



AnyDesk for Freshservice

Integration Guide

AnyDesk Software GmbH

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Introduction

The AnyDesk integration for Freshservice seamlessly embeds remote control functionality into your Freshservice environment. With this integration, you can:

- Create and join remote support sessions directly from **Freshservice Tickets**.
- Remotely access and control customers' devices for efficient troubleshooting and assistance.

This guide is intended for IT administrators and other professionals responsible for setting up and using the AnyDesk App for Freshservice. It provides step-by-step instructions on installation and configuration to ensure seamless integration. Additionally, the guide includes an overview of key features to help you maximize AnyDesk's potential for efficient remote support within your Freshservice environment.

The document consists of the following chapters:

- [Setting up AnyDesk on Freshservice](#) – includes detailed instructions on setting up AnyDesk on Freshservice.
- [Using AnyDesk on Freshservice](#) – provides instructions on how to use and manage AnyDesk in Freshservice.
- [Troubleshooting Issues](#) – includes steps on how to resolve common issues.

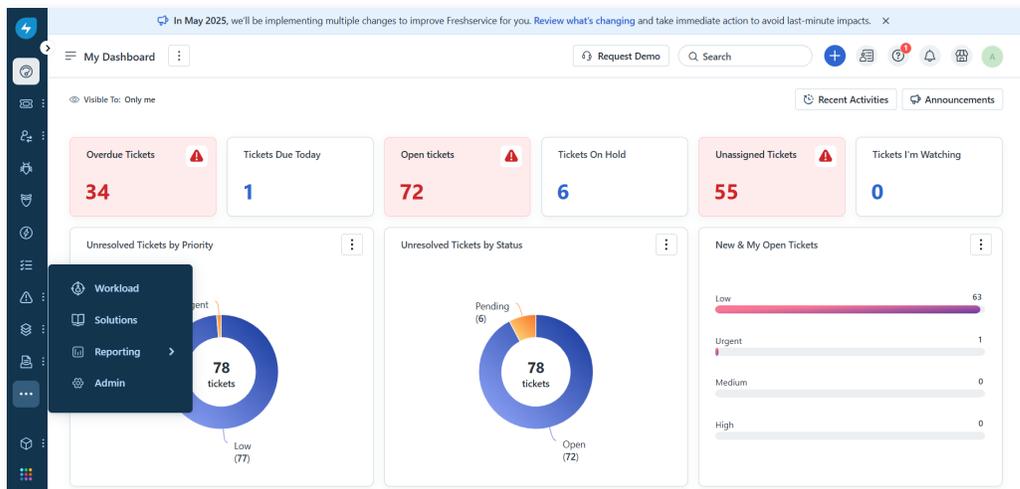
Setting up AnyDesk on Freshservice

Before you begin, ensure you have the following:

- [AnyDesk Ultimate License](#)
- **Starter Integration Add-on**
- **AnyDesk 9.0.1 or later** (custom client) for Windows

Step 1. Install AnyDesk

- 1 Go to **Freshservice** and sign in to your admin account.
- 2 In the navigation panel, click  and select **Admin**.



- 3 In the Search bar for Admin, type *Apps* to access **Apps** quickly and click it. Alternatively, scroll down to the **Extensibility** section to locate **Apps**.
- 4 In the Search bar for Apps, type *AnyDesk* and select AnyDesk from the options. This will lead you to the AnyDesk listing page within your Freshservice app.
- 5 Click **Install**. Installation will require you to configure your AnyDesk account and authorize the app with Freshservice.

Step 2. Configure your AnyDesk account

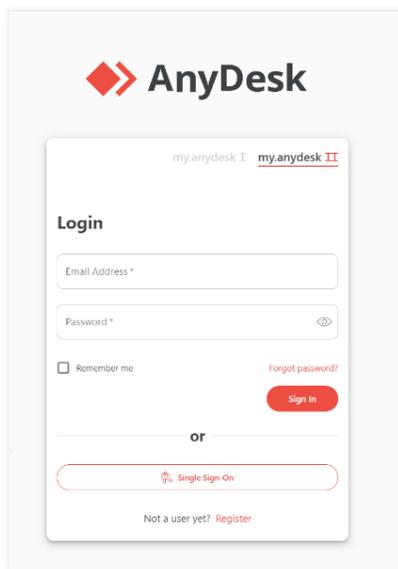
To enable communication between Freshservice and AnyDesk, an *administrator* must register their Freshservice organization on [my.anydesk II](#) management portal. This process requires unique credentials, including a Client ID and Client Secret.

Note

Each Freshservice organization requires its own registration and credentials to ensure secure and isolated connections.

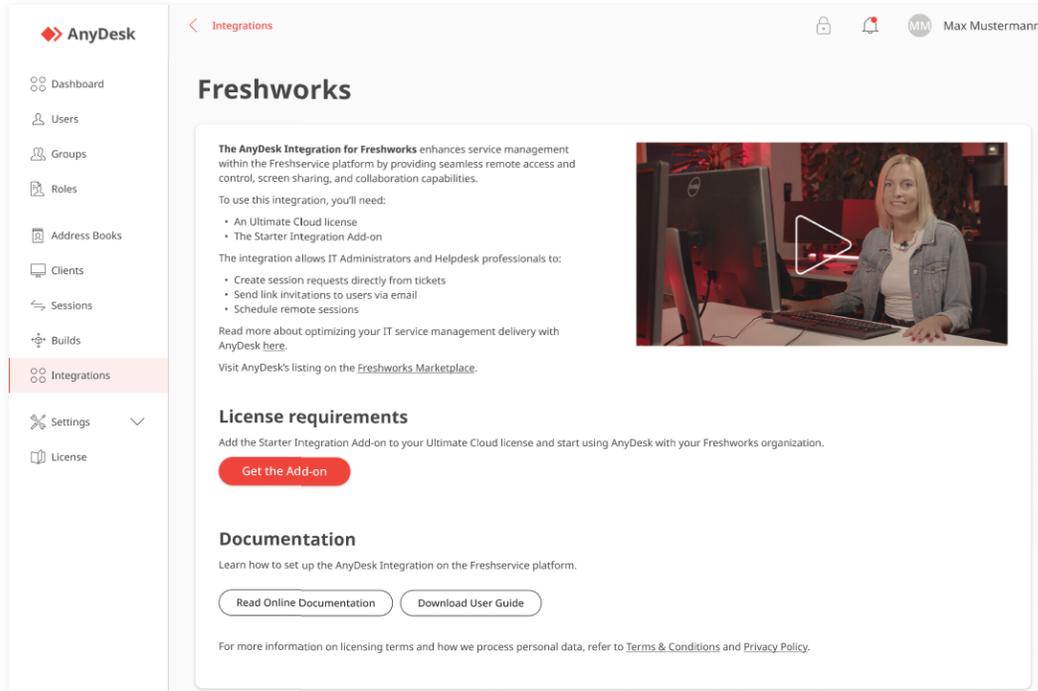
To register your Freshservice Organization on my.anydesk II:

- 1 Navigate to [my.anydesk II](#) and sign in with your AnyDesk username and password.

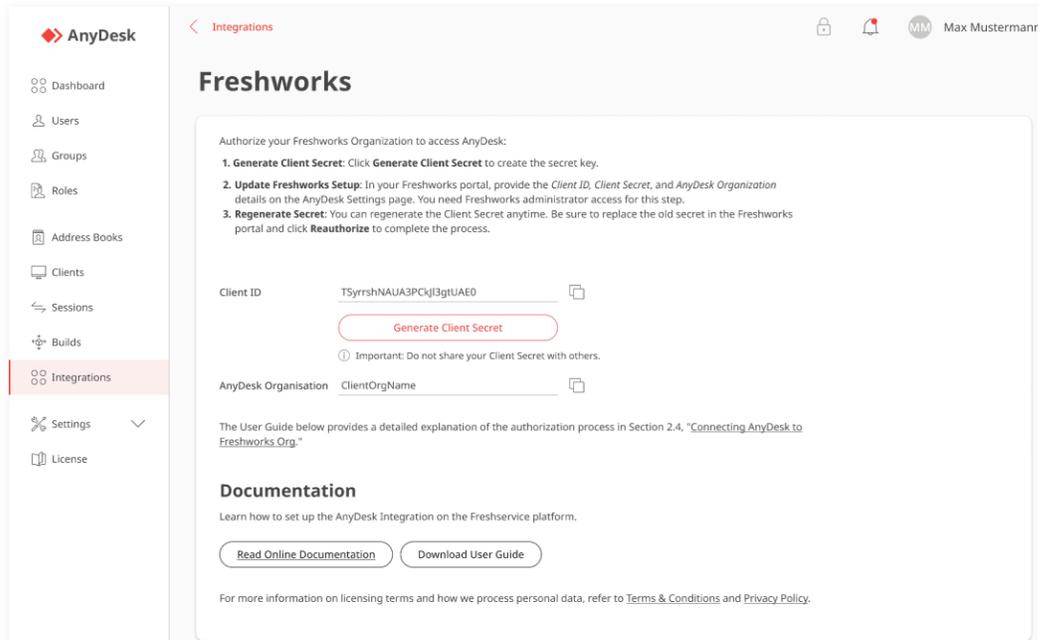


- 2 Open the **Integration** tab. If you do not have an Ultimate Cloud license, click **Go Ultimate** to upgrade your license.

3 Click **Get the Add-on** on Freshworks page.



4 Click **Generate Client Secret** and copy it.



- 5 Securely store your **Client ID**, **Client Secret** and **AnyDesk Organization** – you will need them to authorize AnyDesk in Freshservice in [Step 3](#).

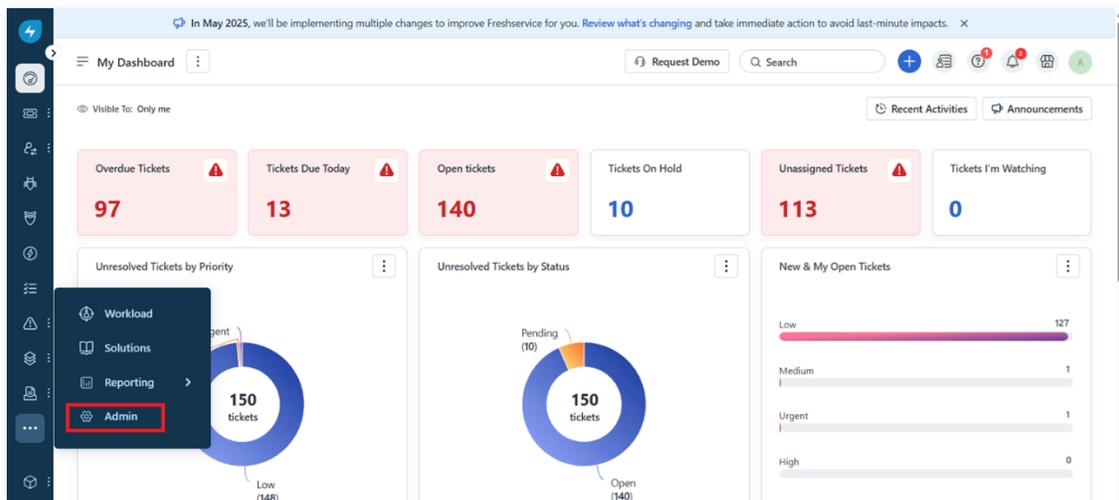
Step 3. Authorize AnyDesk in Freshservice

To authorize the AnyDesk app in Freshservice, you will need your Client ID, Client Secret, and AnyDesk Organization from the previous step.

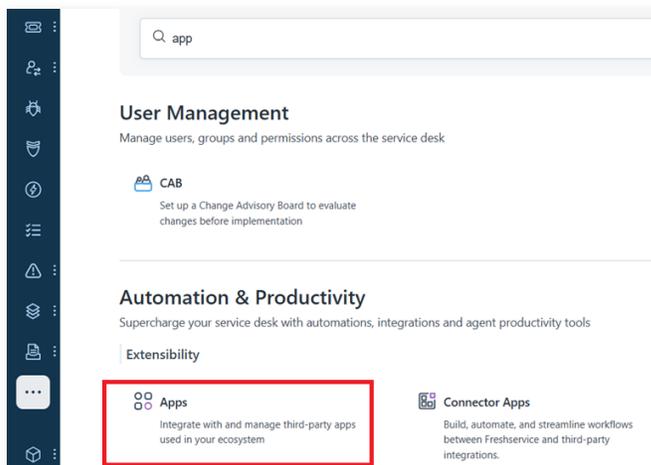
Note

The **Admin** option is only available to administrators. Authorization of AnyDesk app is not possible with agent accounts.

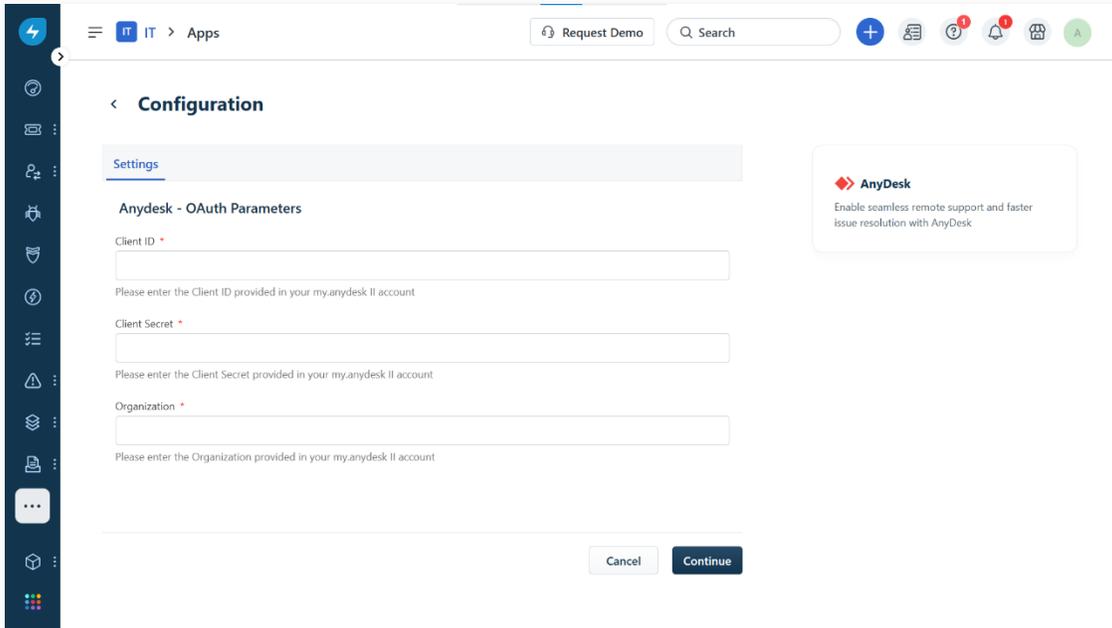
- 1 In your **Freshservice** organization, sign in to an administrator account.
- 2 Navigate to the **Admin** tab.



- 3 Under the **Automation & Productivity** section, select **Apps**.



- 4 On the **Apps** page, search for *AnyDesk* to head over to the AnyDesk listing page and click **Install**.
- 5 You will be redirected to the AnyDesk **Configuration** page. Provide the following details to authorize the AnyDesk app in your Freshservice organization:
 - a Client ID
 - b Client Secret
 - c AnyDesk Organization
- 6 Click **Continue** to successfully authorize AnyDesk in Freshservice.



Once successfully authorized, you will see the AnyDesk app on the **Manage Apps** page.

Using AnyDesk on Freshservice

Once the setup process is complete, Freshservice agents can access AnyDesk features directly within Freshservice tickets. Each Freshservice ticket includes an **AnyDesk card** for easy access to remote desktop functionalities.

Connecting to the remote user

In order to connect to remote user's desktop to solve their issue, a support agent should complete the following steps:

Step 1. Access the AnyDesk card in Freshservice

To access AnyDesk card:

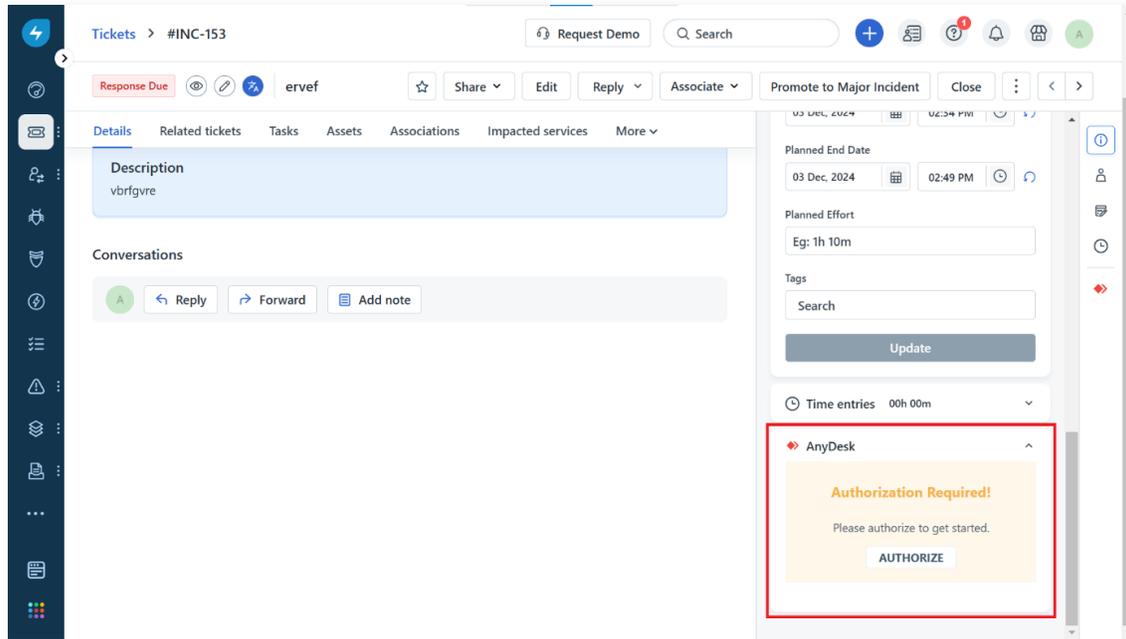
- 1 In the navigation bar, go to tickets by clicking .
- 2 Create a new ticket or open an existing one to access the AnyDesk card.
- 3 On the lower-right corner of the page, click AnyDesk logo or scroll down to access the AnyDesk card.

Step 2. Authenticate your AnyDesk account

When using AnyDesk for the first time in Freshservice, you need to sign in to your AnyDesk account to verify your identity and authorize access. To do that:

- 1 Create a new ticket or open an existing one in your Freshservice organization.

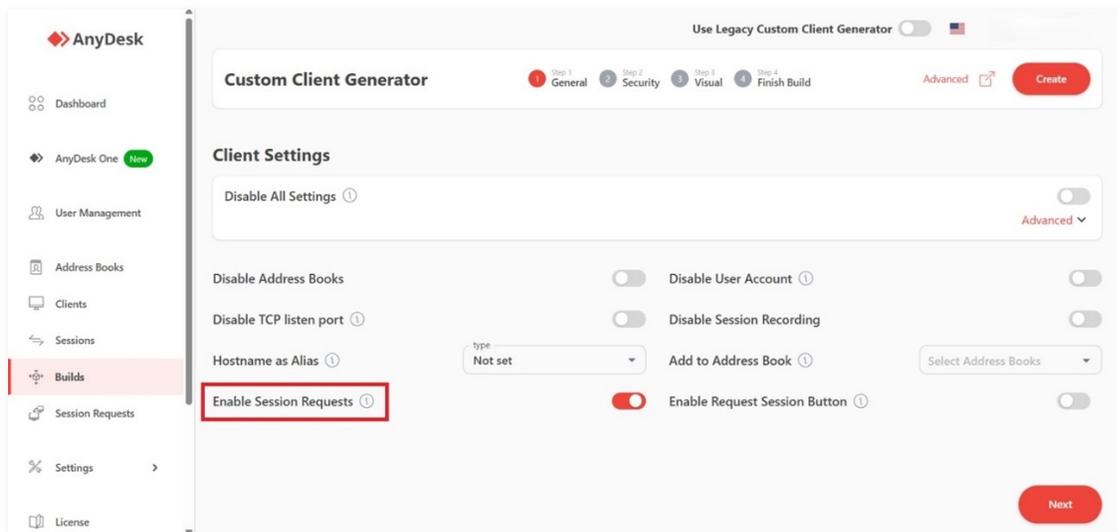
- 2 In the lower-right corner of the ticket page, locate the AnyDesk card and click **Authorize**.



- 3 Sign in to your [my.anydesk](https://my.anydesk.com) account to authenticate yourself.

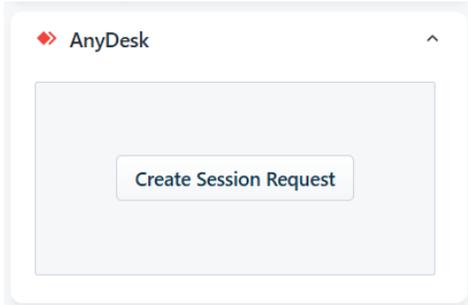
Make sure you are also **signed in to** your **AnyDesk client** to be able to connect into sessions.

If you do not have a 9.0.1 or later custom AnyDesk client, reach out to your AnyDesk license administrator or configure a **custom client** by enabling the **Session Requests** feature. Read more about custom clients [here](#).

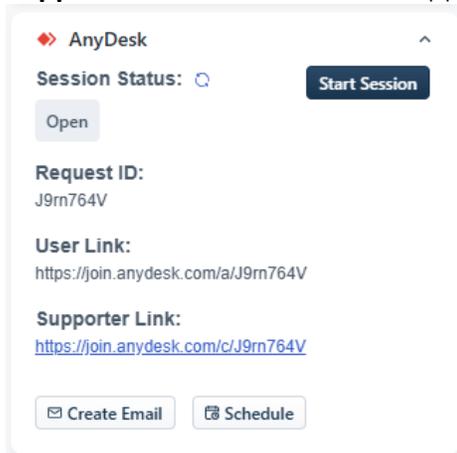


Step 3. Create a Session Request from Freshservice tickets

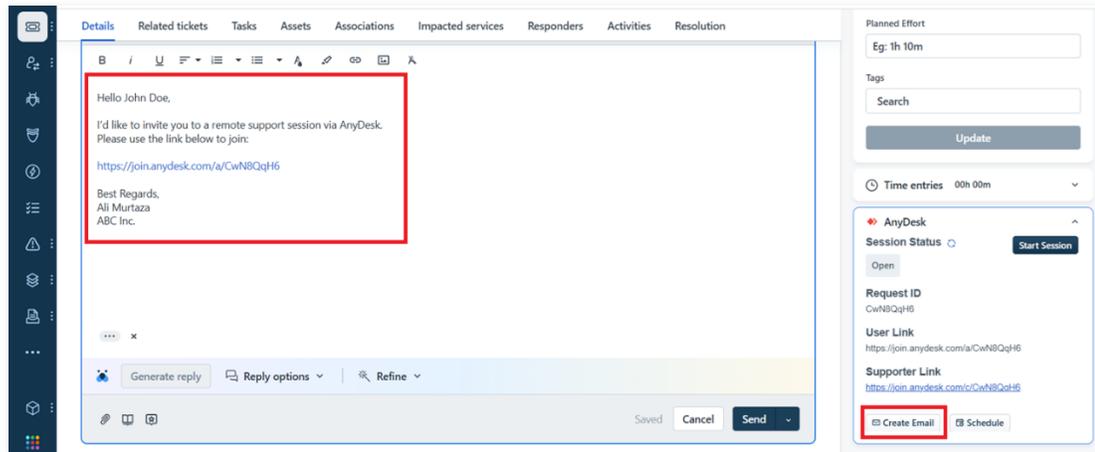
- 1 In the AnyDesk card, click **Create Session Request**.



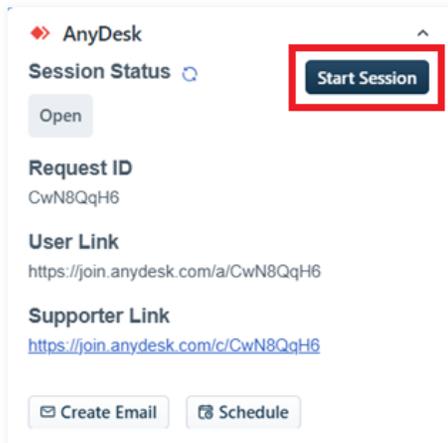
- 2 On the opened dialog, review the request details:
 - a **Status** – displays the latest status of the session request:
 - **Open** – the request is open, and the user link is active.
 - **Waiting** – the end user opened the user link and is waiting on the queue.
 - **Ready** – the end user downloaded AnyDesk Assist and allowed remote access.
 - **Closed** – the request is closed, and the user link is inactive.
 - b **Request ID** – AnyDesk Session Request ID associated with the support ticket in Freshservice.
 - c **User Link** – a direct link for the remote user to download AnyDesk Assist and connect to the session.
 - d **Supporter Link** – a link for the support agent to launch AnyDesk and initiate the session.



- e **Create Email** – automatically opens an editable template email with the user link in the corresponding support ticket that can be sent by clicking **Send**.



- f **Start Session** – initiates the session for the support agent, prompting them to open AnyDesk and wait for the remote user to join.



Step 4. Start the remote session

To begin the session:

- 1 Click **Start Session** or open the **Supporter Link** in your browser to open your AnyDesk client.
- 2 Once the remote user is ready, click **Connect** in the AnyDesk client.

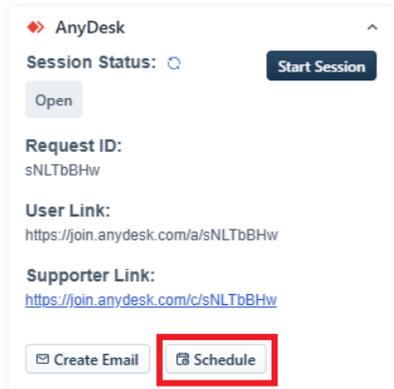
Manage Session Requests

You can manage session requests in Freshservice in the following ways:

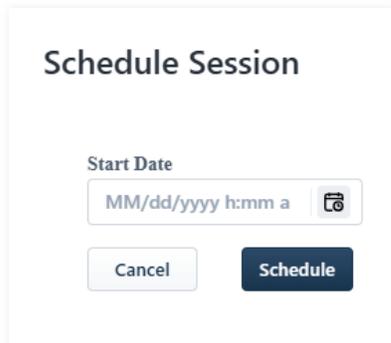
Schedule a session request

Support agents can schedule a remote support session in advance. To schedule a session:

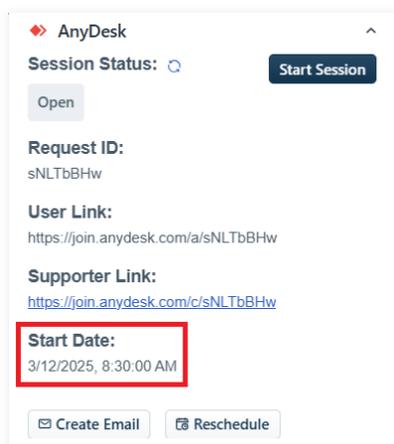
- 1 Navigate to the **AnyDesk** card in Freshservice ticket and click **Schedule**. If no Session Request exists yet, click **Create Session Request**.



- 2 Select a date and time for the session, then click **Confirm > Schedule**.



The scheduled start time will be displayed in the card for the support agent's reference.

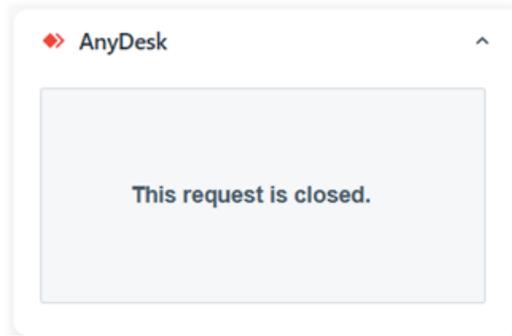


Close a session request

When you close a Freshservice ticket, its corresponding AnyDesk session request is automatically closed, making the associated links invalid.

Note

Scheduled Session Requests expire 24 hours after the scheduled start time, while unscheduled Session Requests expire in 3 months after the creation date.

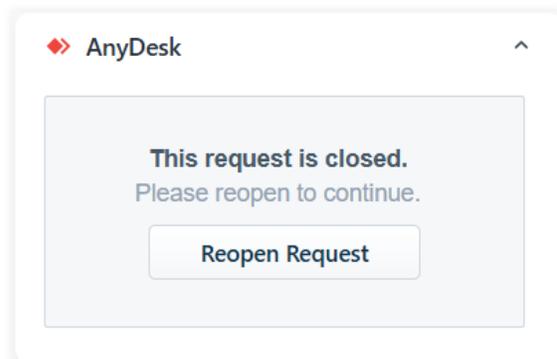


Similarly, if you reopen a previously closed ticket, the corresponding AnyDesk session request is automatically reopened. Moreover, session requests can also be closed directly from the AnyDesk client as well as in my.anydesk II account; however, it will not affect the status of the Freshservice ticket.

Reopen a session request

If a session request is closed directly from the AnyDesk client or my.anydesk II, but the associated Freshservice ticket is still open, the support agent can reopen the session request as well:

- 1 Navigate to the **AnyDesk** card in the required Freshservice ticket.
- 2 Click **Reopen Request**.



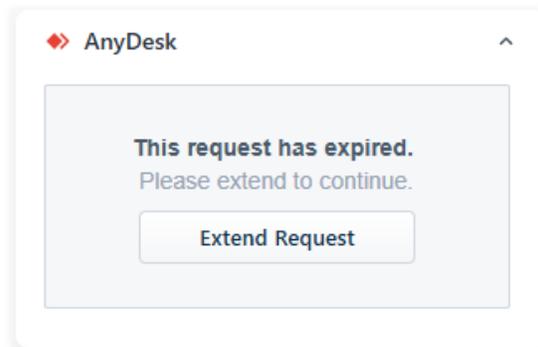
Extend a session request

Note

Reopening an expired session request extends the validity of the links by 24 hours.

If a session request expires while the associated ticket remains open, the supporter can extend the session by 24 hours. To extend the session, the supporter needs to:

- 1 Navigate to the **AnyDesk** card.
- 2 Click **Extend Request**.



Troubleshooting Issues

Common Problems

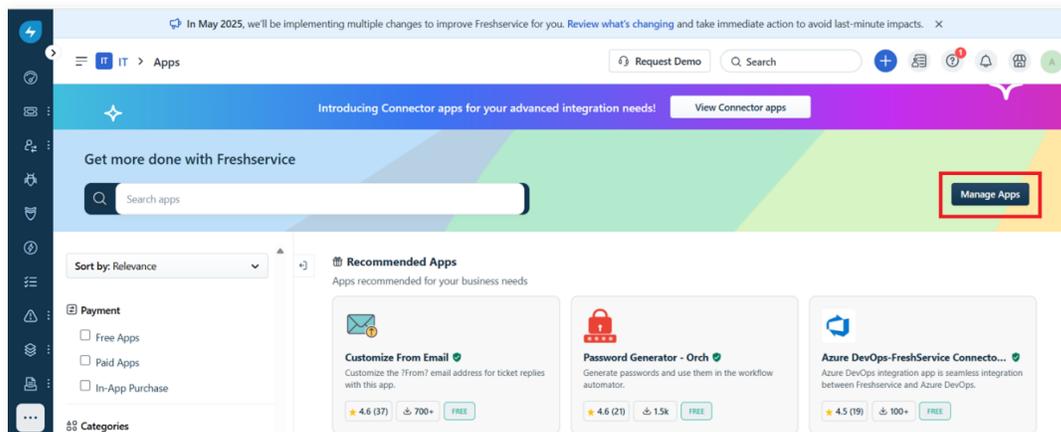
If you experience any issues, follow these steps to resolve common problems.

- 1 **Review this User Guide** – ensure that all steps in the integration guide have been followed correctly.
- 2 **Visit AnyDesk Help Center** – check the [Help Center](#) for common issues and FAQs.
- 3 **Verify System Status** – visit the [AnyDesk Status](#) page to confirm there are no ongoing service disruptions.
- 4 **Contact Support** – if the issue persists, submit a ticket via the [Help & Contact](#) section in [my.anydesk II](#) management portal or reach out to [AnyDesk Support](#).

Authorization Issues

If you are the license administrator and receive a notification that AnyDesk authorization failed or agents can no longer access the integration, follow these steps to resolve the issue:

- 1 In your Freshservice organization, go to the **Apps** page and click **Manage Apps**.



- 2 Click **Installed Apps** and then select **AnyDesk**.
- 3 Go to **Settings** and from the dropdown menu, select **Reauthorize** to reauthorize your app.

If this operation is not successful:

- Follow [Step 2. Configure your AnyDesk account](#) to generate a new secret key in [my.anydesk II](#), paste it into the **Client Secret** on the AnyDesk **Configuration** page and click **Reauthorize**.



About **AnyDesk**

AnyDesk is a remote desktop software that allows users to access and control a computer from a remote location. It was first released in 2014 and has since gained popularity as a reliable and secure remote desktop solution.

Resources

[Learn more about how to get started with AnyDesk in our Help Center](#)

[Watch our tutorial videos on how to use AnyDesk](#)

[Discover interesting use cases](#)

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