AnyDesk

AnyDesk for Freshchat

Integration Guide

Legal Notice

Contents

Introduction

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

- Create and join remote support sessions directly from *Freshchat Conversations*.

- Remotely access and control customers' devices for efficient support and assistance.

This guide is intended for administrators and other professionals responsible for setting up and using the AnyDesk App for Freshchat. 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 Freshchat environment.

The document consists of the following chapters:

- <u>Setting up AnyDesk on Freshchat</u> – includes detailed instructions on setting up AnyDesk on Freshchat.

- <u>Using AnyDesk on Freshchat</u> – provides instructions on how to use and manage AnyDesk in Freshchat.

- <u>Troubleshooting Issues</u> – includes steps on how to resolve common issues.

Setting up AnyDesk on Freshchat

Before you begin, ensure you have the following:

- **AnyDesk Ultimate License**
- **Freshworks Integration Add-on**
- **AnyDesk 9.0.1 or later** (custom client) for Windows

Step 1. Install AnyDesk

1 In your Freshchat organization, sign in with your *admin* account.

2 In the left side bar, navigate to settings menu and select **Admin Settings**.
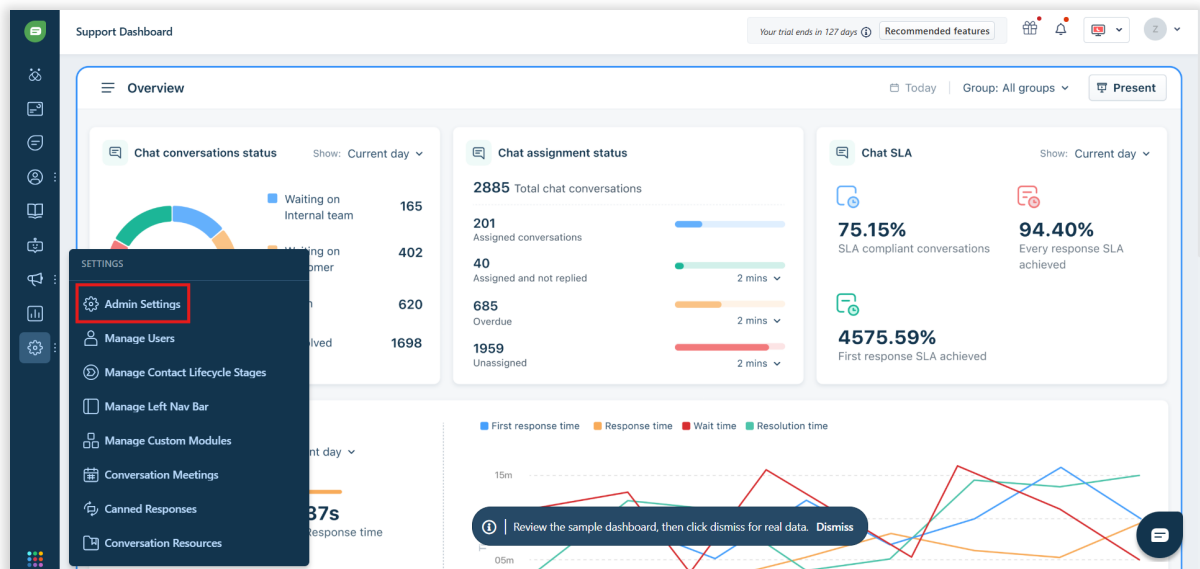
3 In **Admin Settings** page, navigate to **Marketplace and Integrations** and select **Marketplace Apps**.
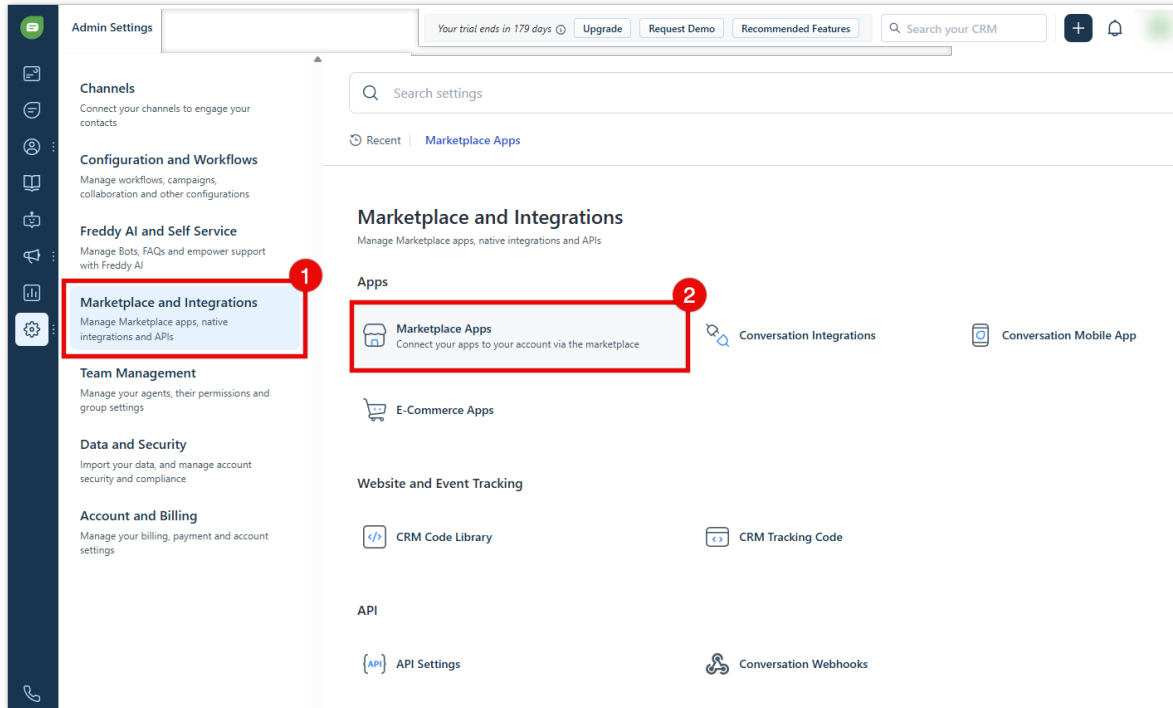
4 In the Search bar for Apps, type *AnyDesk* and select AnyDesk from the options. This will lead you to the AnyDesk listing page within your Freshchat app.

5 Click **Install** and enter your **Freshchat URL** to proceed. Installation will require you to configure your AnyDesk account and authorize the app with Freshchat.

6 Follow Step 2 to get your client credentials and Step 3 to finish authorizing your app.

Step 2. Configure your AnyDesk account

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

> ✎ **Note**
>
> Each Fresworks organization requires its own registration and credentials to ensure secure and isolated connections.

To register your Freshchat Organization on **my.anydesk II**:

1 Navigate to my.anydesk II and sign in with your AnyDesk username and password.
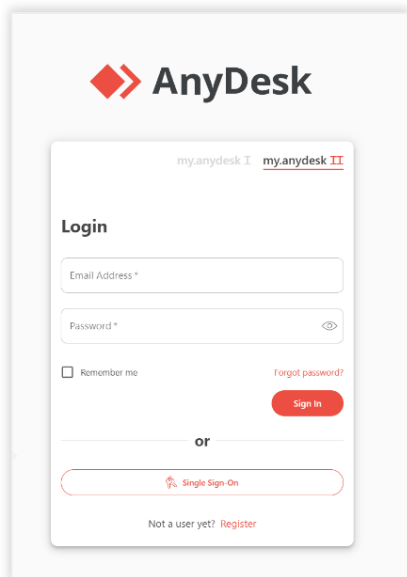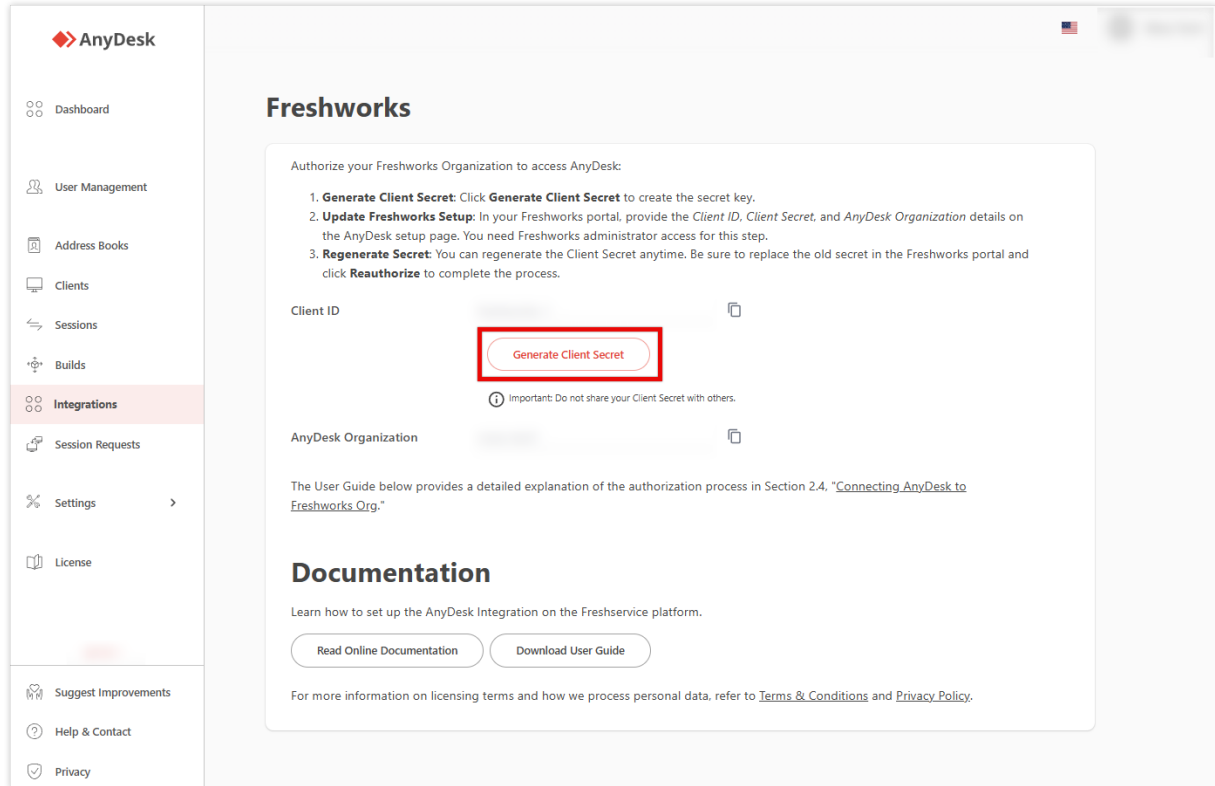
2   Navigate to the **Integration** tab and click **Set up Integration** for Freshworks.
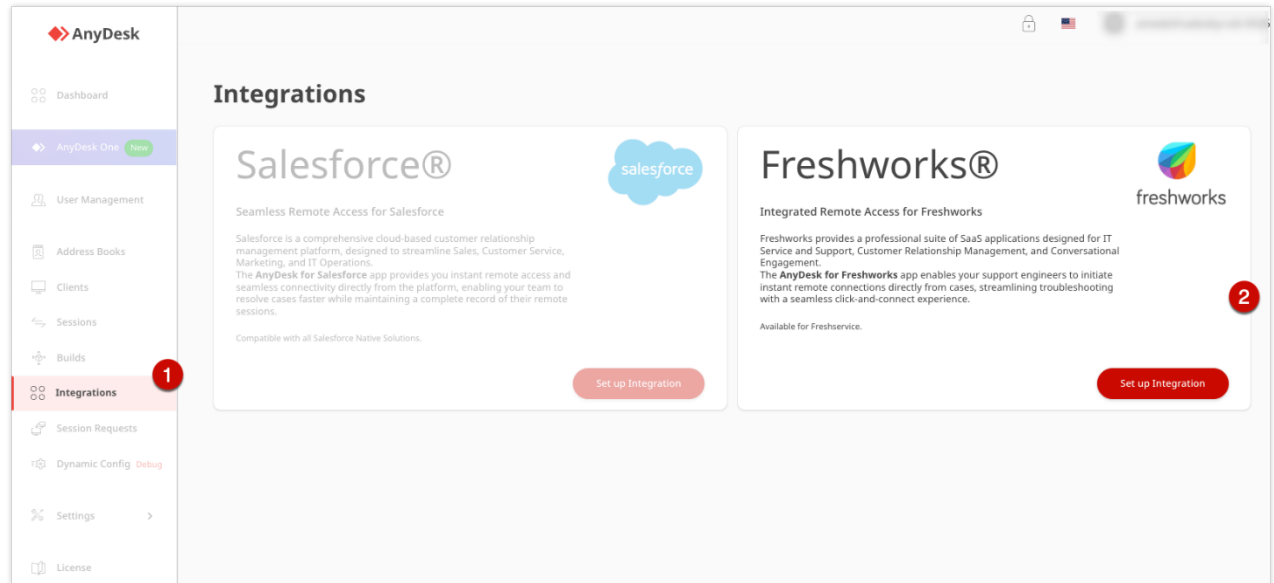
3   On the opened page, in the **License requirements** section, click **Get the Add-on** if it is not already added.
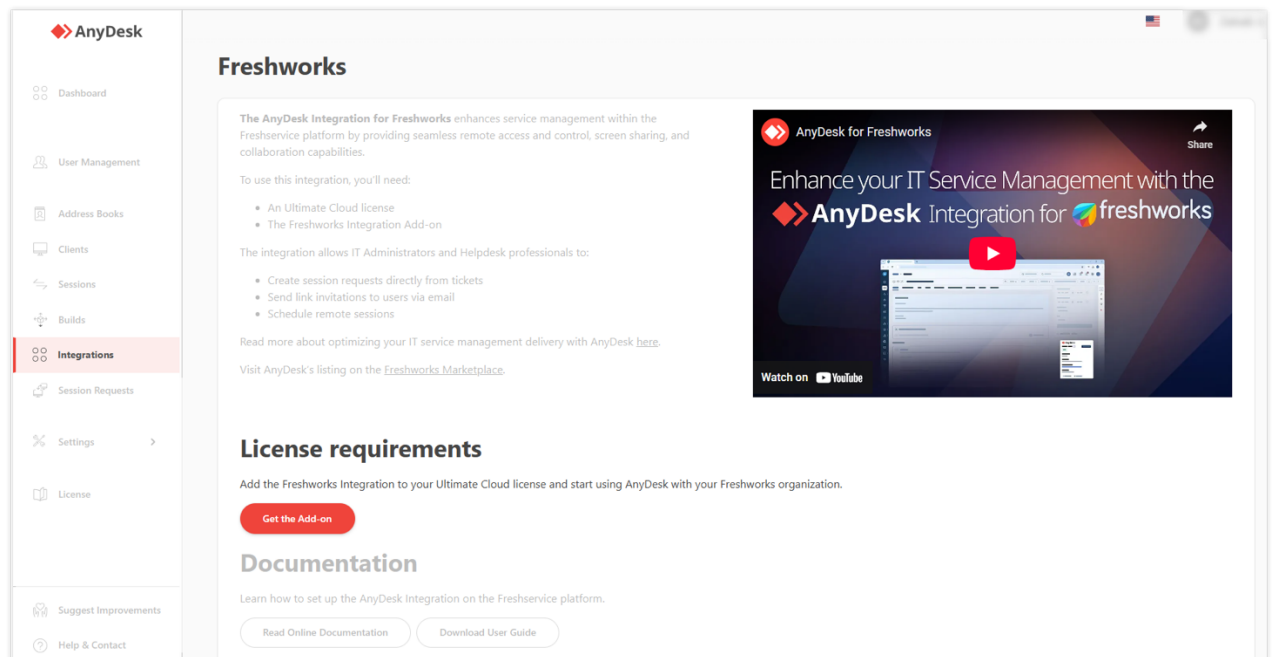
4 After that, click **Generate Client Secret**.

5 Copy and save the generated **Client Secret**.

6 Securely store your **Client ID**, **Client Secret** and **AnyDesk Organization** – you will need them to authorize AnyDesk in Freshchat in Step 3.

Step 3. Authorize AnyDesk in Freshchat

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

> 📌 **Note**
>
> The **Admin** option is available only to administrators. Agent accounts cannot authorize the AnyDesk app.

To authorize the AnyDesk app in Freshchat:

1 **Sign in** with your *administrator account* to your Freshchat organization.

2 Navigate to the **Admin** tab in Freshchat.
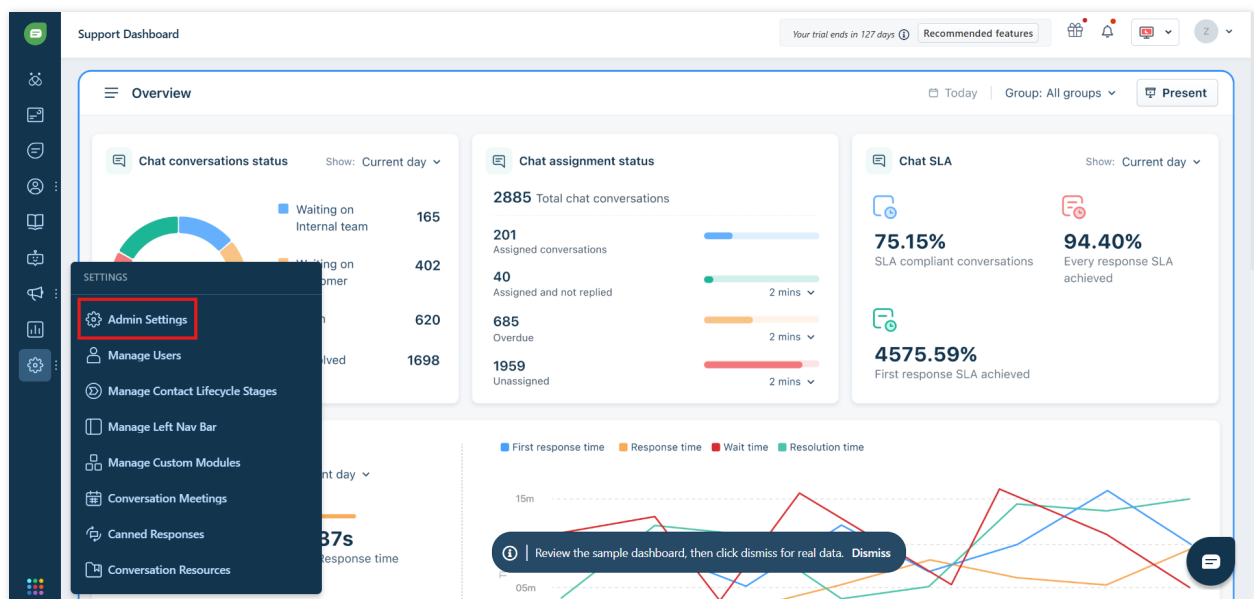
3   In **Admin Settings** page, navigate to **Marketplace and Integrations** and select **Marketplace Apps**.
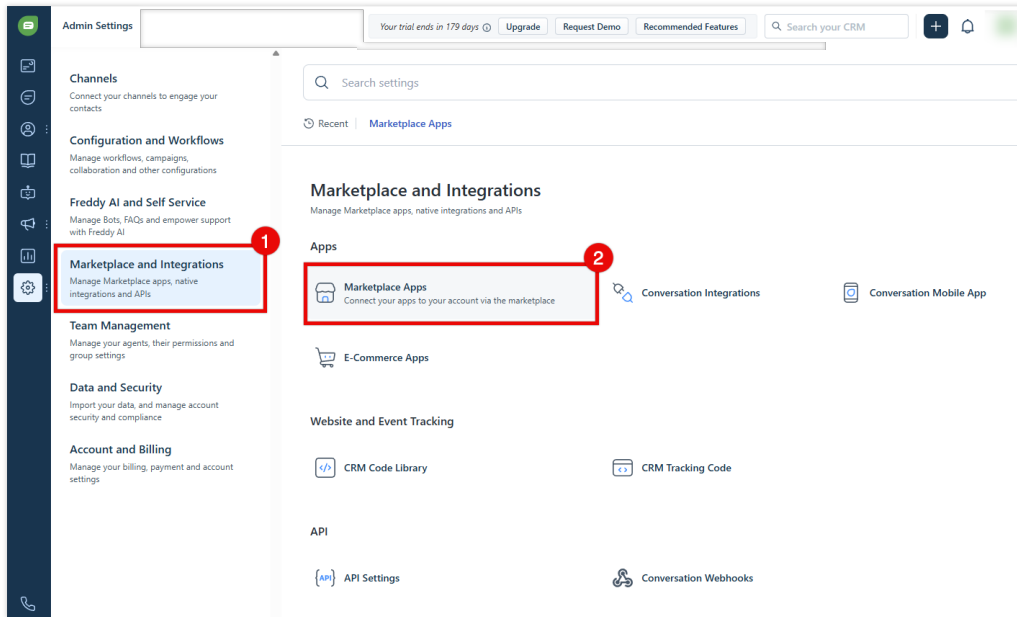
4   In the Search bar for Apps, type *AnyDesk* and select AnyDesk from the options.

5   Click **Install** and enter your Freshchat URL to proceed.

6   On the **Configuration** page, provide the following details to authorize the AnyDesk app in your Freshchat organization:

- Client ID
- Client Secret
- AnyDesk Organization
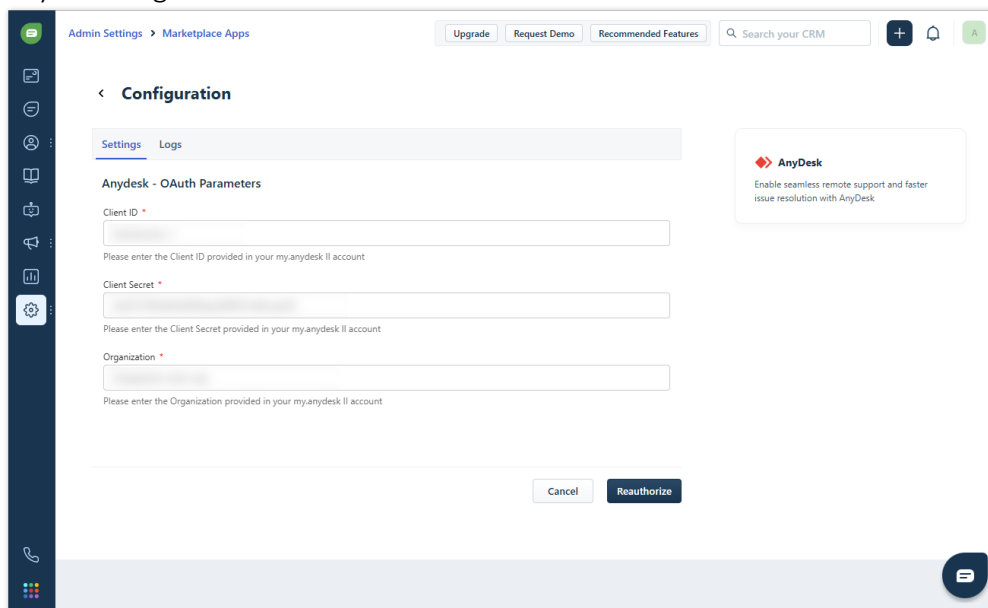
7   Click **Continue** to successfully authorize AnyDesk in Freshchat.

After successful authorization, the app will appear under **Installed Apps** on the **Manage Apps** page.

Using AnyDesk on Freshchat

Once the setup process is complete, Freshchat agents can access AnyDesk features directly within Freshchat conversations. Each Freshchat conversation includes an **AnyDesk** *card* for easy access to remote desktop features.

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 Freshchat

To access AnyDesk card:

1   Open **Freshchat**, and in the left navigation menu, click [icon] to view all conversations.

2   Start a new conversation or open an existing one.

3   In the conversation window, either click the AnyDesk logo on the menu bar or scroll down to locate the AnyDesk card.

Step 2. Authenticate your AnyDesk account

When using AnyDesk for the first time in Freshchat, you must sign in to your AnyDesk account to verify your identity and authorize access.

Note: A custom AnyDesk client (version *9.0.1* or later) with the **Session Requests** feature enabled is required. If you do not have this version, contact your AnyDesk license administrator or configure a custom client via the my.anydesk management portal.
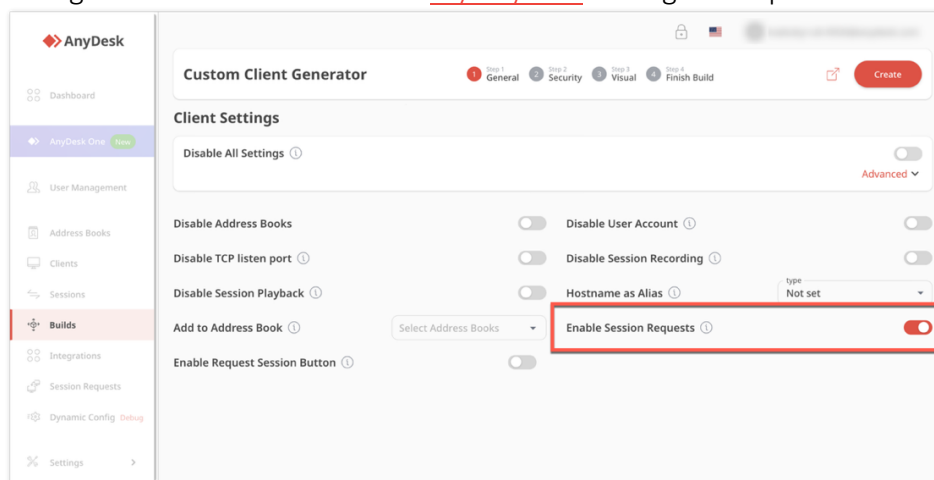
To authenticate your account:

1   Open a new or existing conversation in your Freshchat organization.

2   In the right-hand panel of the conversation view, locate the **AnyDesk card** and click **Authorize**.
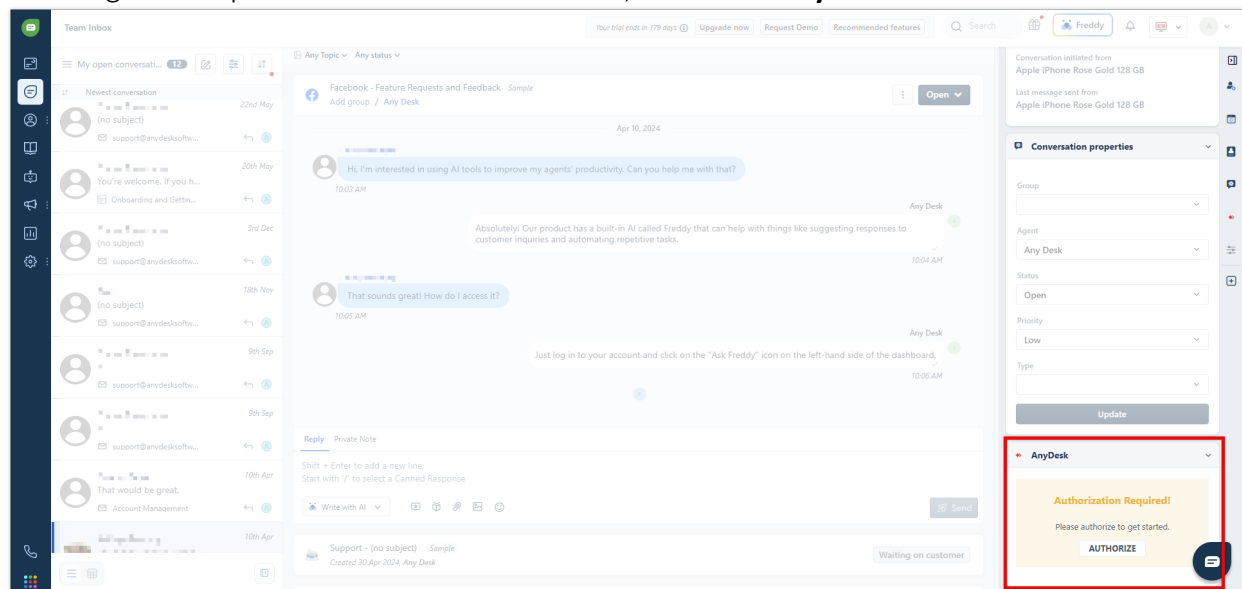
3   **Sign in** to your my.anydesk account to authenticate. Once authentication is successful, you can use AnyDesk Session Requests to provide remote support.

4   Ensure you are also signed in to your AnyDesk desktop app to initiate remote sessions.

Step 3. Create a Session Request from Freshchat conversations

To create a remote session request:

1   Open a new or existing conversation in your Freshchat organization.

2 In the right-hand panel of the conversation view, locate the **AnyDesk card** and click **Create Session Request**.
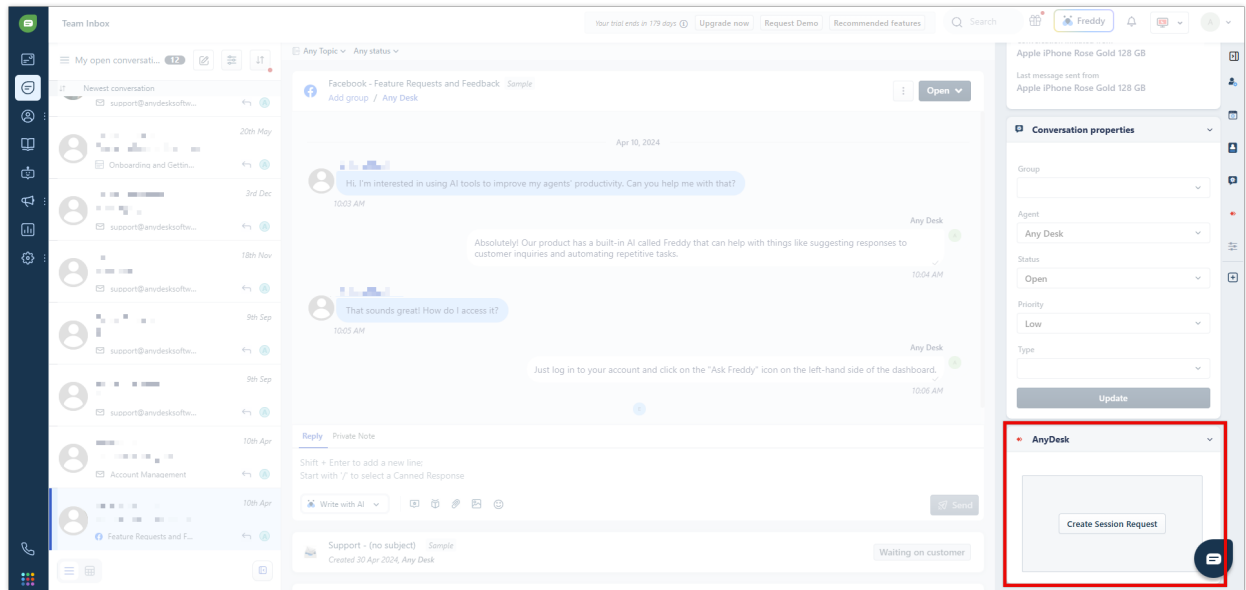
3 Sign in to your my.anydesk account to authenticate. Once authentication is successful, you can use AnyDesk Session Requests to provide remote support.

4 After the session request is created, review the session details:

- **Session Status** – displays the current state of the session request (see status definitions below).
- **Request ID** – a unique identifier assigned to the AnyDesk session request.
- **User Link** – a direct link for the end user to download **AnyDesk Assist** and join the session.
- **Supporter Link** – a link for the support agent to open AnyDesk and initiate the remote session.
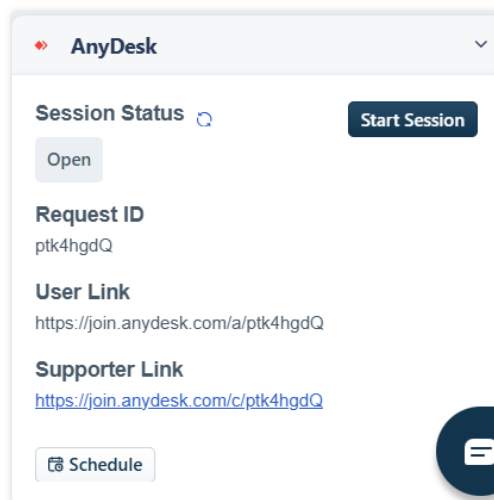
You can also preform the following actions from the AnyDesk card:

- Click **Start Session** to initiate a session from the support agent's side. This launches AnyDesk app and waits for the user to connect.

- Click **Schedule** to plan the remote session for a later time.

Session Status	Definition
Open	The session request is active, and the User Link is available.
Waiting	The end user has opened the User Link and is waiting in the queue.
Ready	The end user has downloaded AnyDesk Assist and granted remote access.
Closed	The session request is closed, and the User Link is no longer active.

Step 4. Start the remote session

To begin the session:

1 In the AnyDesk card, click **Start Session** or open the **Supporter Link** in your browser to open your AnyDesk app.

2 When the remote user is ready, click **Connect** in the AnyDesk client to initiate the session.

Manage Session Requests

You can manage AnyDesk session requests directly within Freshchat.

Scheduling a session request

Support agents can schedule a remote support session in advance.

Note: Scheduled session requests expire 24 hours after the scheduled start time. Unscheduled session requests expire 3 months after the creation date.

To schedule a session:

1 In the Freshchat conversation, locate the **AnyDesk** card and click **Schedule**.
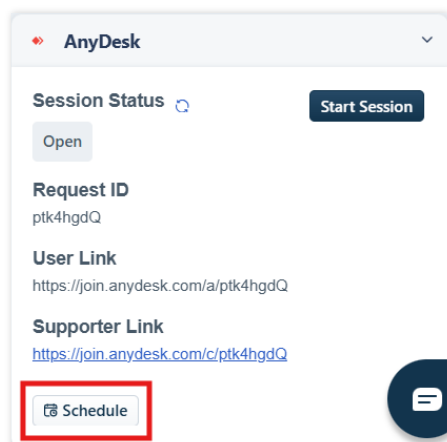
    Note: If no session request has been cretaed yet, click **Create Session Request** first.

2 In the **Schedule Session** window, select the desired date and time for the session, then click **Confirm,** and then **Schedule**.

The scheduled session start time will appear in the AnyDesk card for the support agent's reference.

Closing a session request

AnyDesk session requests are automatically closed when the associated Freshchat conversation is closed. Once closed, all related session links become inactive.

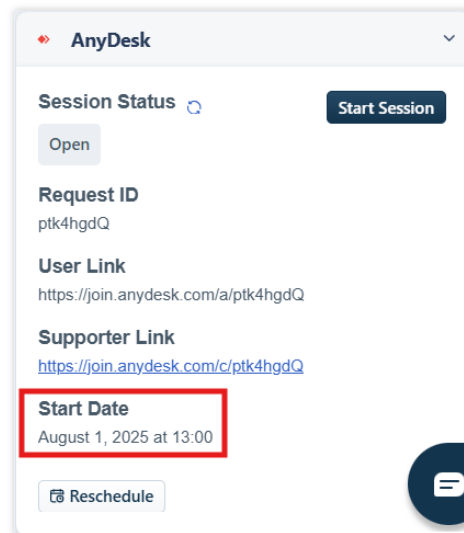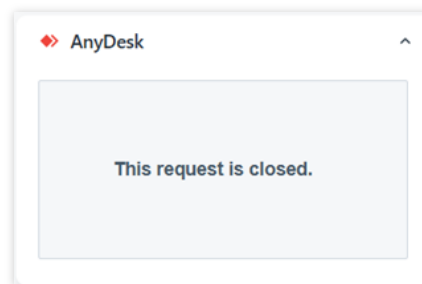You can also close a session request manually via the AnyDesk app or your my.anydesk II account.

Reopening a session request

If a session request is closed from the AnyDesk app or my.anydesk II, but the associated Freshchat conversation remains open, support agents can manually reopen the session request.

> ✎ **Note**
>
> Reopening an expired session request extends the validity of the session links by 24 hours from the time of reopening.

To reopen a session request:

1   Open the relevant Freshchat conversation and locate the **AnyDesk** card.

2   Click **Reopen Request**.
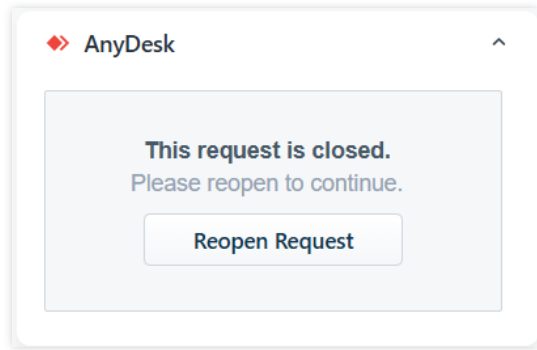
Extending a session request

If a session request expires while the associated Freshchat conversation remains open, support agents can extend the request by 24 hours:

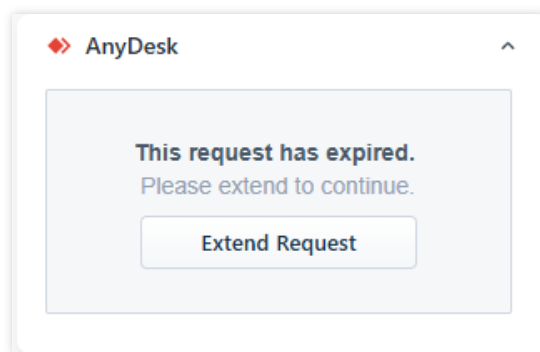**1**   In the Freshchat conversation, locate the **AnyDesk** card.

2   Click **Extend Request**.

Troubleshooting

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 authorization in the AnyDesk card has failed or that agents are unable to access the integration, follow these steps to restore access:

1   In your Freshchat organization, go to the **Marketplace Apps** page and click **Manage Apps.**
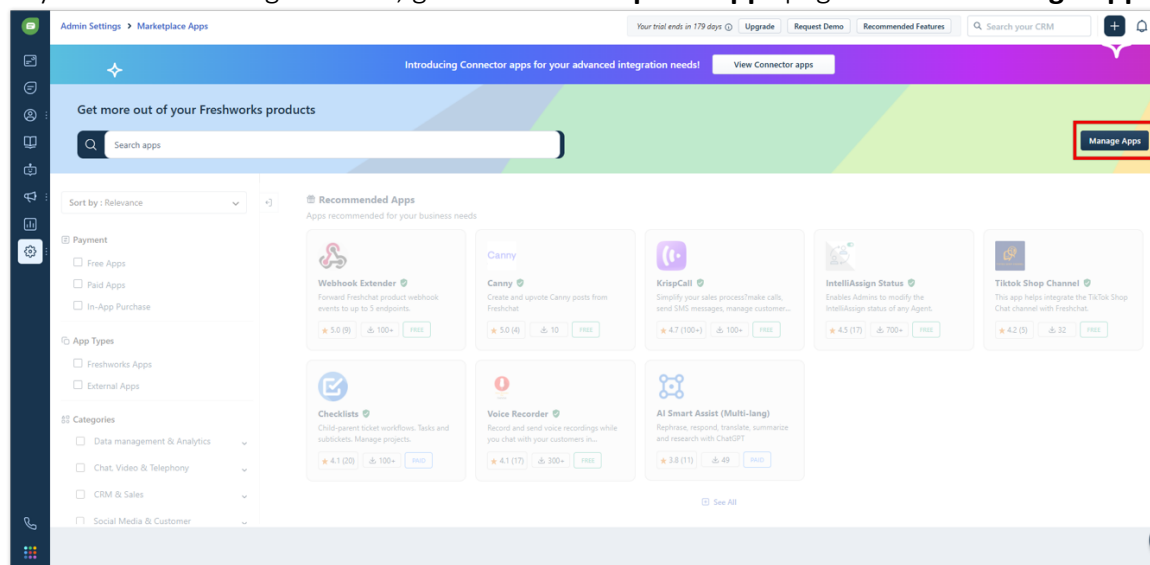
2   Click **Installed Apps**, then select **AnyDesk** from the list.

3   Navigate to the **Settings** and from the dropdown menu, select **Reauthorize.**

If reauthorization is not successful, follow Step 2. Configure your AnyDesk account to generate a new secret key:

1   In your my.anydesk II account, generate a new **Client Secret**.

2   Return to the **AnyDesk Configuration** page in Freshchat, paste the new **Client Secret**, and click **Reauthorize**.

AnyDesk

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

Join our community

anydesk.com