



BeyondTrust

Remote Support Freshservice Integration

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BeyondTrust Remote Support Integration with Freshservice

Freshservice's integration with BeyondTrust Remote Support makes providing support even more seamless. Starting a remote session in BeyondTrust Remote Support is as easy as clicking a button on the support ticket. When the session ends, the session details, along with the system information and the transcript of the entire chat is saved to the ticket.

Integrating with BeyondTrust Remote Support uses the OAuth method of authentication. Steps are required in the Remote Support administrative /login interface, and Freshservice.

Once you enable the integration on both accounts, you can start a BeyondTrust Remote Support session from:

- The ticket description page, provided that an asset is attached to the ticket.
- The asset attached to the ticket, provided that the ticket has been assigned to an agent.
- The asset entry in the CMDB, even when there is no ticket.
- The self service portal. End users can start a chat-only session, which the support agent can elevate to a remote access session.

To use one of the first three options, make sure that the CI is pinned as a Jump Client in BeyondTrust Remote Support. BeyondTrust and its Hostname is updated in Freshservice.

In cases where a session is created without a ticket, from the CMDB, the portal, or from the representative console, a ticket is created automatically and the session details added to it.

Integration Overview

This guide provides details of the following steps to create the integration:

- Create Client ID and Client Secret in Remote Support.
- Install and configure Remote Support in Freshservice
- Add Freshservice Webhook to Remote Support
- Add Custom Fields in Remote Support
- Add link to Freshservice from Remote Support Representative Console.

Should you need any assistance, please log into the [Customer Portal](https://beyondtrustcorp.service-now.com/csm) at <https://beyondtrustcorp.service-now.com/csm> to chat with Support.

Create Client ID and Client Secret in Remote Support

Follow these steps to create a new API account in Remote Support, and generate a new Client ID and Client Secret.

1. Go to **/login > Management > API Configuration**.
2. Click **Enable XML API**.
3. Click **Add** to create a new API account. Name it *Freshservice* or something similar.
4. Set **Command API** to **Full Access**.
5. Under **Reporting API**, check **Allow Access to Support Session Reports and Recording**.
6. Under Configuration API, check **Allow Access**.
7. Make a note of the **OAuth Client ID** and **OAuth Client Secret** and store this information in secure location. These are used later in configuring the integration.
8. Click **Save**.

- Status
- Consoles & Downloads
- My Account
- Configuration
- Jump
- Vault
- Console Settings
- Users & Security
- Reports
- Public Portals
- Localization
- Public Portals
- Localization
- Public Portals
- Localization
- Management

Management

SOFTWARE SECURITY SITE CONFIGURATION EMAIL CONFIGURATION OUTBOUND EVENTS FAILOVER API CONFIGURATION

CANCEL SAVE

ADD AN API ACCOUNT

• Required field

Enabled

Name •
Freshservice

OAuth Client ID
2cb7d29e5 64bedc25

Comments

OAuth Client Secret
nIG5L84lM mLwmjqTBYK

⚠ You are responsible for storing the Client Secret in a secure location. This is the only time you will be able to view this Client Secret in plain text.

PERMISSIONS

At least one permission must be enabled for an API account.

Command API

- Deny
- Read-Only
- Full Access

Reporting API

- Allow Access to Support Session Reports and Recordings
- Allow Access to Presentation Session Reports and Recordings ⚠
- Allow Access to License Usage Reports
- Allow Access to Archive Reports ⓘ
- Allow Access to Vault Account Activity Reports
- Allow Access to Syslog Reports

Backup API

- Allow Access ⓘ
- Allow Vault Encryption Key Access ⓘ

Configuration API

- Allow Access
- Manage Vault Accounts

Real-Time State API

- Allow Access

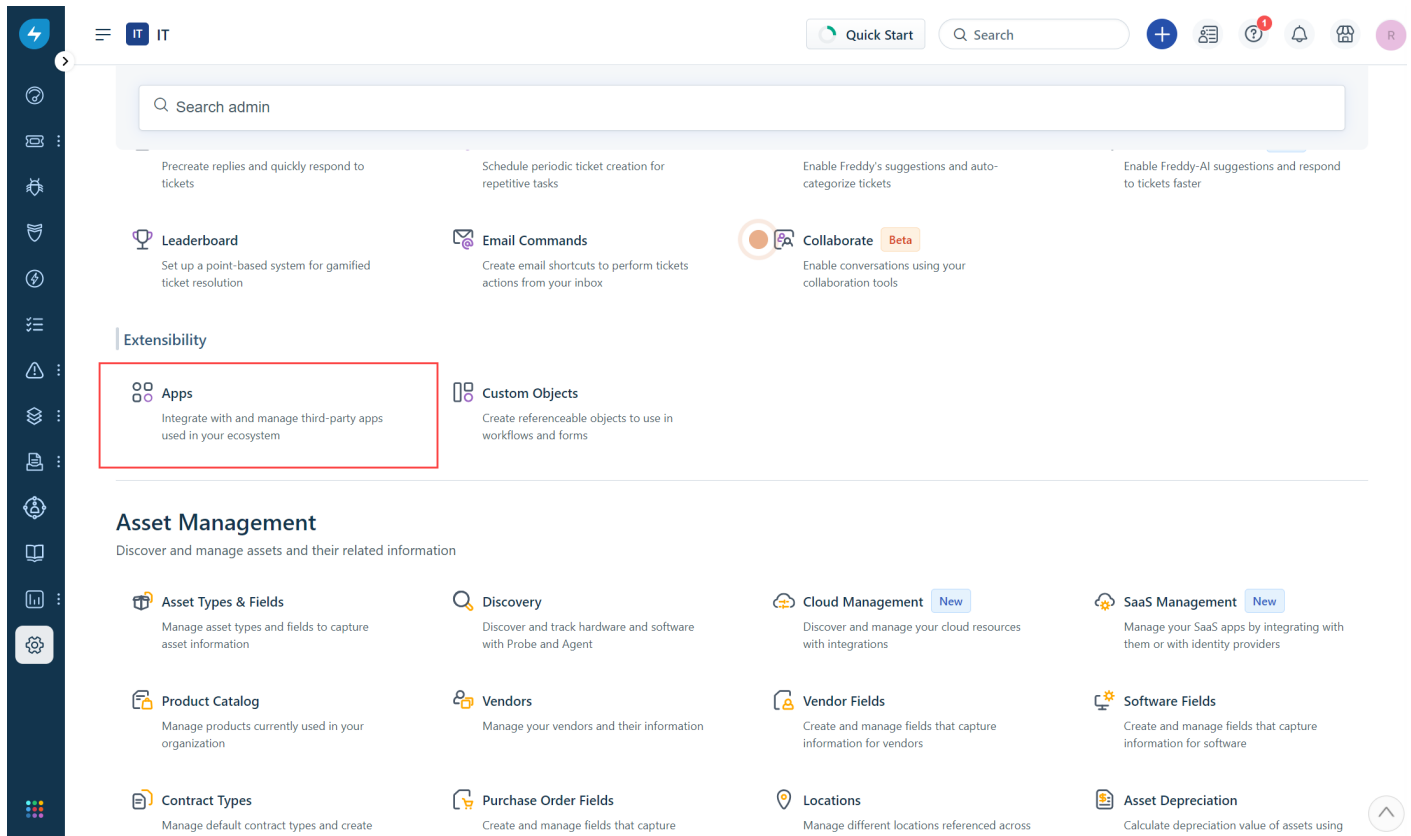
Endpoint Credential Manager API

- Allow Access

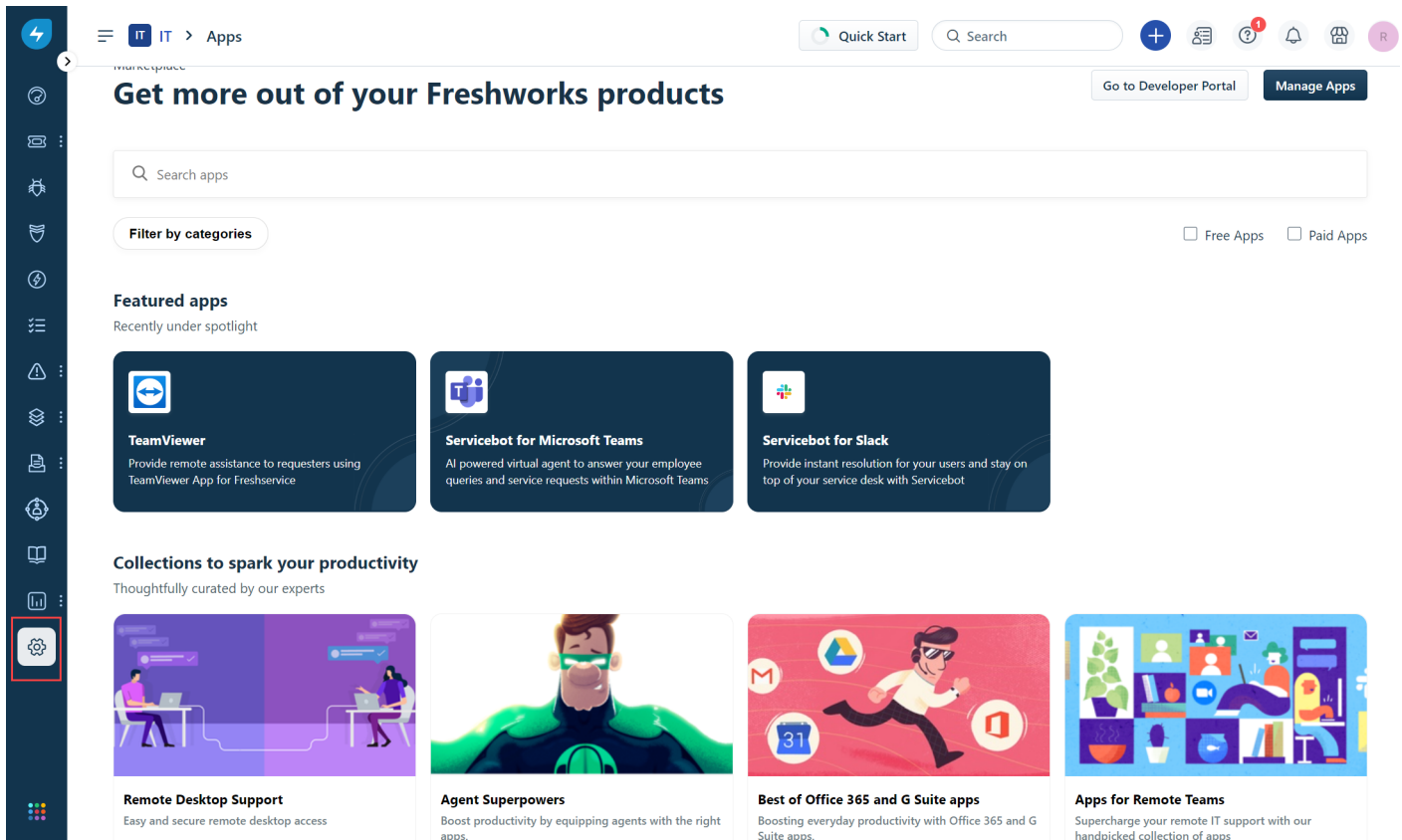
Install Remote Support in Freshservice

Follow these steps to install and configure the Remote Support app in Freshservice.

1. Log in to Freshservice using your admin credentials.
2. Navigate to **Admin Settings** in the left panel.
3. Click **Apps** under the **Extensibility** section.



4. The marketplace integrations page displays. In the search bar, search for BeyondTrust Remote Support to locate the app listing on the marketplace.



Get more out of your Freshworks products

Search apps

Filter by categories Free Apps Paid Apps

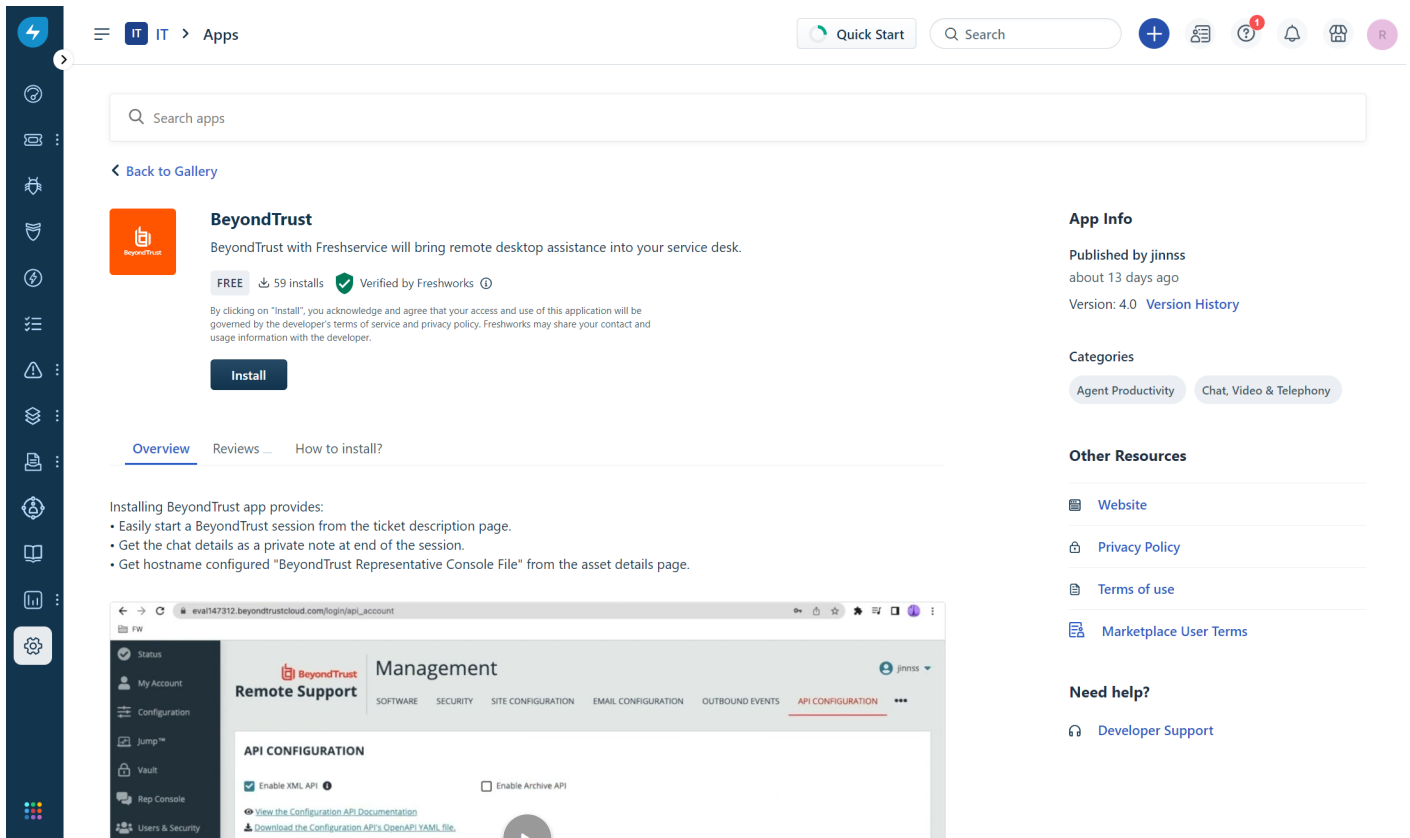
Featured apps
Recently under spotlight

- TeamViewer**
Provide remote assistance to requesters using TeamViewer App for Freshservice
- Servicebot for Microsoft Teams**
AI powered virtual agent to answer your employee queries and service requests within Microsoft Teams
- Servicebot for Slack**
Provide instant resolution for your users and stay on top of your service desk with Servicebot

Collections to spark your productivity
Thoughtfully curated by our experts

- Remote Desktop Support**
Easy and secure remote desktop access
- Agent Superpowers**
Boost productivity by equipping agents with the right apps.
- Best of Office 365 and G Suite apps**
Boosting everyday productivity with Office 365 and G Suite apps.
- Apps for Remote Teams**
Supercharge your remote IT support with our handpicked collection of apps

5. The App Listing page displays. Click **Install** to download the app to your Freshservice account.



The screenshot shows the BeyondTrust app page in the Freshservice marketplace. The page includes a search bar, a "Back to Gallery" link, and the app's details. The app is titled "BeyondTrust" and is described as "BeyondTrust with Freshservice will bring remote desktop assistance into your service desk." It is free, has 59 installs, and is verified by Freshworks. An "Install" button is visible. Below the description, there are tabs for "Overview", "Reviews", and "How to install?". The "Overview" tab is selected, showing a list of benefits for installing the app. A preview of the app's API configuration interface is shown, displaying the "API CONFIGURATION" section with options to "Enable XML API" and "Enable Archive API".

BeyondTrust
BeyondTrust with Freshservice will bring remote desktop assistance into your service desk.

FREE 59 installs 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

App Info
Published by jinns
about 13 days ago
Version: 4.0 [Version History](#)

Categories
Agent Productivity Chat, Video & Telephony

Other Resources
[Website](#)
[Privacy Policy](#)
[Terms of use](#)
[Marketplace User Terms](#)

Need help?
[Developer Support](#)

Installing BeyondTrust app provides:

- Easily start a BeyondTrust session from the ticket description page.
- Get the chat details as a private note at end of the session.
- Get hostname configured "BeyondTrust Representative Console File" from the asset details page.

API CONFIGURATION

Enable XML API Enable Archive API

[View the Configuration API Documentation](#)
[Download the Configuration API's OpenAPI YAML file](#)

6. On the next page, enter your Freshservice domain URL (<https://your-domain.freshservice.com>) and Freshservice API Key.
7. Click Validate.

< Configuration

Settings

Enter your Freshservice domain URL *

Example: <https://acme.freshservice.com>

Enter your Freshservice Admin API Key *

Freshservice API Key

8. Enter your BeyondTrust domain URL (<https://your-domain.beyondtrustcloud.com>).
9. Enter your BeyondTrust Client ID and Client Secret.
10. Click **Install**.

< Configuration

Settings

Enter your Freshservice domain URL *

Example: https://acme.freshservice.com

Enter your Freshservice Admin API Key *

Freshservice API Key

Enter your BeyondTrust domain URL *

Example: https://acme.beyondtrustcloud.com

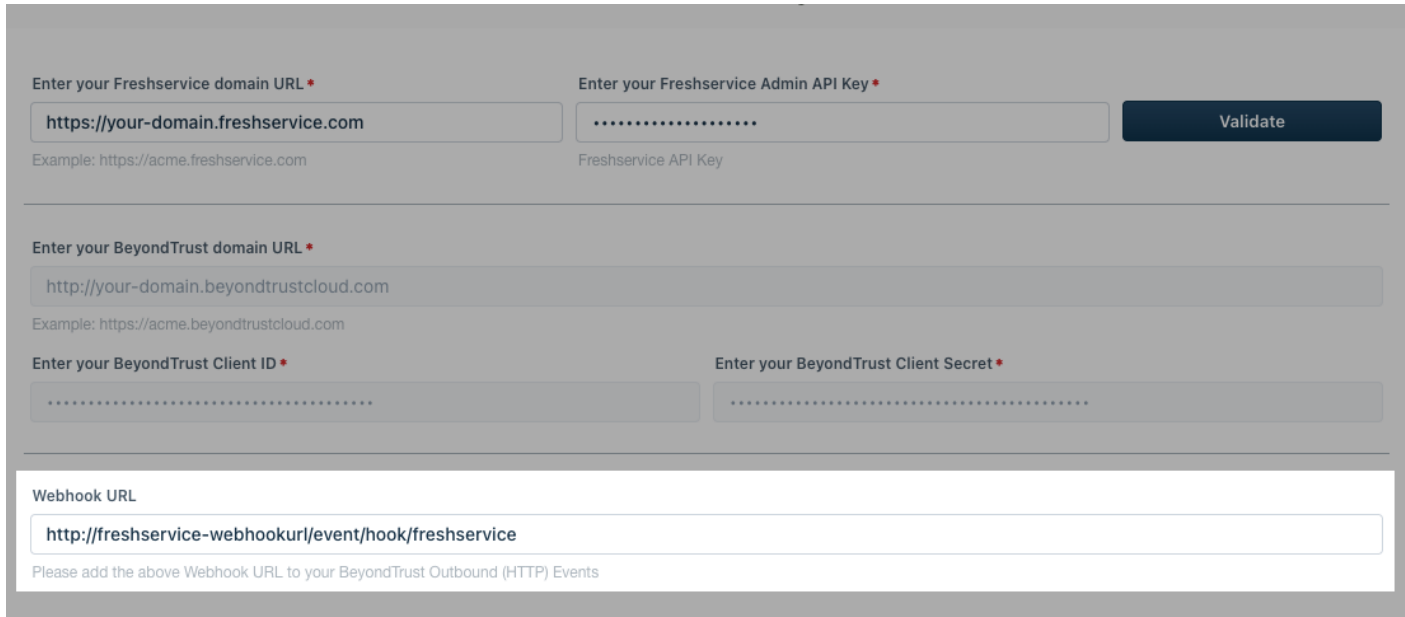
Enter your BeyondTrust Client ID *

Enter your BeyondTrust Client Secret *

Add Freshservice Webhook to Remote Support

Once the BeyondTrust app is installed in Freshservice, follow these steps to add the webhook.

1. In Freshservice, choose **Edit Settings** from the **Settings** button.
2. The app displays the **Webhook URL** on the app configuration page. Copy the **Webhook URL**.



The screenshot shows a configuration form with the following fields and labels:

- Enter your Freshservice domain URL ***: Input field containing `https://your-domain.freshservice.com`. Example: `https://acme.freshservice.com`
- Enter your Freshservice Admin API Key ***: Input field containing a masked key. Label: Freshservice API Key
- Validate**: Button
- Enter your BeyondTrust domain URL ***: Input field containing `http://your-domain.beyondtrustcloud.com`. Example: `https://acme.beyondtrustcloud.com`
- Enter your BeyondTrust Client ID ***: Input field containing a masked ID.
- Enter your BeyondTrust Client Secret ***: Input field containing a masked secret.
- Webhook URL**: Input field containing `http://freshservice-webhookurl/event/hook/freshservice`. Note: Please add the above Webhook URL to your BeyondTrust Outbound (HTTP) Events

3. In BeyondTrust Remote Support, click **Management** on the left menu.
4. Click the **Outbound Events** tab.
5. Click **Add** under **HTTP Recipients**.
 - Enter a name for the event.
 - Paste the copied Webhook URL to the **URL** field.
 - Check **Send Custom Fields**.
 - Check **Support Session End** under **Events to send**
 - Click **Save**.

Management

SOFTWARE SECURITY SITE CONFIGURATION EMAIL CONFIGURATION **OUTBOUND EVENTS** FAILOVER API CONFIGURATION SUPPORT

Remote Support

CANCEL SAVE

ADD HTTP RECIPIENT

• Required field

Enabled

Name • i

URL • i

Use a CA Certificate • i

Send Custom Fields • i

Events to Send

- Support Session Start
- Support Session End
- Someone Joins a Support Session
- Someone Leaves a Support Session
- Support Session Ownership Changes
- Customer Exit Survey is Completed
- Representative Survey is Completed
- Someone Sends a Chat Message
- Chat Elevation is Requested
- Chat Elevation Succeeded

Retry Interval • i

Retry Duration • i

Email Contact • i

Send Email Alert After • i

Resend Email Alerts • i

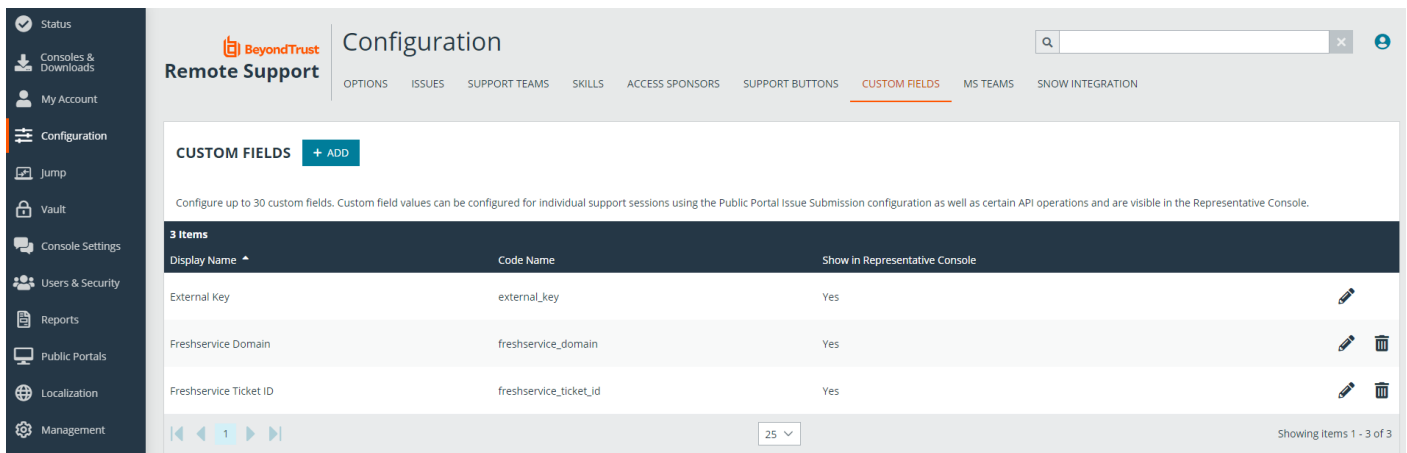
Add Custom Fields in Remote Support

Follow these steps to add custom fields.

1. In BeyondTrust Remote Support, click **Configuration** on the left menu.
2. Click the **Custom Fields** tab.
3. Add the following fields (click **Add**, then **Save**, for each field):

Display Name	Code Name	Show in Representative Console
Freshservice Domain	freshservice_domain	Check
Freshservice Ticket ID	freshservice_ticket_id	Check

4. The entered fields display, with any other previously entered custom fields.



The screenshot shows the 'Configuration' page in the BeyondTrust Remote Support interface. The 'CUSTOM FIELDS' tab is selected, displaying a table with 3 items. The table columns are 'Display Name', 'Code Name', and 'Show in Representative Console'. The items listed are 'External Key', 'Freshservice Domain', and 'Freshservice Ticket ID', all with 'Yes' checked for 'Show in Representative Console'.

Display Name	Code Name	Show in Representative Console
External Key	external_key	Yes
Freshservice Domain	freshservice_domain	Yes
Freshservice Ticket ID	freshservice_ticket_id	Yes

Add Link to Freshservice from Remote Support

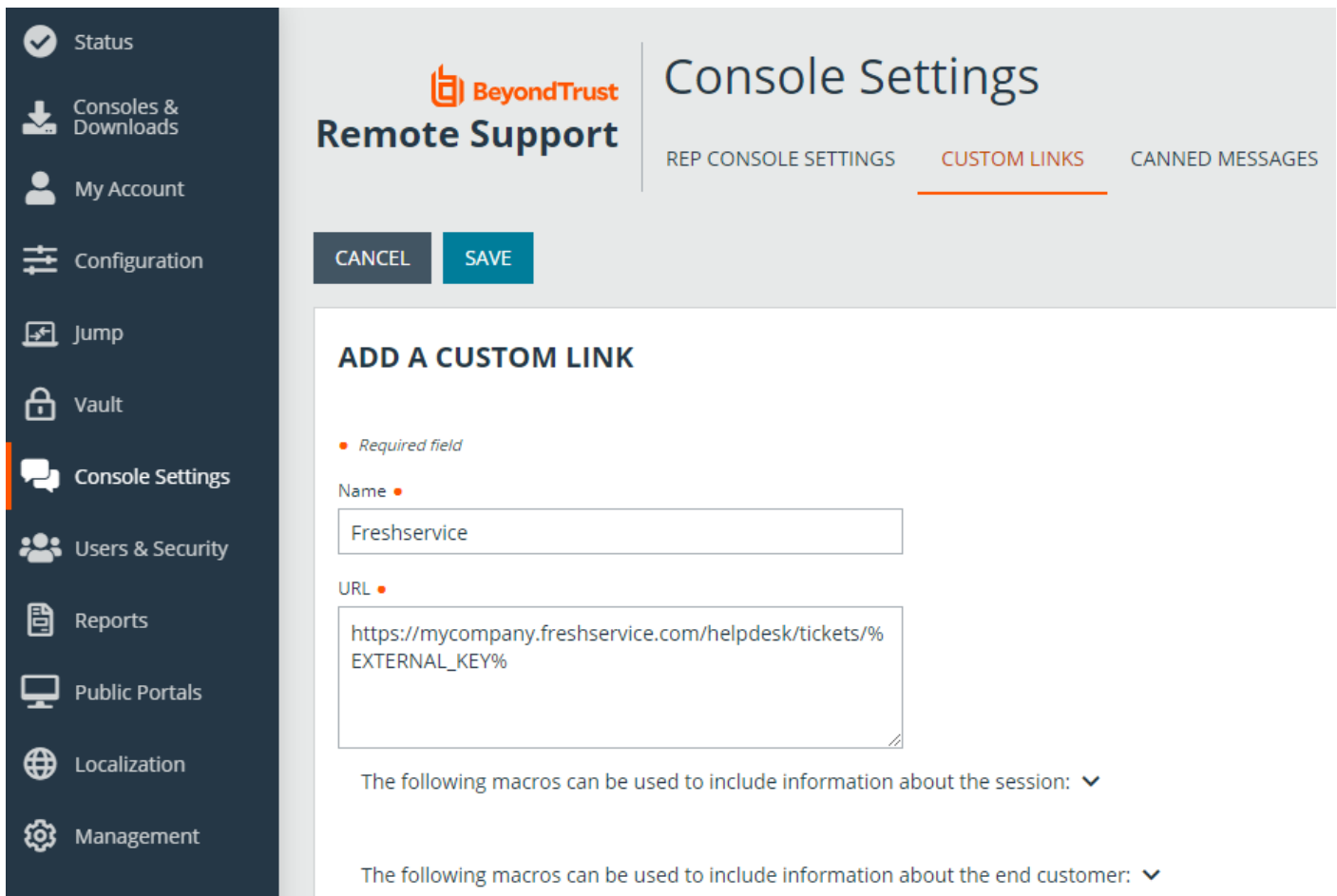
Follow these steps to add the Freshservice ticket link to BeyondTrust Remote Support Representative Console.

1. In BeyondTrust Remote Support, click **Management** on the left menu.
2. Click **Console Settings** on the left menu.
3. Click the **Custom Links** tab.
4. Enter a **Name** for the link.
5. Enter the **URL**, in the format: <your_freshservice_url>/helpdesk/tickets/%EXTERNAL_KEY%.



Example: `https://mycompany.freshservice.com/helpdesk/tickets/%EXTERNAL_KEY%`

6. Click Save.



The screenshot shows the 'Console Settings' page in the BeyondTrust Remote Support interface. The left sidebar contains a navigation menu with 'Console Settings' highlighted. The main content area has three tabs: 'REP CONSOLE SETTINGS', 'CUSTOM LINKS' (which is active), and 'CANNED MESSAGES'. Below the tabs are 'CANCEL' and 'SAVE' buttons. The 'ADD A CUSTOM LINK' form includes a 'Name' field with the value 'Freshservice' and a 'URL' field with the value 'https://mycompany.freshservice.com/helpdesk/tickets/%EXTERNAL_KEY%'. There are also two expandable sections for macros: 'The following macros can be used to include information about the session:' and 'The following macros can be used to include information about the end customer:'.

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