Freshdesk (Freshworks) Ticket Migrator

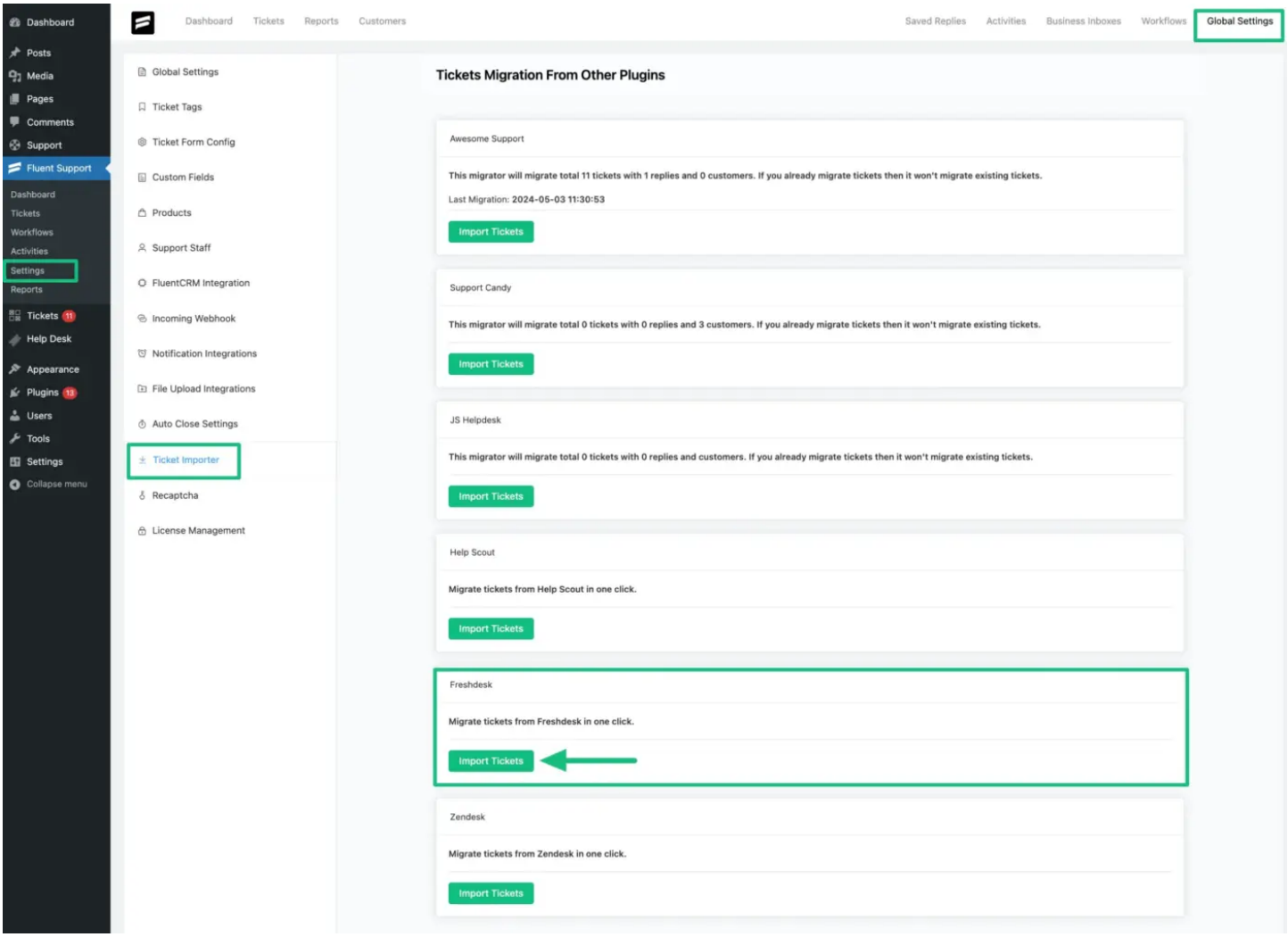
Ticket Importer · https://fluentsupport.com/docs/freshdesk-ticket-migrator/

Freshdesk is also a customer service SaaS platform, and now, **Freshdesk users** can easily transfer their **tickets** to **Fluent Support** through an API. This article will guide you through the whole process.

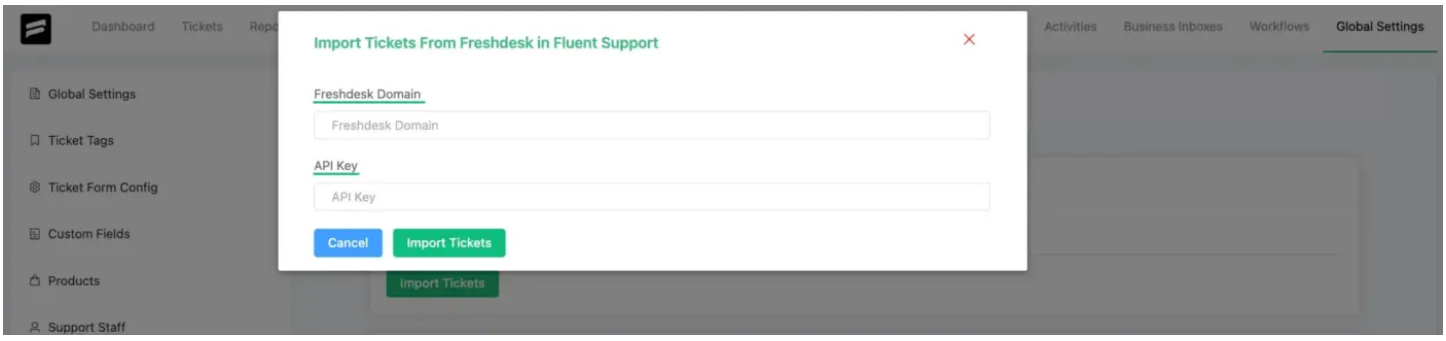
Import Tickets From Freshdesk Into Fluent Support

To learn how to import tickets from **Freshdesk** into **Fluent Support**, follow the steps with screenshots below —

From the **Fluent Support Dashboard**, go to **Settings** or **Global Settings**, select the **Ticket Importer**, find **Freshdesk** for ticket migration, and click **Import Tickets**.

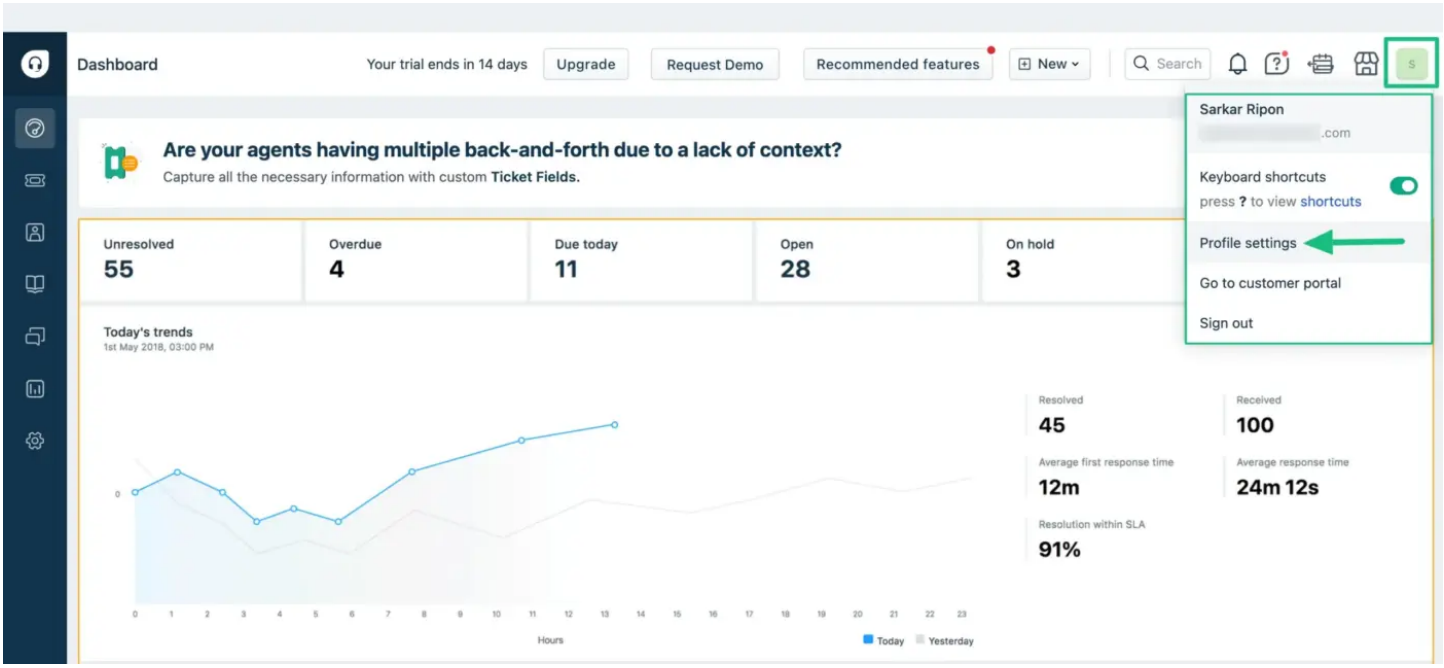


A popup page will appear asking for your **Freshdesk Domain** and **API Key.**

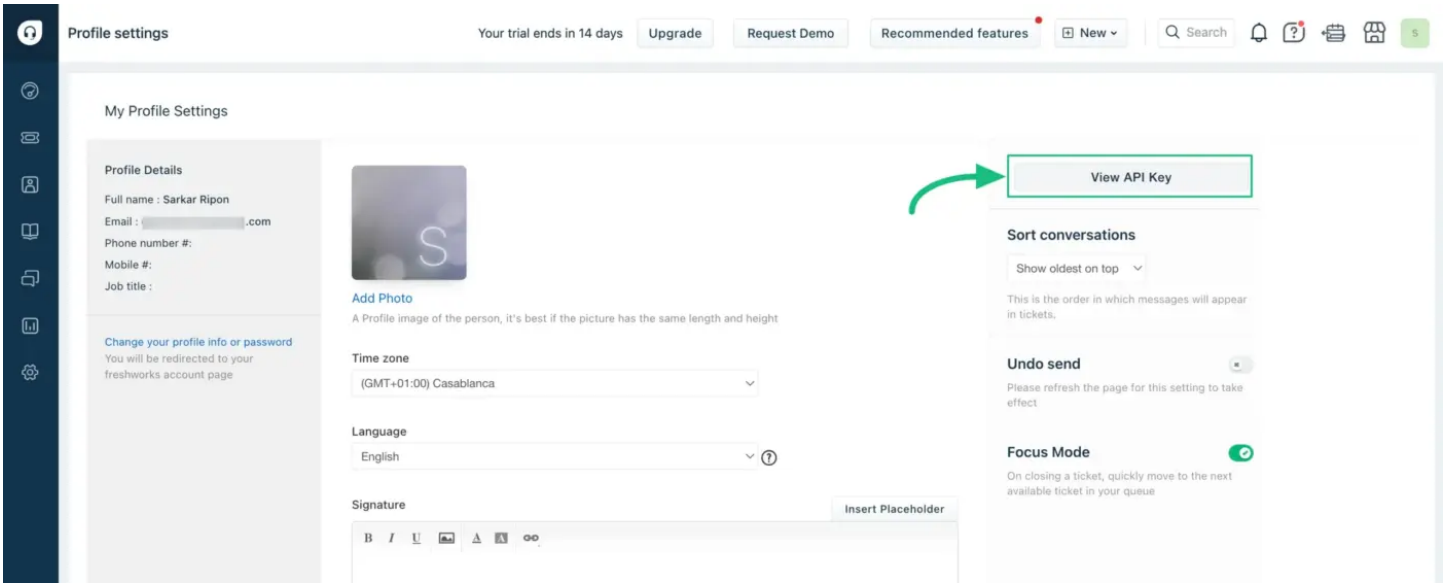


To get the **Freshdesk Domain** and **API Key,** go to your **Freshdesk** account.

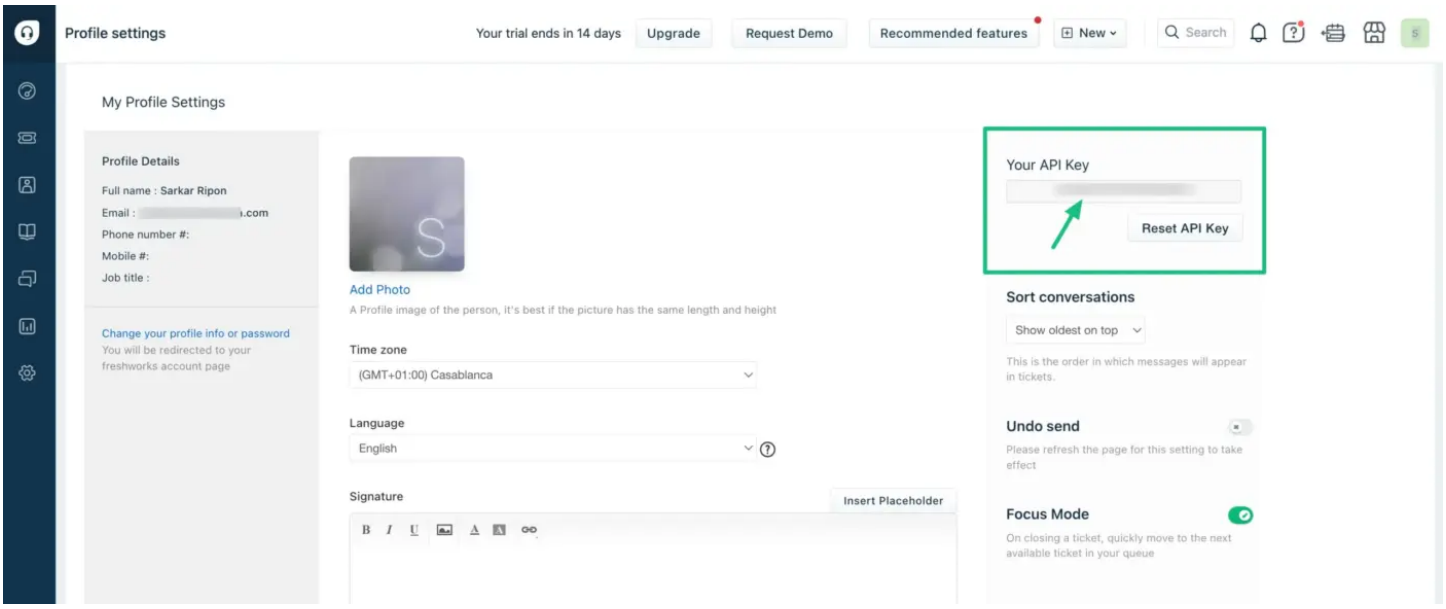
Go to the **Profile Icon** from the right-hand corner of the **Dashboard** and click on the **Profile Settings.**



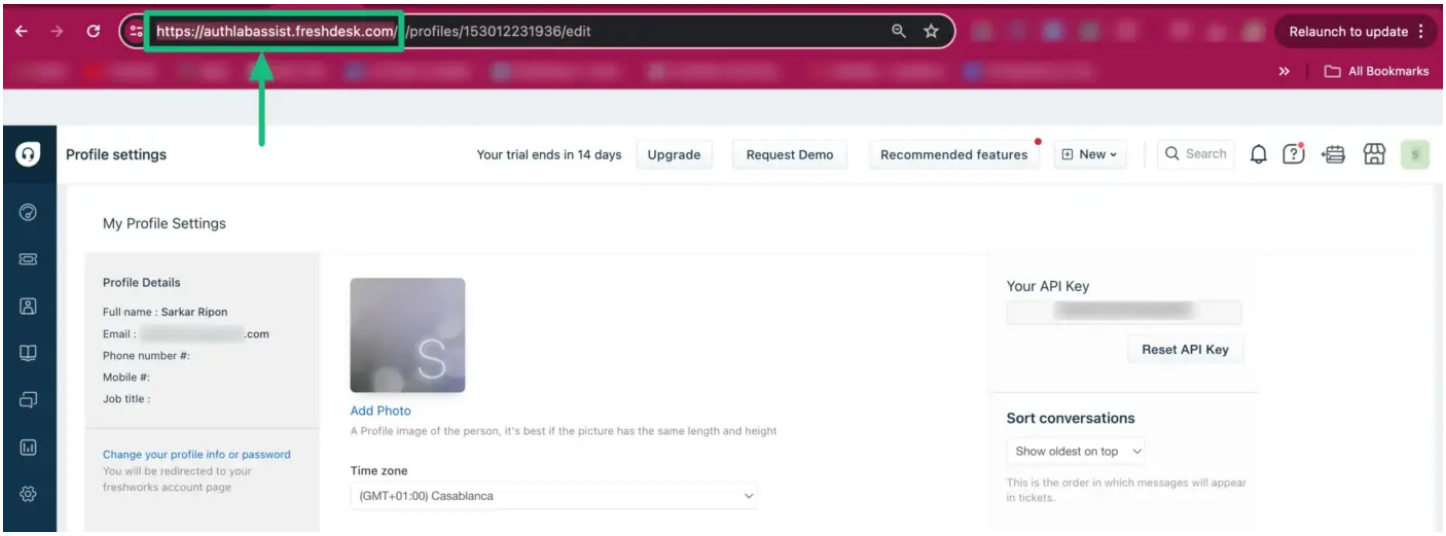
Click the **View API Key** and a robot confirmation will appear.



Then the **API key** will come. Simply, copy the **API key** from here.



Also, copy the Freshdesk's **Domain URL** from the URL section.



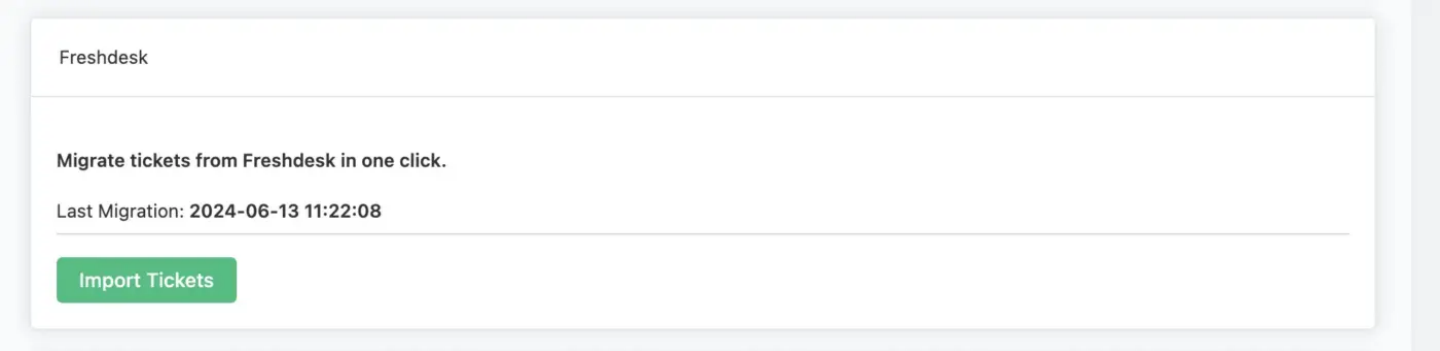
Return to the **Freshdesk** popup page from the **Fluent Support Dashboard**.

Paste the **Domain URL** and **API Key** copied from your Freshdesk account into the desired field, and click the **Import Tickets** button.



Congratulations, you are now ready to proceed! The importation of tickets will begin, and a notification will be sent once all your tickets have been successfully imported.

Here, you can see all the **Tickets** are **Imported** and the migration date & time are displayed as well.



This is how you can migrate your all tickets from **Freshdesk** to **Fluent Support**!
If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.