Freshdesk V2 Authenticate a Connector Instance

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You can authenticate with Freshdesk to create your own instance of the Freshdesk connector through the UI or through APIs. Once authenticated, you can use the connector instance to access the different functionality offered by the Freshdesk platform.

Authenticate Through the UI

Use the UI to authenticate with Freshdesk and create a connector instance as described in Authenticate a Connector Instance (UI). In addition to the base authentication parameters, you will need the credentials that you identified in API Provider Setup.

After successfully authenticating, we give you several options for next steps. Make requests using the API docs associated with the instance, map the instance to a common resource, or use it in a formula template.

Authenticate Through API

Use the `/instances` endpoint to authenticate with Freshdesk V2 and create a connector instance. If you are configuring events, see the Events section.

> ❶ **Note:** The endpoint returns a Connector token upon successful completion. Retain the token for all subsequent requests involving this connector instance.

To create a connector instance:

1. Construct a JSON body as shown below (see Parameters):

```json
{
  "element": {
    "key": "freshdeskv2"
  },
  "configuration": {
    "subdomain": "",
    "username": "",
    "filter.response.nulls": true
  },
  "tags": [
    ""
  ],
  "name": ""
}
```

2. Call the following, including the JSON body you constructed in the previous step:

```
POST /instances
```

> **ⓘ Note:** Make sure that you include the User and Organization keys in the header. For more information, see Authorization Headers, Organization Secret, and User Secret.

3. Locate the `token` and `id` in the response and save them for all future requests using the connector instance.

Example cURL

```
curl -X POST \
  https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/inst
ances \
  -H 'authorization: User , Organization ' \
  -H 'content-type: application/json' \
  -d '{
    "element": {
      "key": "freshdeskv2"
    },
    "configuration": {
     "subdomain": "cloudelements",
     "username": "xxxxxxxxxxxxxxxxxxxxx"
    },
    "tags": [
     "Docs"
    ],
      "name": "API Instance"
  }
'
```

Parameters

API parameters not shown in SAP Cloud Platform Open Connectors are in
`code formatting` .

> ℹ **Note:** Event related parameters are described in Events.

Parameter	Description	Data Type
`key`	The connector key. freshdeskv2	string
Name `name`	The name for the connector instance created during authentication.	string
Subdomain subdomain	Your domain name when logging in to Freshdesk. For example, in `https://cloudelements.freshdesk.com` the subdomain is `cloudelements` .	string
API Key username	The Freshdesk API Key that you noted in the API Provider Setup section.	string
tags	*Optional.* User-defined tags to further identify the instance.	string

Example Response

In this example, the instance ID is `12345` and the instance token starts with "ABC/D…". The actual values returned to you will be unique: make sure you save them for future requests to this new instance.

```json
{
  "id": 12345,
  "name": "API Instance",
  "createdDate": "2017-08-07T18:46:38Z",
  "token": "ABC/Dxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
  "element": {
      "id": 491,
      "name": "Freshdesk V2",
      "hookName": "Freshdeskv2",
      "key": "freshdeskv2",
      "description": "Add a Freshdesk Instance to connect your existing Freshdesk account to the Help Desk Hub, allowing you to manage your incidents, priorities, statuses, users, etc. across multiple Help Desk Connectors. You will need your Freshdesk account information to add an instance.",
      "image": "elements/provider_freshdesk.png",
      "active": true,
      "deleted": false,
      "typeOauth": false,
      "trialAccount": false,
      "resources": [ ],
      "transformationsEnabled": true,
      "bulkDownloadEnabled": true,
      "bulkUploadEnabled": true,
      "cloneable": true,
      "extendable": true,
      "beta": false,
      "authentication": {
          "type": "basic"
      },
      "extended": false,
      "hub": "helpdesk",
      "protocolType": "http",
      "parameters": [   ]
  },
  "elementId": 491,
  "tags": [
    "Docs"
    ],
  "provisionInteractions": [],
  "valid": true,
  "disabled": false,
  "maxCacheSize": 0,
```

```json
    "cacheTimeToLive": 0,
    "configuration": {      },
    "eventsEnabled": false,
    "traceLoggingEnabled": false,
    "cachingEnabled": false,
    "externalAuthentication": "none",
    "user": {
        "id": 12345
      }
  }
```