



AnyDesk for Freshdesk

Integration Guide

AnyDesk Software GmbH

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To protect plants, systems, machines, and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art security concept. AnyDesk provides such concept. You are responsible for preventing unauthorized access to your systems, machines and networks which should only be connected to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (*e.g., firewalls and/or network segmentation*) are in place. For additional information, please visit <https://anydesk.com>. AnyDesk recommends applying updates and using the latest available version. Use of versions that are no longer supported, and failure to apply the latest updates may increase your exposure to cyber threats.

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Introduction

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

- 1 Create and join remote support sessions directly from *Freshdesk Tickets*.
- 2 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 Freshdesk. 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 Freshdesk environment.

The document consists of the following chapters:

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

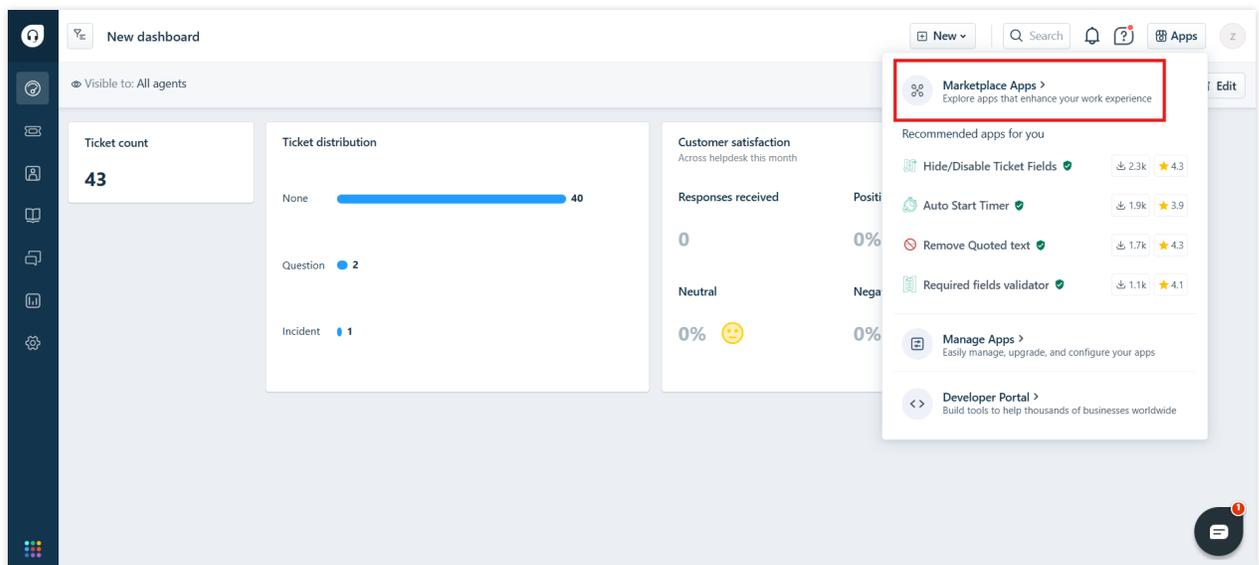
Setting up AnyDesk on Freshdesk

Before you begin, ensure you have the following:

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

Step 1. Install AnyDesk

- 1 **Sign in** to an *admin* account in your Freshdesk organization.
- 2 In the upper-right corner, navigate to **Apps** and select **Marketplace Apps**.



- 3 In the Search bar for Apps, type *AnyDesk* and select AnyDesk from the options. This will lead you to the AnyDesk listing page.
- 4 Click **Install**. Installation will require you to configure your AnyDesk account and authorize the app with Freshdesk.
- 5 Follow [Step 2](#) to get your client credentials and [Step 3](#) to finish authorizing your app.

Step 2. Configure your AnyDesk account

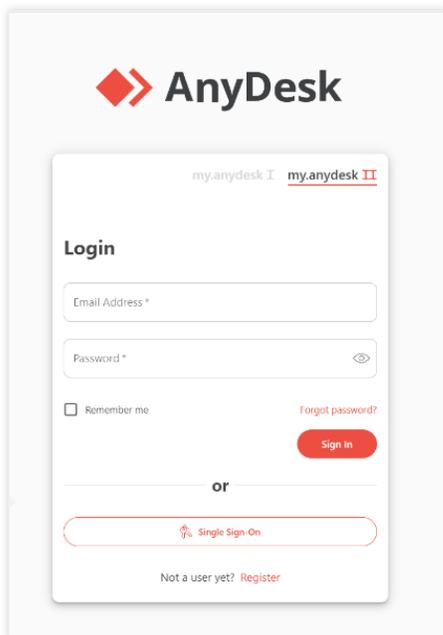
To enable communication between Freshdesk and AnyDesk, an *administrator* must register their Freshdesk organization on [my.anydesk II](#) management portal. This process requires unique credentials, including a Client ID and Client Secret.

Note

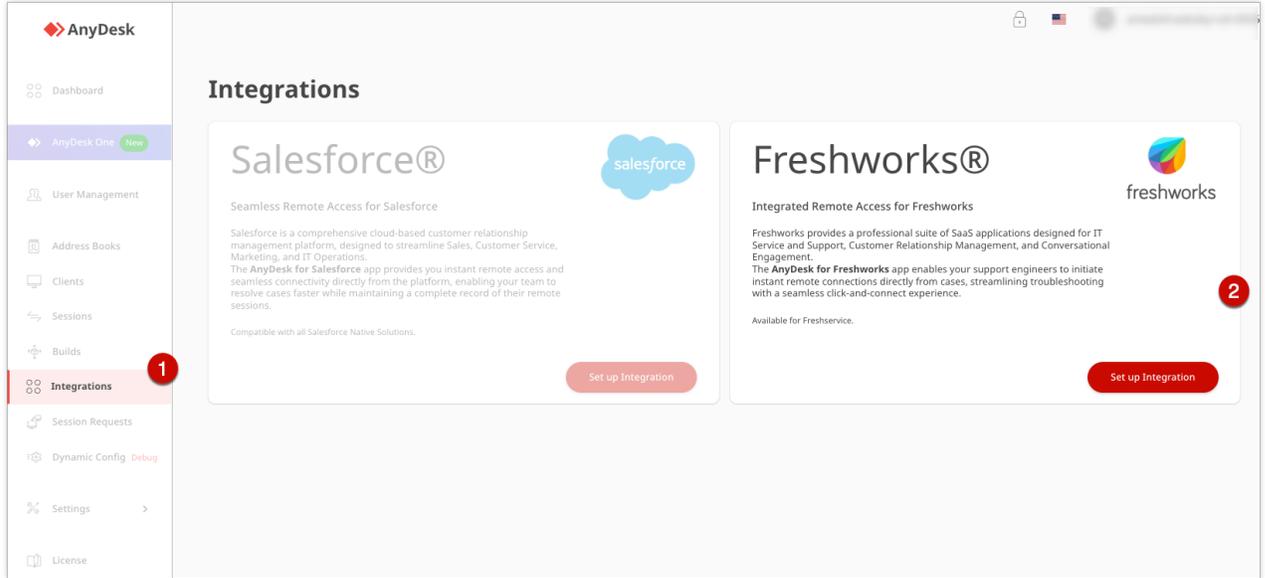
Each Freshworks organization requires its own registration and credentials to ensure secure and isolated connections.

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

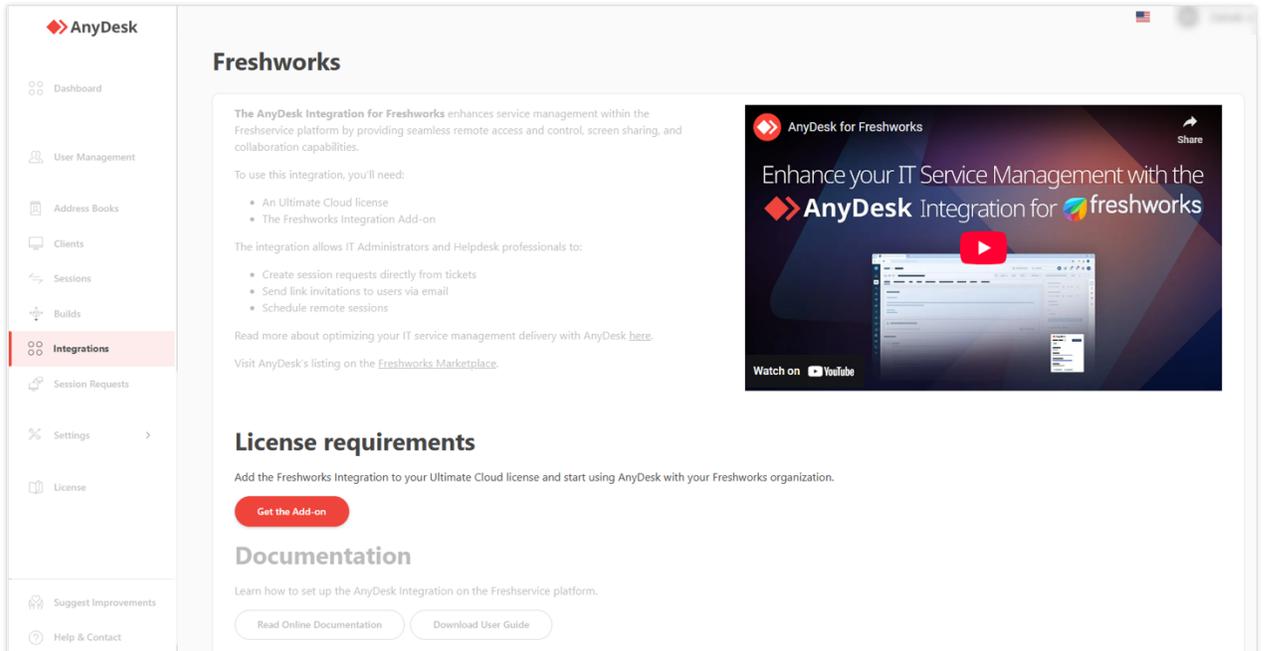
- 1 Navigate to [my.anydesk II](#) and sign in with your AnyDesk username and password.



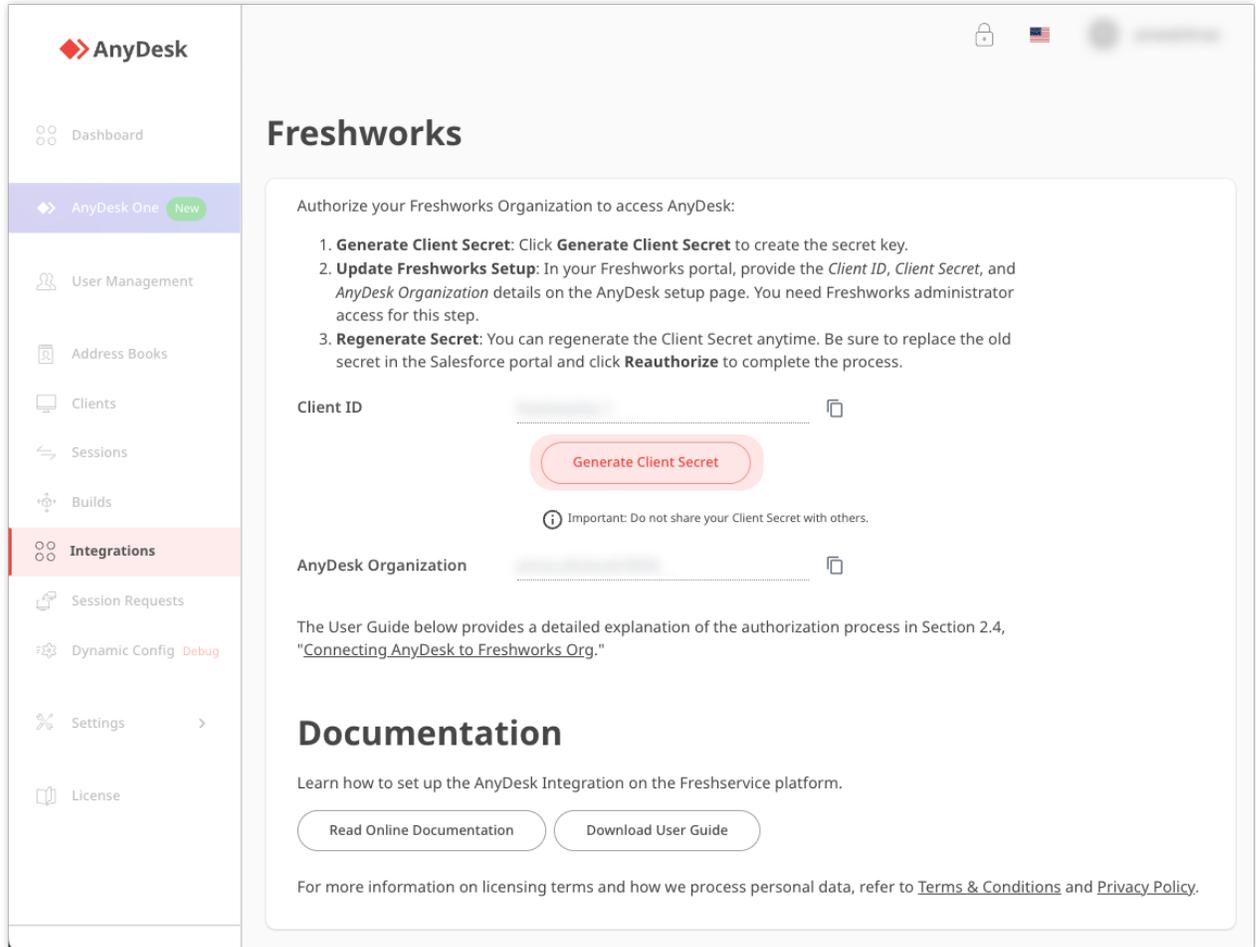
2 Navigate to the **Integration** tab and click **Set up Integration** for Freshworks.



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**.



AnyDesk

Dashboard

AnyDesk One **New**

User Management

Address Books

Clients

Sessions

Builds

Integrations

Session Requests

Dynamic Config **Debug**

Settings >

License

Freshworks

Authorize your Freshworks Organization to access AnyDesk:

- Generate Client Secret:** Click **Generate Client Secret** to create the secret key.
- Update Freshworks Setup:** In your Freshworks portal, provide the *Client ID*, *Client Secret*, and *AnyDesk Organization* details on the AnyDesk setup page. You need Freshworks administrator access for this step.
- Regenerate Secret:** You can regenerate the Client Secret anytime. Be sure to replace the old secret in the Salesforce portal and click **Reauthorize** to complete the process.

Client ID

Generate Client Secret

Important: Do not share your Client Secret with others.

AnyDesk Organization

The User Guide below provides a detailed explanation of the authorization process in Section 2.4, "[Connecting AnyDesk to Freshworks Org.](#)"

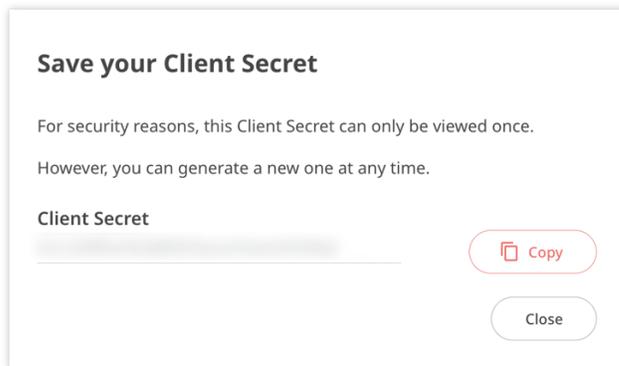
Documentation

Learn how to set up the AnyDesk Integration on the Freshservice platform.

[Read Online Documentation](#) [Download User Guide](#)

For more information on licensing terms and how we process personal data, refer to [Terms & Conditions](#) and [Privacy Policy](#).

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



Save your Client Secret

For security reasons, this Client Secret can only be viewed once.
However, you can generate a new one at any time.

Client Secret

Copy

Close

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

Step 3. Authorize AnyDesk in Freshdesk

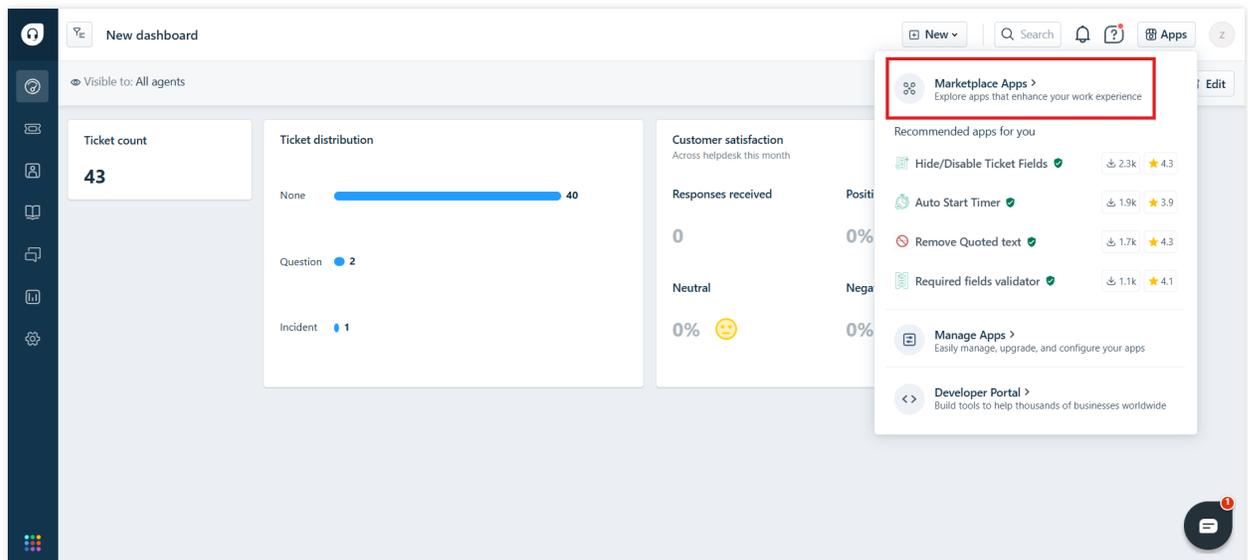
To authorize the AnyDesk app in Freshdesk, you will need your Client ID, Client Secret, and AnyDesk Organization from the previous step.

Note

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

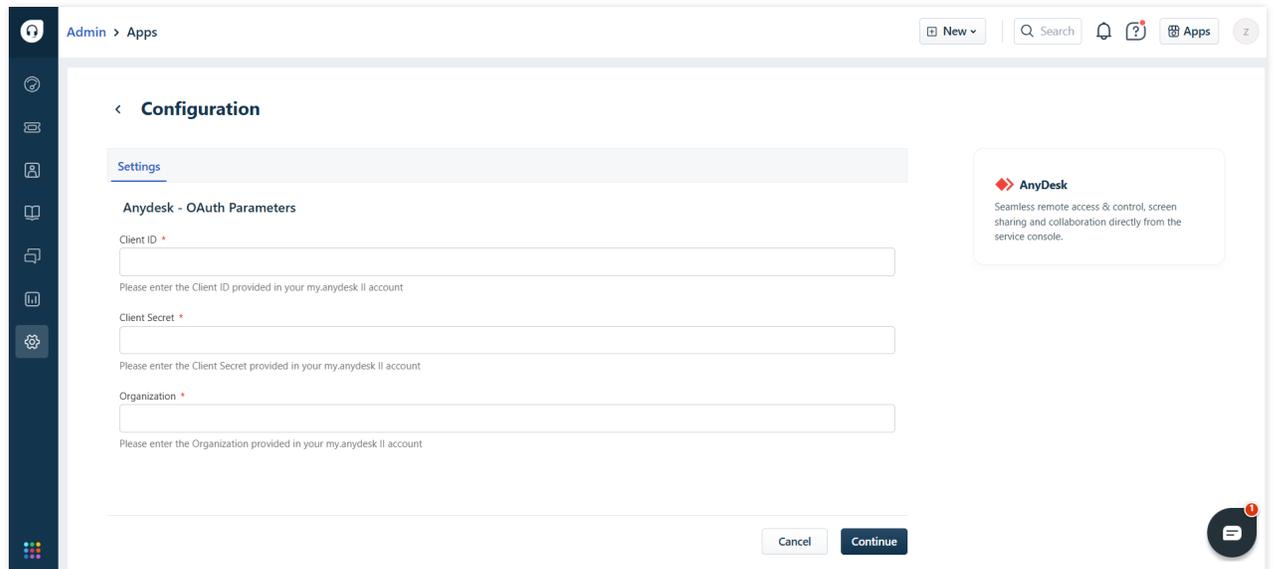
To authorize the AnyDesk app in Freshdesk:

- 1 **Sign in** to an *administrator account* in your Freshdesk organization.
- 2 In the upper-right corner, navigate to **Apps** and select **Marketplace Apps**.



- 3 In the **Apps** page, search for *AnyDesk* to open the AnyDesk listing page and click **Install**.
- 4 You will be redirected to the AnyDesk **Configuration** page in your Freshdesk app. Provide the following details to authorize the AnyDesk app in your Freshdesk organization:
 - a Client ID
 - b Client Secret
 - c AnyDesk Organization

5 Click **Continue** to successfully authorize AnyDesk in Freshdesk.



The screenshot shows the 'Admin > Apps' configuration page in Freshdesk. The page is titled 'Configuration' and has a 'Settings' tab selected. Under the heading 'Anydesk - OAuth Parameters', there are three input fields: 'Client ID', 'Client Secret', and 'Organization'. Each field has a red asterisk indicating it is required and a small instruction below it: 'Please enter the Client ID provided in your my.anydesk II account', 'Please enter the Client Secret provided in your my.anydesk II account', and 'Please enter the Organization provided in your my.anydesk II account'. At the bottom right of the form area, there are 'Cancel' and 'Continue' buttons. On the right side of the page, there is a callout box for 'AnyDesk' with the text: 'Seamless remote access & control, screen sharing and collaboration directly from the service console.' The top navigation bar includes 'New', 'Search', 'Apps', and a user profile icon.

Once successfully authorized, you will be able to see the app in **Installed Apps** in the **Manage Apps** page.

Using AnyDesk on Freshdesk

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

Connecting to the remote user

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

Step 1. Access AnyDesk in Freshdesk

To access AnyDesk:

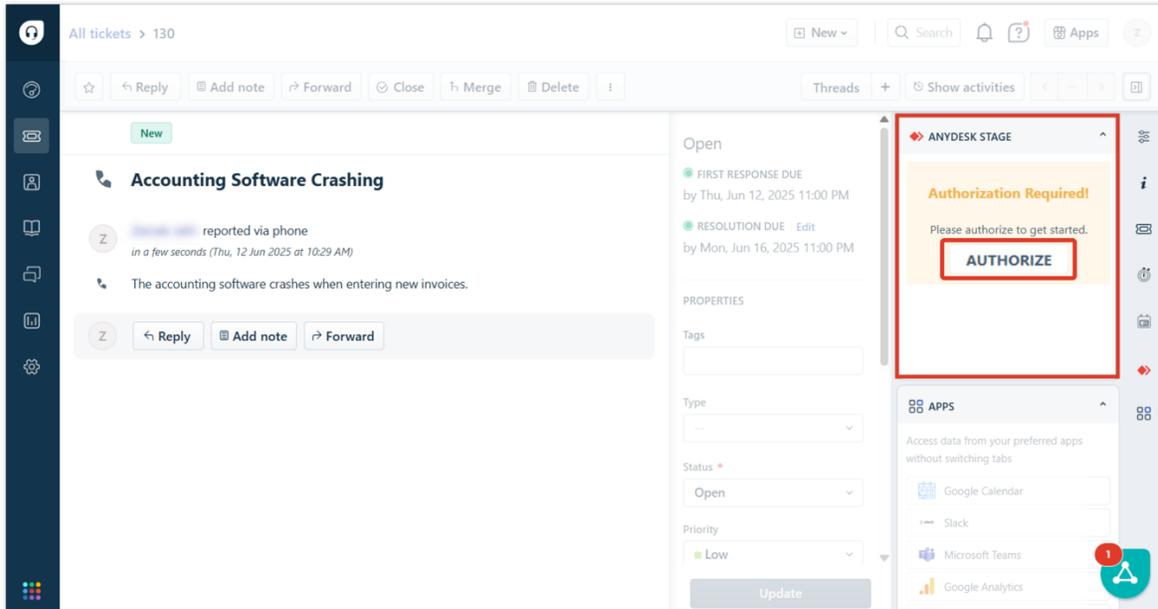
- 1 Open Freshdesk, and in the left navigation menu, click  to view all tickets.
- 2 Create a new ticket or open an existing one to access the AnyDesk card.
- 3 To access AnyDesk card, on the ticket menu bar, click the AnyDesk logo or scroll down to access AnyDesk card.

Step 2. Authenticate your AnyDesk account

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

To authorize access:

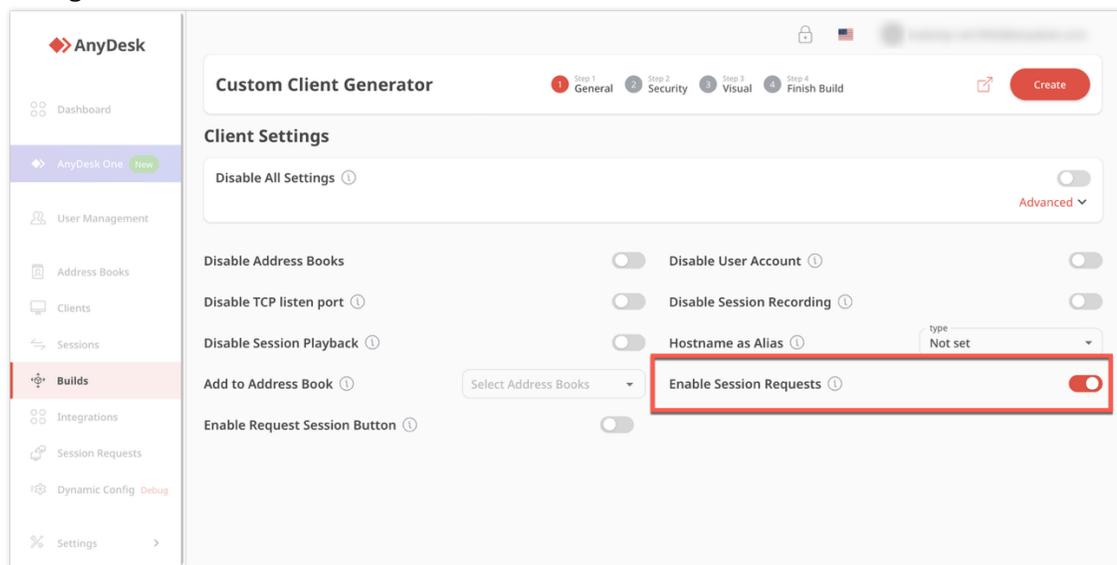
- 1 Open a new or existing ticket in your Freshdesk organization.
- 2 In the right panel of the ticket view, locate the **AnyDesk card** and click **Authorize**.



- 3 **Sign in** to your [my.anydesk](https://my.anydesk.com) 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 client to initiate remote sessions.

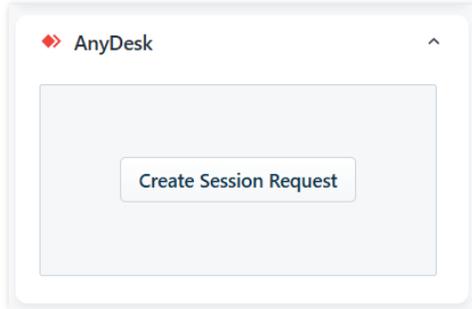
Note: A custom AnyDesk client (version 9.0.1 or later) with the Session Requests feature enabled is required. If you do not have this version, contact your AnyDesk license administrator or configure a custom client.



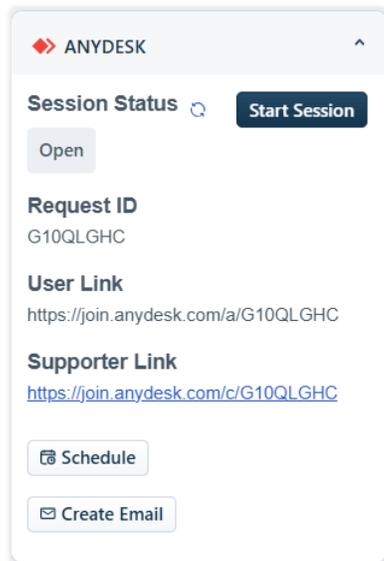
Step 3. Create a Session Request from Freshdesk tickets

To create a remote session request:

- 1 Open a new or existing ticket in your Freshdesk organization.
- 2 In the right panel of the ticket view, locate the **AnyDesk card** and click **Create Session Request**.



- 3 After the session request is created, review the session details:
 - a **Session Status** – displays the current state of the session request (see status definitions below).
 - b **Request ID** – unique ID associated with the AnyDesk session request.
 - c **User Link** – a direct link for the end user to download AnyDesk Assist and join the session.
 - d **Supporter Link** – a link for the support agent to open AnyDesk and initiate the remote session.
 - e **Create Email** – inserts a pre-filled, editable email template with the User Link into the ticket. You can send this message to the end user by clicking **Send**.



- 5 Optional actions:
 - a Click **Start Session** to launch the session from the support agent's side. This will open AnyDesk and wait for the user to connect.
 - b Click **Schedule** to plan the 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 Click **Start Session** in the AnyDesk card, or open the **Supporter Link** in your browser to open your AnyDesk client.
- 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 in Freshdesk using the following actions:

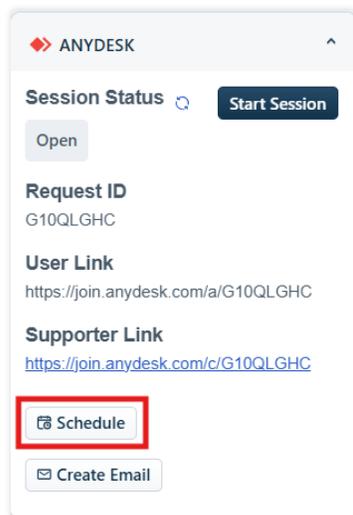
Schedule a session request

Support agents can schedule a remote support session in advance.

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

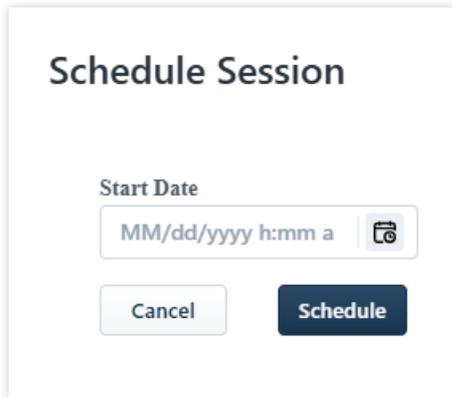
To schedule a session:

- 1 In the Freshdesk ticket, locate the **AnyDesk** card and click **Schedule**.

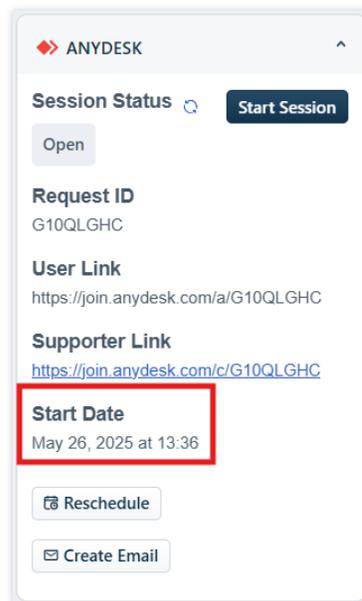


Note: If no session request exists yet, click **Create Session Request** first.

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

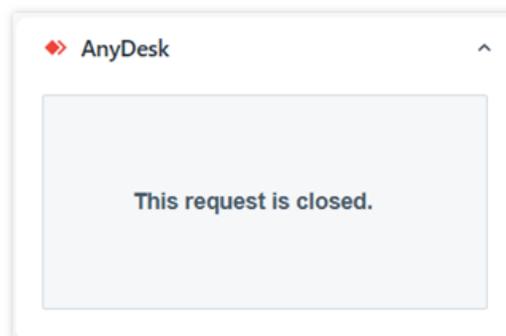


The scheduled session start time will be displayed in the AnyDesk card for the support agent's reference.



Close a session request

AnyDesk session requests are automatically closed when the corresponding Freshdesk ticket is closed. Once closed, the associated session links become inactive.

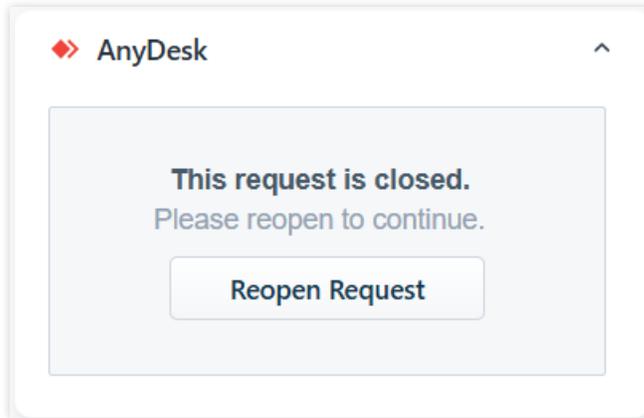


You can also close a session request manually via the AnyDesk client or your my.anydesk II account. However, doing so does not affect the status of the Freshdesk ticket.

Reopen a session request

If a session request is closed from the AnyDesk client or my.anydesk II, but the associated Freshdesk ticket remains open, support agents can manually reopen the session request:

- 1 Open the relevant Freshdesk ticket and locate the **AnyDesk** card.
- 2 Click **Reopen Request**.



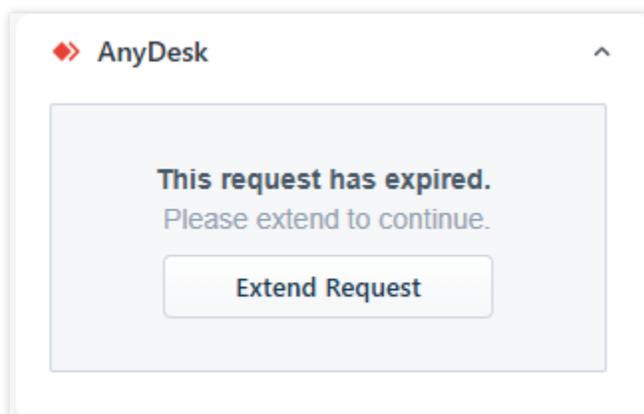
Note

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

Extend a session request

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

- 1 In the Freshdesk ticket, locate the **AnyDesk** card.
- 2 Click **Extend Request**.



Troubleshooting Issues

Common Problems

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

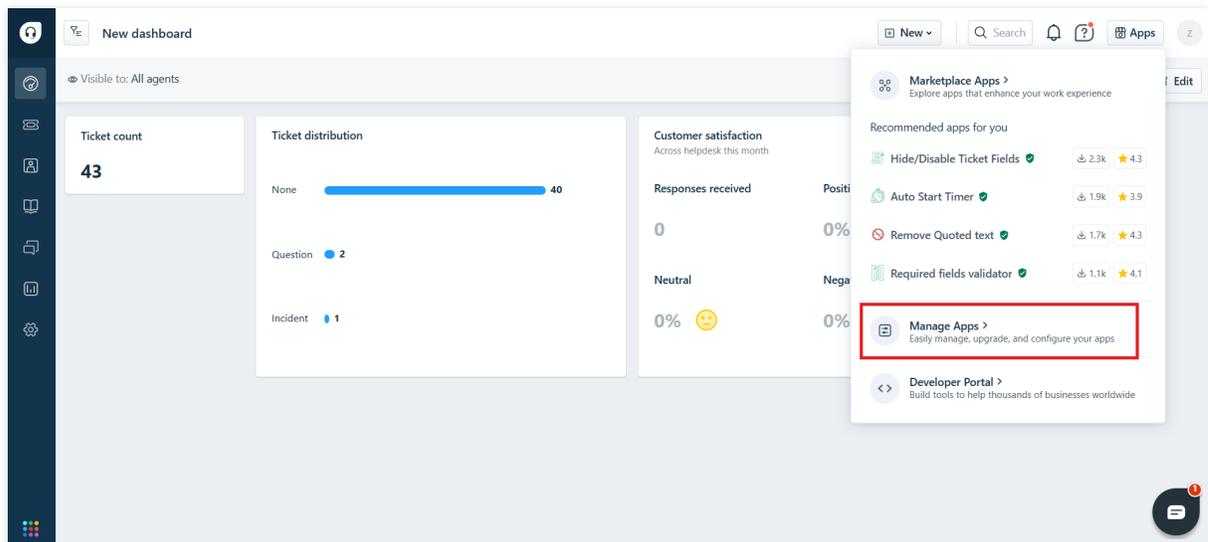
- 1 Review this User Guide** – ensure that all steps in the integration guide have been followed correctly.
- 2 Visit AnyDesk Help Center** – check the [Help Center](#) for common issues and FAQs.
- 3 Verify System Status** – visit the [AnyDesk Status](#) page to confirm there are no ongoing service 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 indicating that AnyDesk authorization has failed, or if agents are unable to access the integration, follow the outlined steps to resolve the issue.

To reauthorize AnyDesk:

- 1** Open your Freshdesk organization and in the upper right corner, click **Apps** and then select **Manage Apps**.



- 2 Click **Installed Apps** and select **AnyDesk**.
- 3 Go to **Settings** and from the drop-down menu, select **Reauthorize**.

If this issue persists:

- 1 Generate a new secret key in [my.anydesk II](#) by following the [Step 2. Configure your AnyDesk account](#).
- 2 Navigate to the AnyDesk **Configuration** page and paste the secret key into the **Client Secret** field.
- 3 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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