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 SupportBeyondTrust 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 guides 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 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**.

BeyondTrust

Management

Remote Support

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

[CANCEL] [SAVE]

ADD AN API ACCOUNT

• *Required field*

☑ Enabled

Name •
Freshservice

Comments

OAuth Client ID
2cb7d29e9 ██████ 64bedc25

OAuth Client Secret
nIG5L84lM ██████ EmLwmJqTBYK

⚠ 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

Sidebar:
Status
Consoles & Downloads
My Account
Configuration
Jump
Vault
Console Settings
Users & Security
Reports
Public Portals
Localization
Public Portals
Localization
Public Portals
Localization
Management
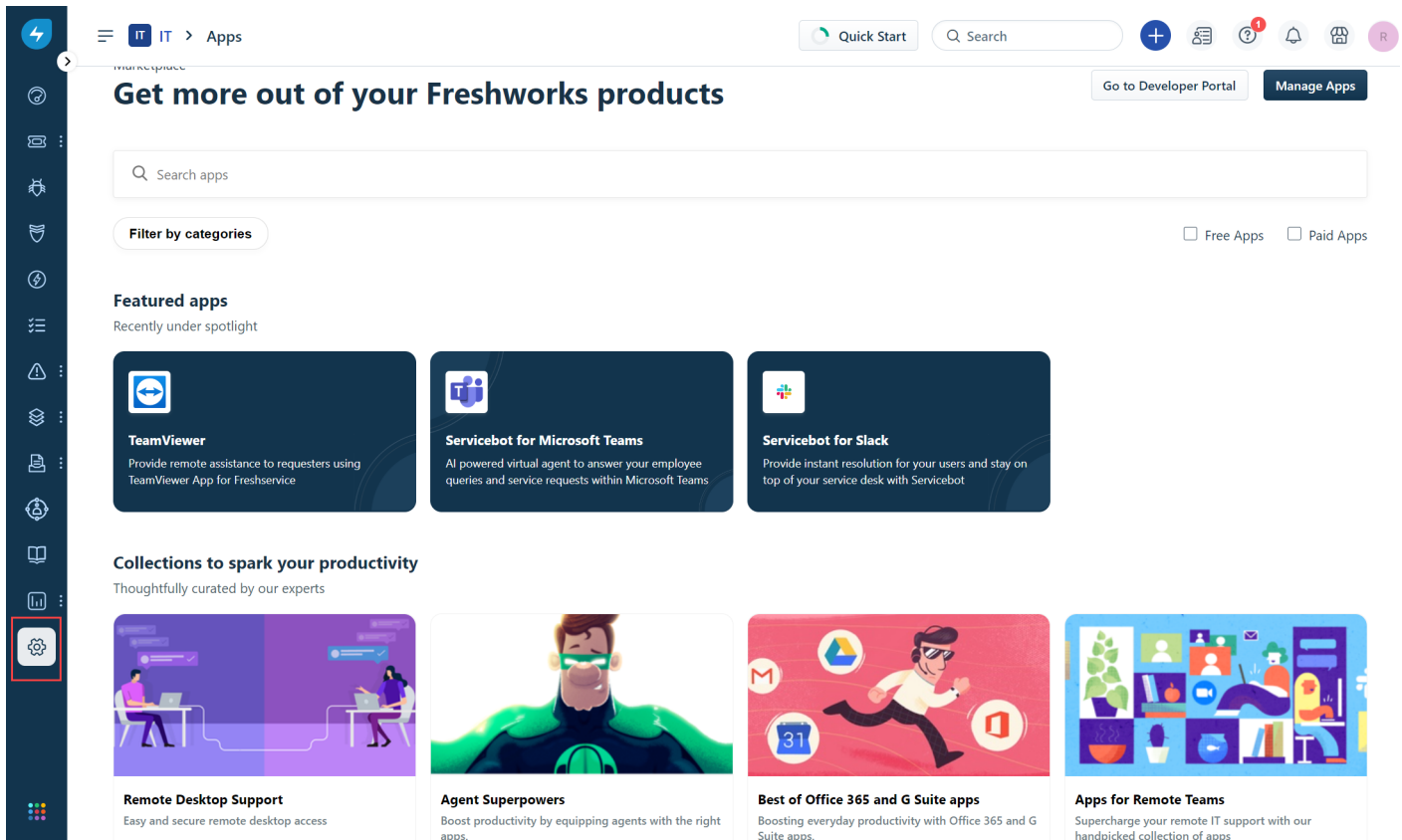
Install Remote Support in Freshservice

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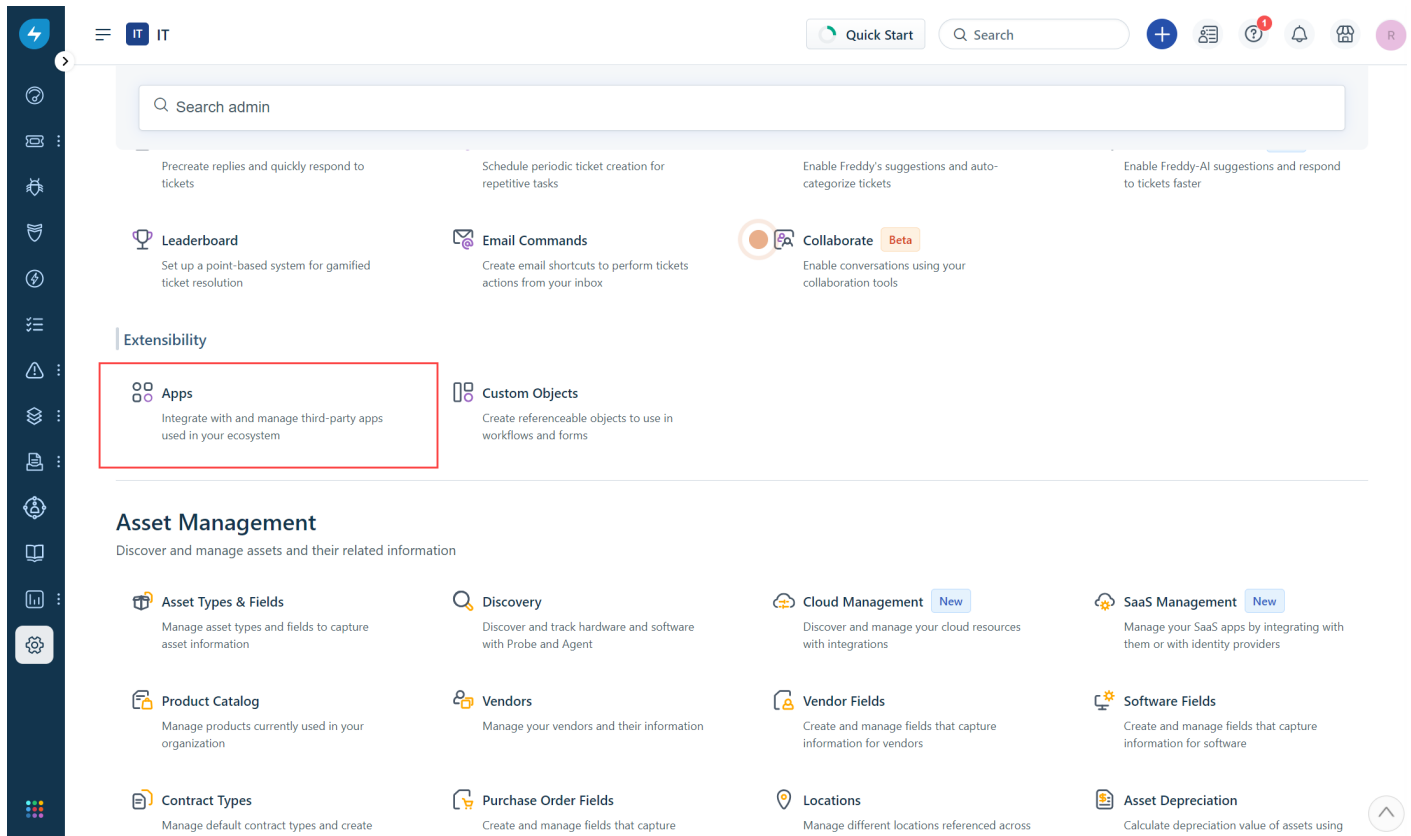
4. The marketplace integrations page displays. In the search bar, search for BeyondTrust Remote Support to locate the app listing on the marketplace.

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

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

SALES: www.beyondtrust.com/contact   **SUPPORT:** www.beyondtrust.com/support   **DOCUMENTATION:** www.beyondtrust.com/docs

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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 *

https://your-domain.freshservice.com

Example: https://acme.freshservice.com

Enter your Freshservice Admin API Key *

••••••••••••••••••

Freshservice API Key

Validate

Enter your BeyondTrust domain URL *

https://your-domain.beyondtrustcloud.com

Example: https://acme.beyondtrustcloud.com
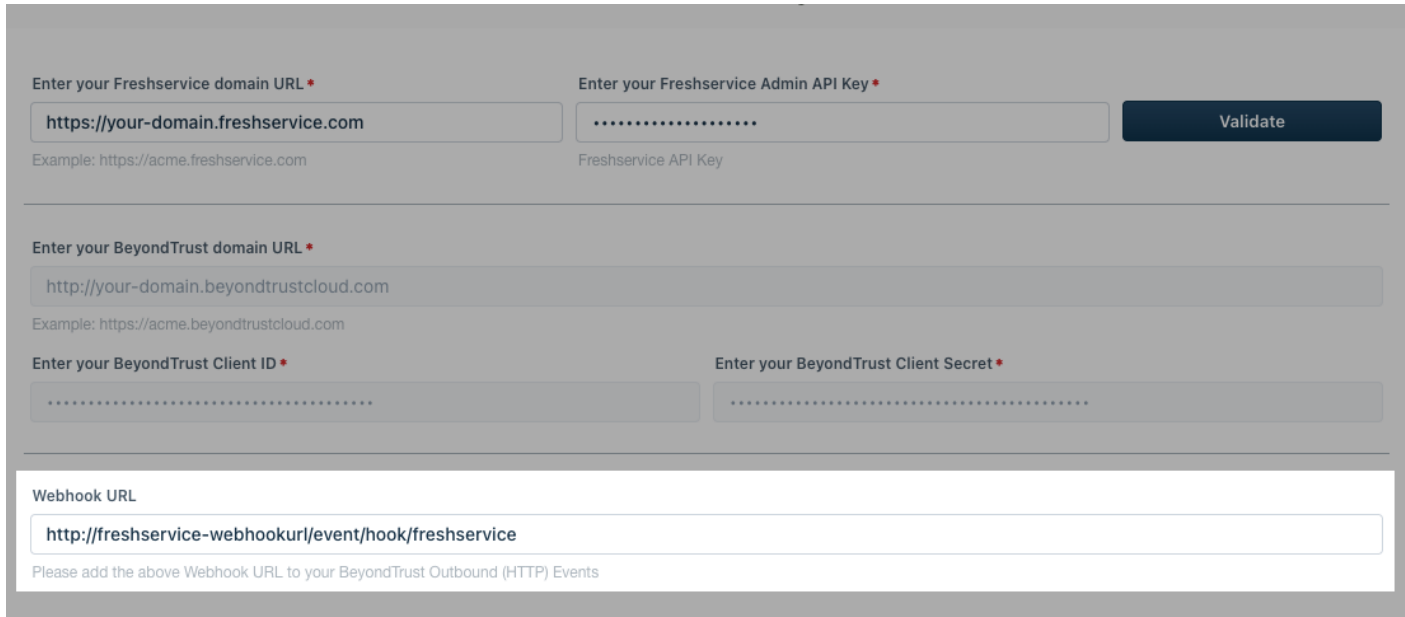
Enter your BeyondTrust Client ID *

•••••••••••••••••••••••••••••••••

Enter your BeyondTrust Client Secret *

••

Cancel   Install

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**.

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**.

BeyondTrust

Remote Support

Management

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

CANCEL   SAVE

ADD HTTP RECIPIENT

● *Required field*

☑ Enabled

Name ● ⓘ
Freshservice BeyondTrust

URL ● ⓘ
http://freshservice-webhookurl/event/hook/freshservice

☐ Use a CA Certificate ⓘ

☑ Send Custom Fields ⓘ

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 ⓘ
Every 1 Minute

Retry Duration ⓘ
After 6 Hours

Email Contact ⓘ

Send Email Alert After ⓘ
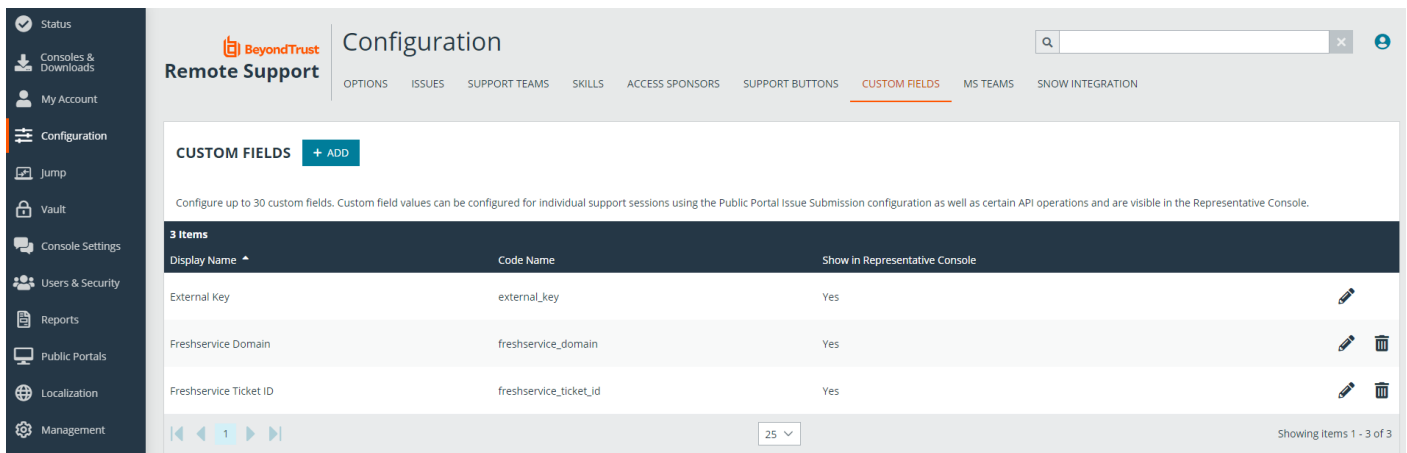After 1 Hour

Resend Email Alerts ⓘ
Every 2 Hours

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.

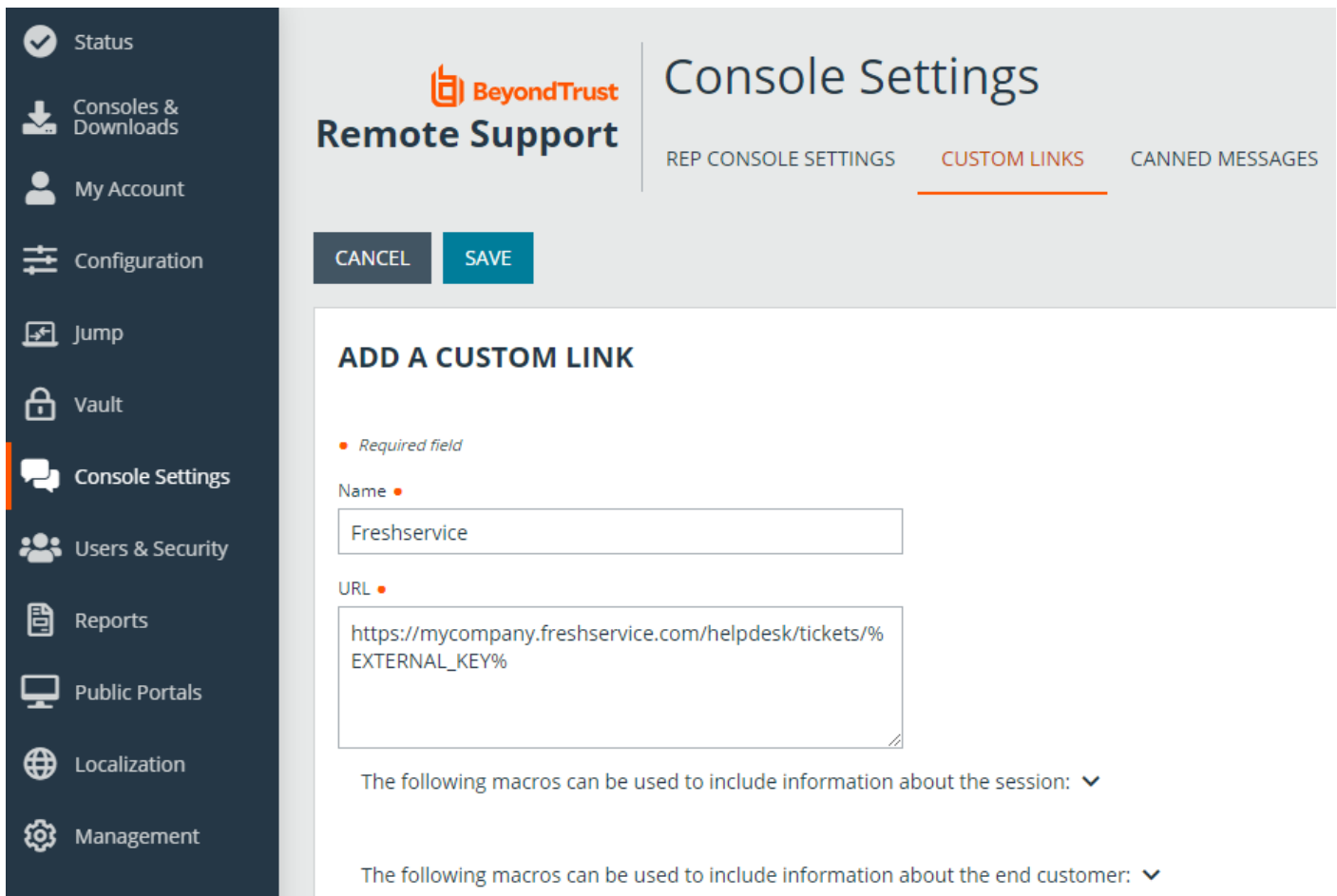# Add Link to Freshservice from Remote Support

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.

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