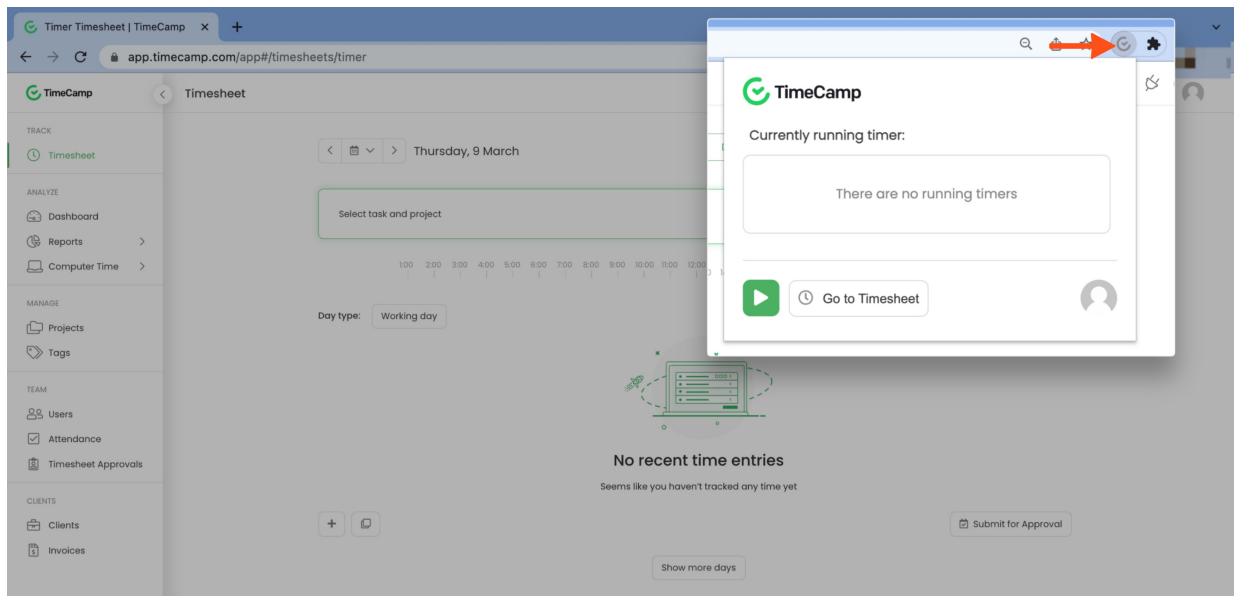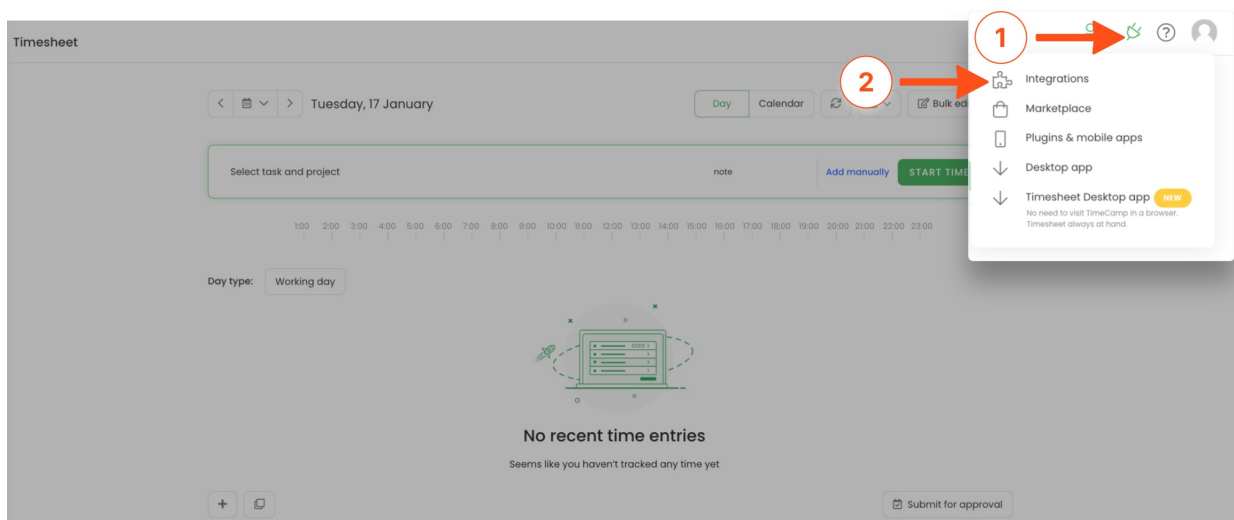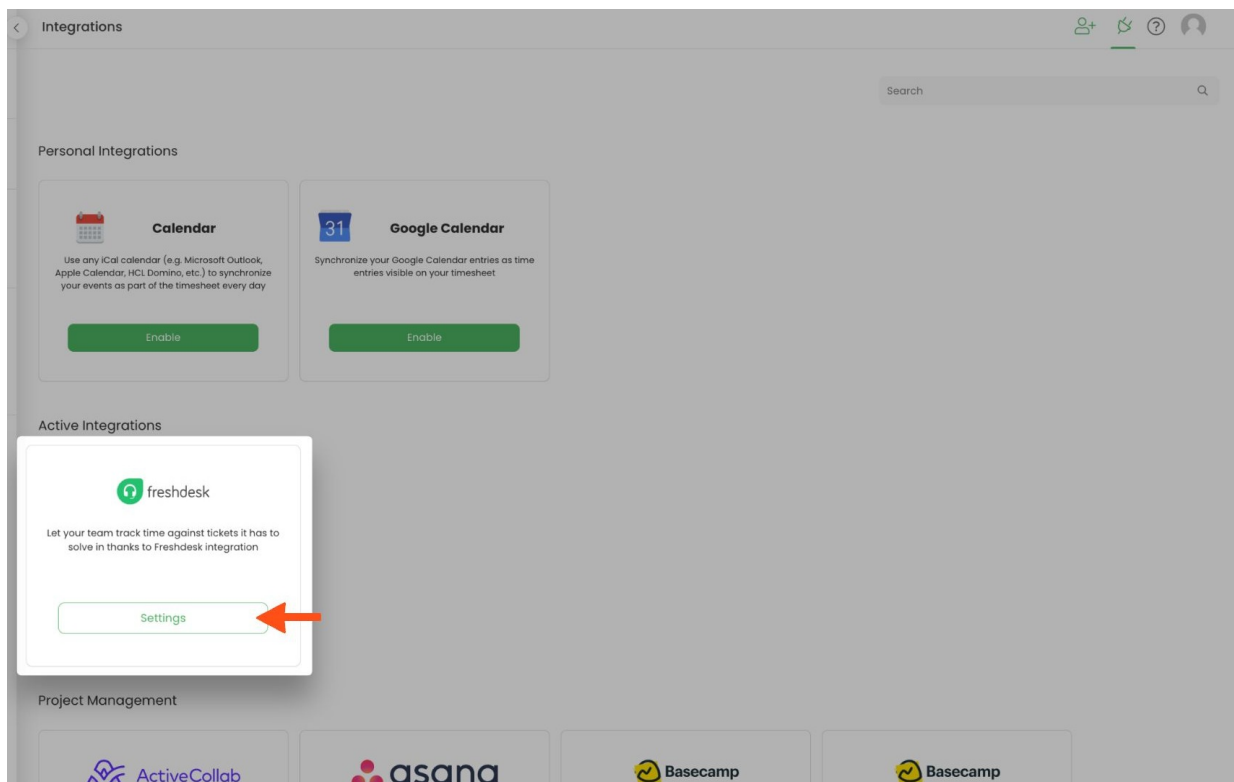

Disable integration

Only the Administrator of the account can re-enable or unlink the integration.

Step 1

If for some reason you would like to re-enable or unlink the integration please navigate to the plugin icon and select the **Integrations** option. Next, find the **Freshdesk** integration on the list of active integrations and click on its **Settings**.

Step 2

Next, to unlink the integration simply click on the **Unlink integration** button
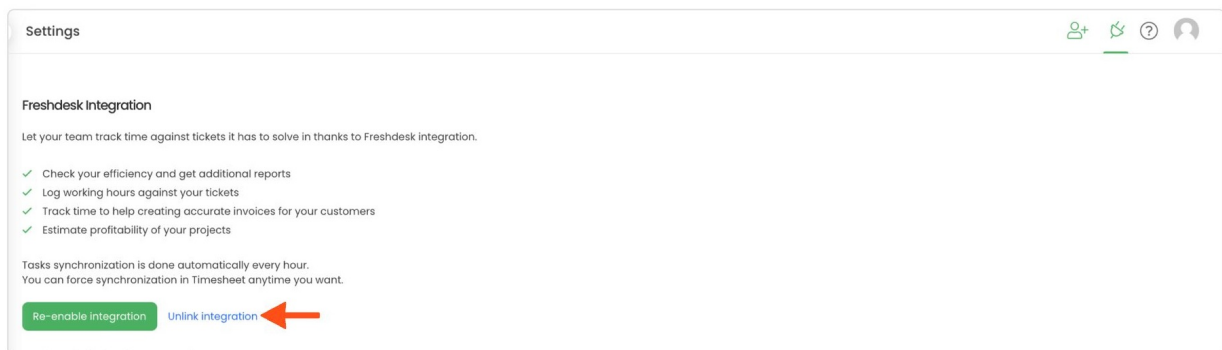
To re-enable the integration click on the **Re-enable integration** button and input the updated URL link and your Freshdesk API Key. Next, click on the **Enable integration** button again so your integration and the list of active tickets imported to TimeCamp will be updated immediately.

Settings

Freshdesk Integration

Let your team track time against tickets it has to solve in thanks to Freshdesk integration.

✓ Check your efficiency and get additional reports
✓ Log working hours against your tickets
✓ Track time to creating accurate invoices for your customers
✓ Estimate profitability of your projects

Tasks synchronization is done automatically every hour.
You can force synchronization in Timesheet anytime you want.

Re-enable integration   Unlink integration

Settings

Freshdesk Integration

Let your team track time against tickets it has to solve in thanks to Freshdesk integration.

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How to integrate?

1. Open Freshdesk and go to "Profile Settings"
2. Enter your API KEY and Helpdesk URL in the field below and click "Enable integration"
3. Now you can invite your project members to TimeCamp
4. For more information on how to enable the integration please visit our Help Center

Helpdesk URL:

https://   timecamp   .freshdesk.com/helpdesk

API Token:

ixLbgUbgpNERAP0MJay9

Enable integration

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Unlink integration

Optionally invite those people

Invite