

# FreshDesk Integration

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Learn more about maximizing  
your ShoreTel phone system



# About PCS

Business technology is our passion! Since 1996 Palitto Consulting Services (PCS) has been providing expert LAN/WAN, integration and custom software development services to the small and mid-sized business community. Our focus is integrating business systems to enable efficient business processes! Our team of experts is able to assist clients when determining which technology to purchase, how to use it, and how to optimize the technology for their unique business needs.

**At PCS we do not have a “one size fits all” approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.**

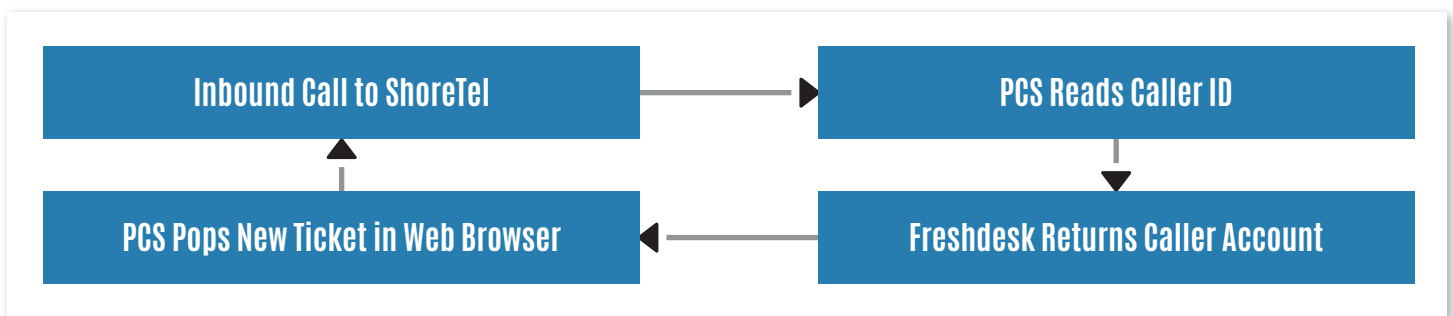
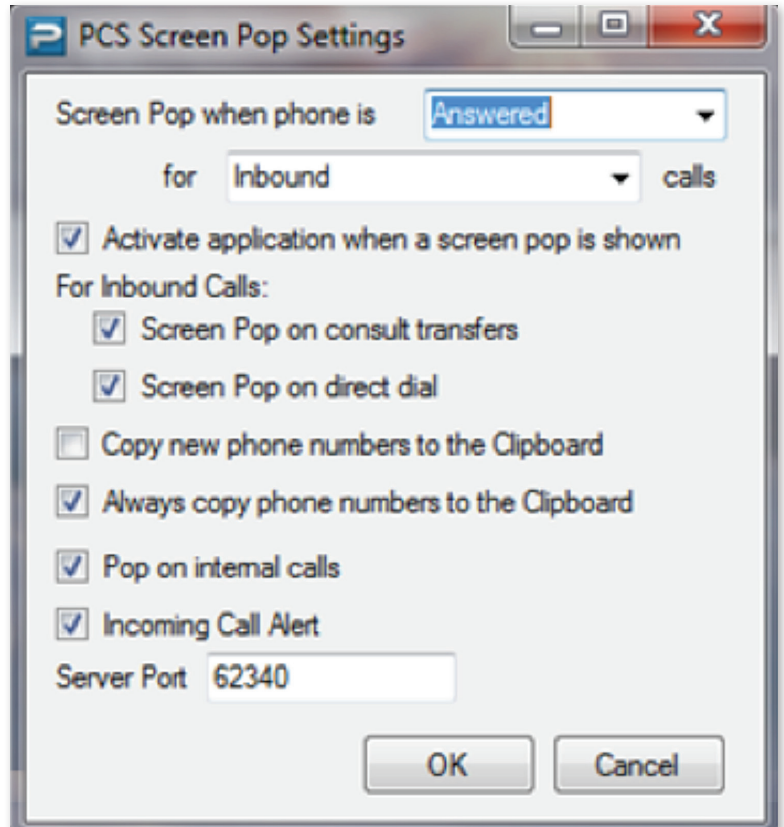
- PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time
- PCS team is ShoreTel Certified in both Installation and Support of Cloud, Premise, Contact Center, Mobility and Summit Practices
- All of our team members reside in Ohio
- Our project history ranges from one location to large deployments with multiple locations that span several states or countries

**PCS Strives to be a World Class ShoreTel Partner!**

## Screen Pop

PCS to provide the Screen Pop and new ticket creation capability to Freshdesk for incoming calls. Incoming Calls will trigger a screen pop by opening a new web browser tab with a new ticket created in Freshdesk. PCS will use back-end API's and modern browser integrations to complete the functionality. The architecture shown below provides a robust back-end communication to deliver reliable browser-level user experience.

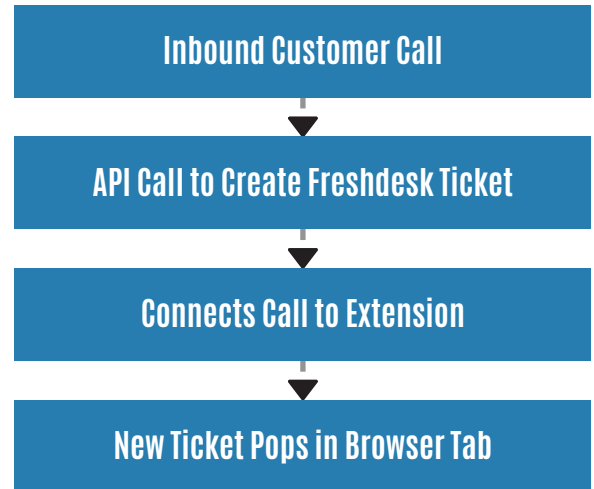
A variety of settings are provided in order to customize the user experience on when the screen pop occurs.



# Ticket Creation

PCS will automatically create new tickets in Freshdesk when client representatives answer inbound calls. PCS will complete a new ticket creation API call based on the documentation provided below and using the workflow shown to the right.

PCS will create the Ticket with the inbound Caller ID of the customer's phone number supplied in the "subject" of the new ticket.



The screenshot shows a Freshdesk interface for a company named "Greek Woods and Weapons". The user is logged in as "Czar Pentor". The main ticket displayed is "#891 Unable to seat 3000 men" with a "MEDIUM" priority. The ticket was created by "Ulysses" via the Portal on July 12 at 07:31 PM. The ticket content includes a description of a hollow horse and a request for a flying ship. The conversation history shows a reply from "Czar Pentor" and a response from "Pinocchio". The right-hand sidebar shows the contact information for "Ulysses" and the ticket properties, including "Type: Lead", "Source: Portal", "Status: Waiting on 3rd party", and "Priority: Medium".



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