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Freshservice - Azure DevOps connector



Updated 2 months ago by Srinivas Thippireddy

🗨 Freshservice AzureDevOps Visual Studio Connector (Connect Freshservice Visual studio AzureDevOps)

Freshservice Visual studio AzureDevOps

Freshservice Integration – Visual Studio – AzureDevOps

Connect your customer support software Freshservice and development teams using Visual Studio, VSTS, AzureDevOps.

Installation Procedure for Freshservice Visual studio AzureDevOps.

- Go on to your Admin page in Freshservice.
- Under Help-desk Productivity click on Apps.
- Click on “Get More Apps”. Search for “ Freshservice – Azure DevOps (VSTS) INTEGRATION” and click on Install to go to your app configuration page.

Freshservice - Azure DevOps Integration

Settings

Freshservice Domain	Vsts/Azure DevOps Account URL
<input type="text" value="integratecloudhelp"/>	<input type="text" value="aspnetdevelopergoyal"/>
Freshservice API Key	Vsts Token
<input type="text" value="Enter freshservice api key"/> Help?	<input type="text" value="Enter VSTS/Azure DevOps Token"/> Help?
<input type="button" value="VALIDATE"/>	

Enter the Account URL as:

<https://dev.azure.com/{account}>
or
<https://{account}.visualstudio.com>

Help Articles

[Freshservice Authentication Help](#)
or
[VSTS/Azure DevOps Authentication Help](#)

Freshservice and VSTS Credentials

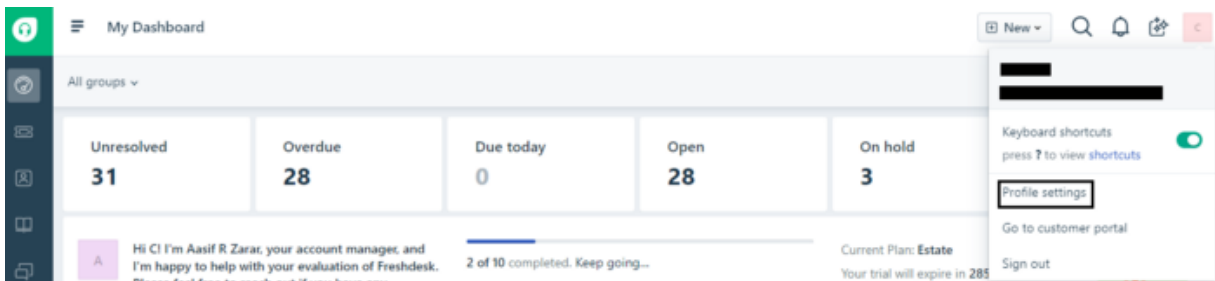
For E.g.: – Freshservice Domain: – integratecloudhelp

Only the domain name can be Individual Name or users Company Name.

For Freshservice API Key: – As below.

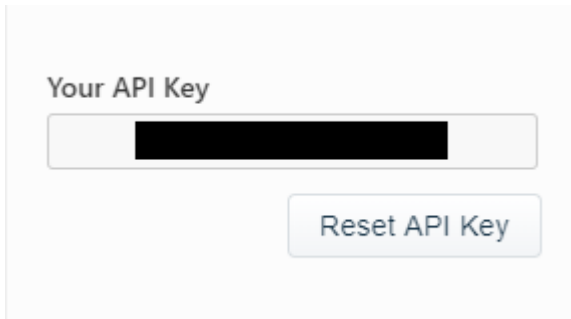
- 1 Login into your Freshservice Account.

Click on the Right side Icon – – – – -> Profile Settings.



Freshservice Profile Setting.

- 2 On the Right Side of the Page user can see “Your API Key”.



Freshservice API Key

That the Key user will use above to validate.

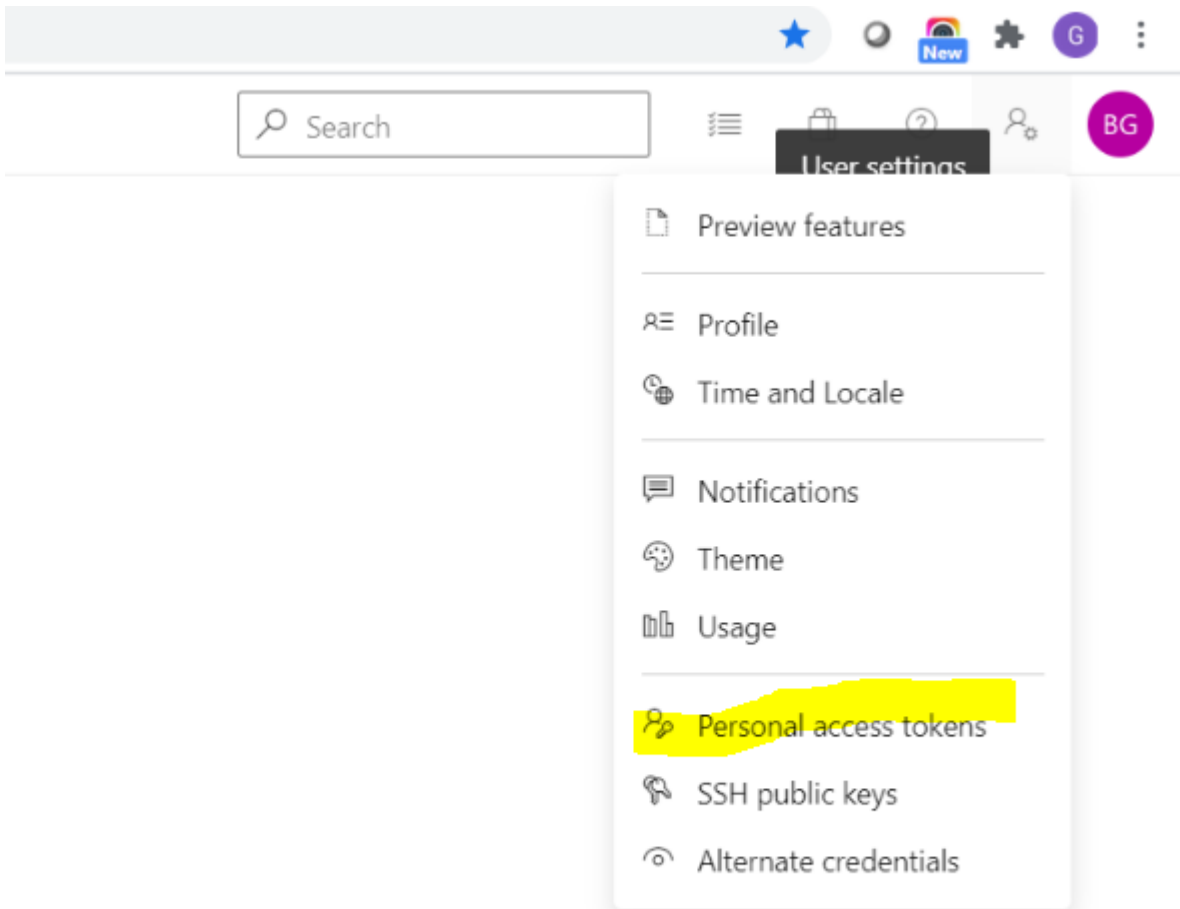
VSTS Account: – aspnetdevelopergoyal

Only the domain name can be Individual Name or users Company Name.

For VSTS Token: – As below.

In order to use the VSTS app on Freshservice user need to create a token password for each user that user need to grant access to your VSTS Account.

- 1 Clicking on the **personal access token** button on your VSTS account



Redirecting to VSTS Security

- 2 User must click on **New Token** button as show below:

Personal Access Tokens				
These can be used instead of a password for applications like Git or can be passed in the authorization header to access REST APIs				
+ New Token				Active
Token name ↓	Status	Organization	Expires on ↓	
test2 Full access	● Active	aspnetdevelopergoyal	5/31/2021	<input type="checkbox"/>
Freshservice Full access	● Active	aspnetdevelopergoyal	7/25/2020	<input type="checkbox"/>
Test GO Full access	● Active	aspnetdevelopergoyal	4/26/2021	<input type="checkbox"/>

Re directing to Personal Access Tokens.

- 3 . Next step is to set the token name, expiration time and the VSTS account that the app will use to impersonate the access. Token name can be set whatever makes more sense to you. Is good to set the expiration date to something long, like a year, if you don't wish to repeat the process very often.

Create a new personal access token ✕

Name
Freshservice DevOps Integration

Organization
aspnetdevelopergoyal

Expiration (UTC)
90 days 10/4/2020

Scopes
Authorize the scope of access associated with this token
Scopes Full access
 Custom defined

Agent Pools
Manage agent pools and agents
 Read Read & manage

Analytics
Read data from the analytics service
 Read

Auditing

[Show less scopes](#)

Creating a Personal Accesses Token.

- 4 Finally User need to select the minimum scopes in order to make full use of the app. These are the **Project and Team** and **Work Items**.

90 days ▼
10/4/2020 📅

Scopes
 Authorize the scope of access associated with this token
 Scopes Full access
 Custom defined

Work Items
 Work items, queries, backlogs, plans, and metadata

Read Read & write Read, write, & manage

Packaging
 Create, read, update, and delete feeds and packages

Read Read & write Read, write, & manage

Project and Team
 Create, read, update, and delete

Read Read & write Read, write, & manage

Tokens
 Read, update, and revoke

Read & manage

User Profile
 Write to profile

Read Read & write

Variable Groups

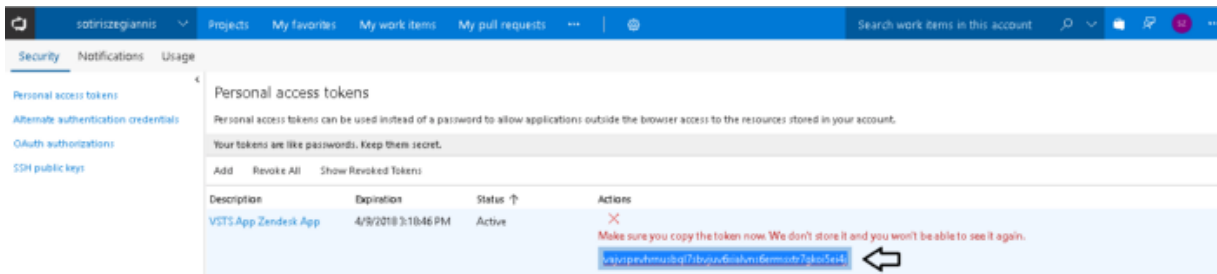
Selecting the Minimum Scopes to use of the App

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Freshservice Visual studio AzureDevops

- 5 Once the token has been created User need to save the password somewhere locally on computer in order to use it later during authorization inside the

Freshservice App.



Displaying Token.

After Clicking on Validation if details are correct User will get message as “App validated successfully. Click on install to install the app.”

The Credentials user is going to use to validate in above step is going to be used. No further configurations will be required.

Step 6. After the installation is completed user will be able to see the Freshservice Visual studio AzureDevops.

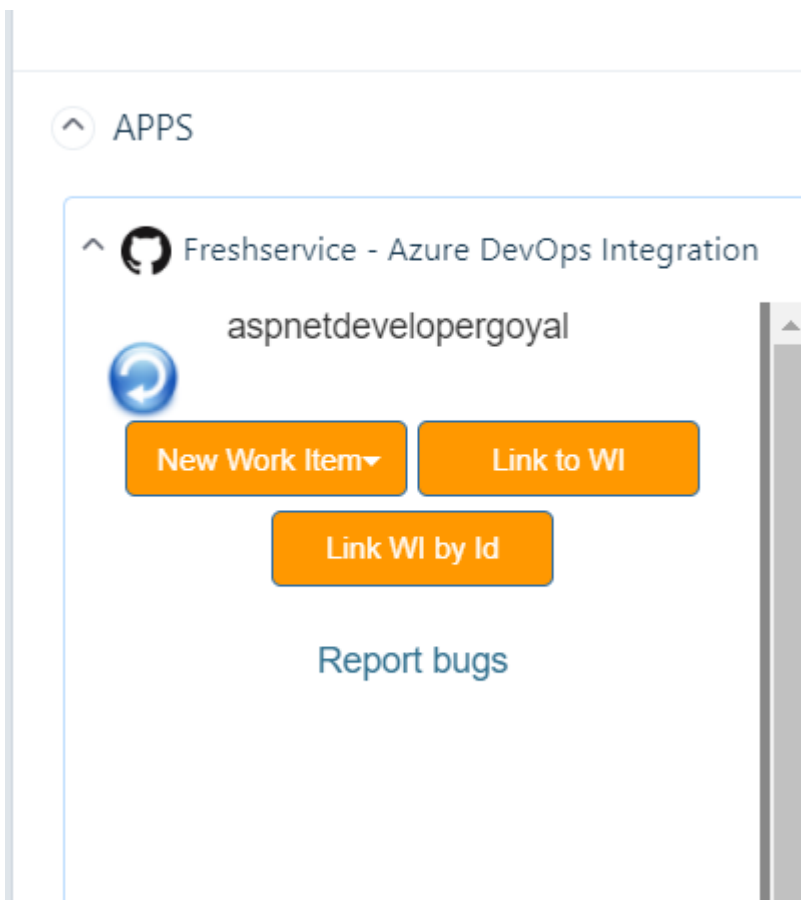
Know How to Use Freshservice Visual studio AzureDevops:

Freshservice AzureDevops Visual studio connector (Connect Freshservice Visual studio AzureDevops)

Freshservice Visual studio AzureDevops

In the app we have 3 Options.

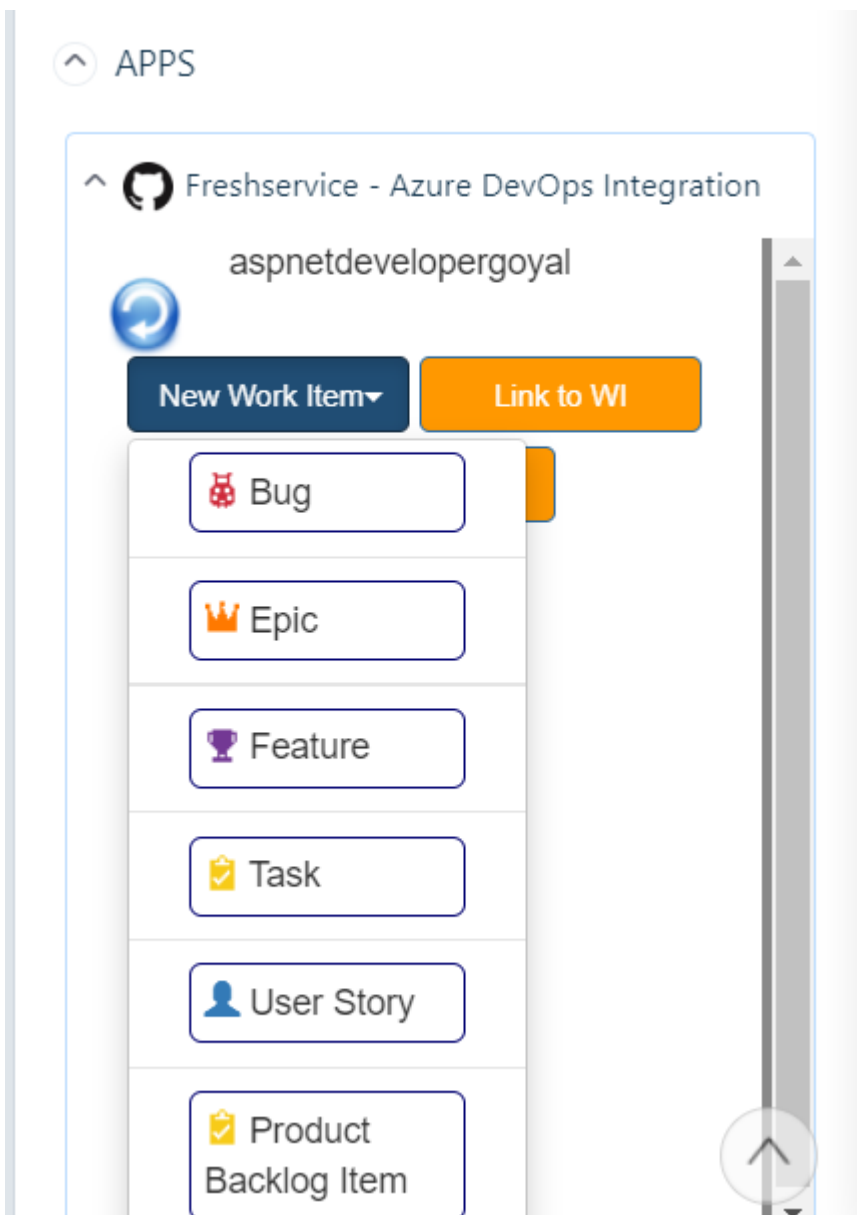
- 1 New Work Items which contains Bug, Epic, Feature, Task and User Story.
- 2 Link to Work Item.
- 3 Notify.



Freshservice AzureDevops Visual Studio Integration

How to create Bug in VSTS/Azure DevOps from Freshservice.

- Click on Bug to create a new Bug in Freshservice Visual studio Azure DevOps.



Freshservice VSTS Bug Creation

- Add in all the necessary details like Project, Priority, Acceptance Criteria, Custom Fields (if required) etc.

Bug creation

Title
Test Freshdesk VSTS Connector.

Project
MyFirstProject

Area

Priority
4

Iteration

- Iteration 1
- Iteration 2
- Iteration 3

Description
Testing Freshdesk VSTS Connector.

Adding Details for creating Bug

- After Clicking on Create Bug button User will receive a message “Work item has been created successfully”.

Description
Testing Freshdesk VSTS Connector.

Acceptance Criteria

Found in build

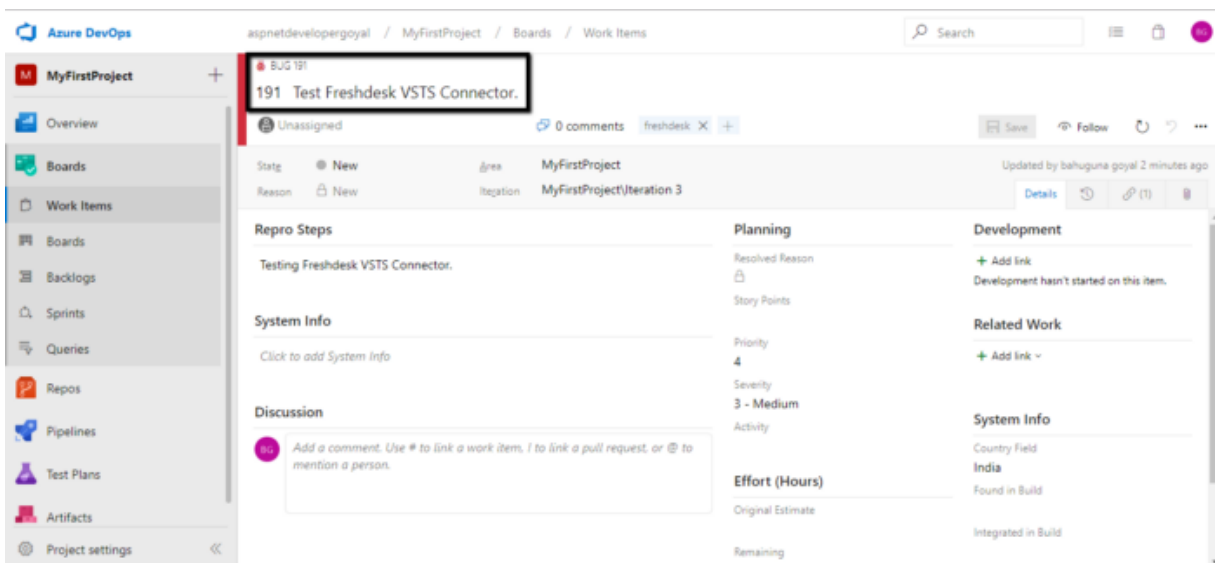
Custom Fields

Country Field
India

Work item #191 has been created successfully

Bug Successfully Created

- As User Clicks on the Work Item Number User will be redirected to the Visual studio Azure DevOps Work Item Number.



Bug in Azure DevOps

- In the same simple manner User can create Feature Epic & Task just by adding required info.

Link to Work Item.

- Users can link One Work Items.

Link WorkItem

Project
MyFirstProject

Area

WorkItems
190-Test

Link

Link Work Item

- When User Clicks on Link button User will see below “Work item has linked successfully.”

Link WorkItem

Project
MyFirstProject

Area

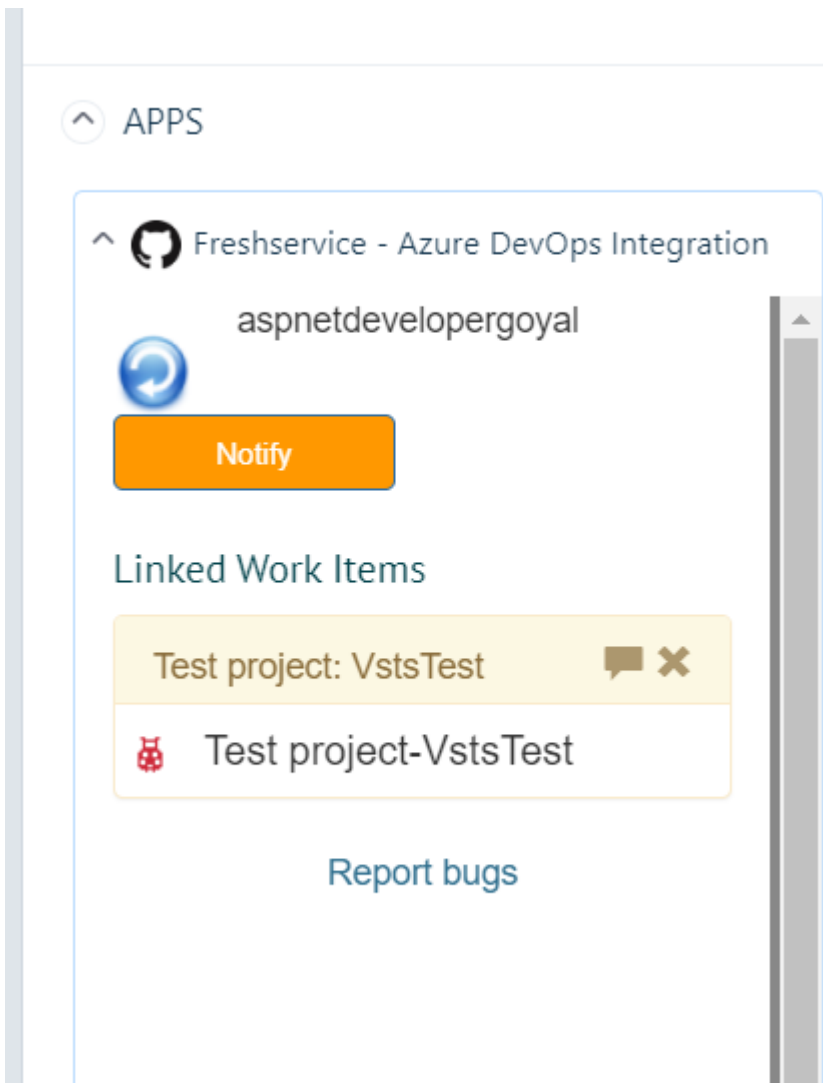
WorkItems
190-Test

Link

Work item has been linked successfully

Work Item Linked Successfully

- Work Item can be seen linked in the App.



Work Items Link

Notify.

- User can Notify by using the Notify options in the App.

Post a message in the WorkItem's discussion

Project**WorkItems****Message**

Notify from Freshservice to VSTS

- After User Click on Send User gets the following message below “Message has been posted successfully”

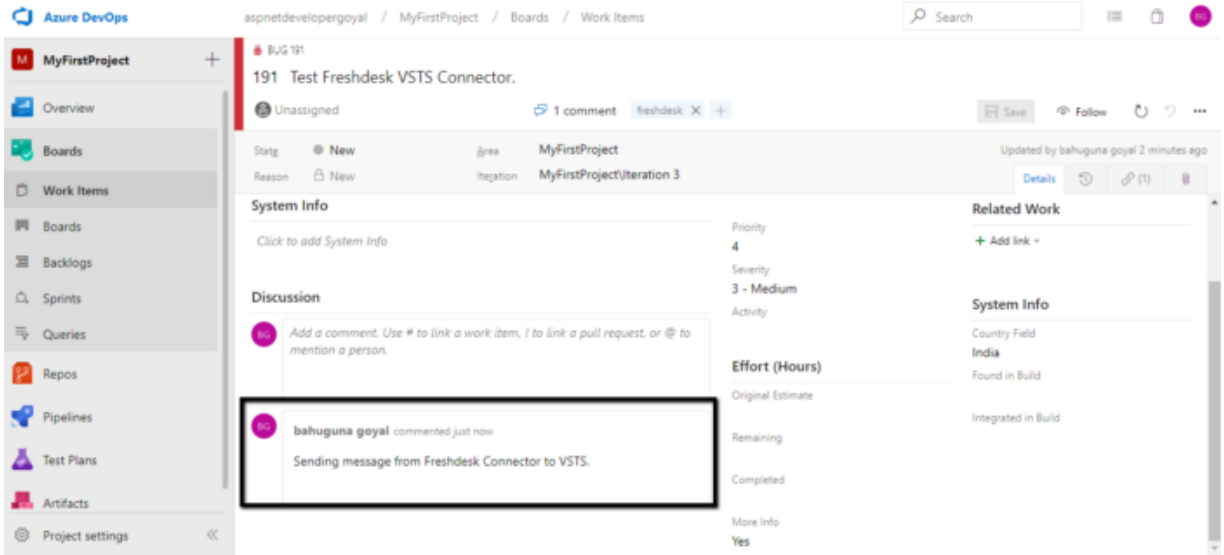
Post a message in the WorkItem's discussion

Project**WorkItems****Message**

Message has been posted successfully

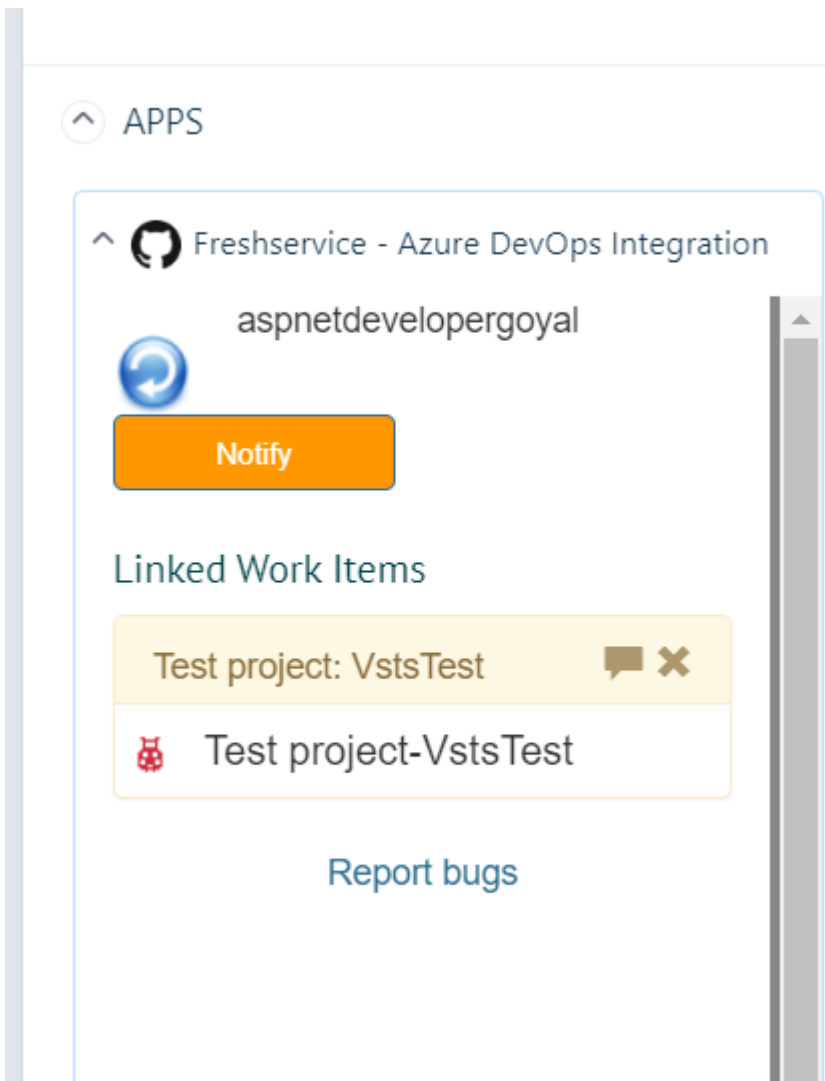
Message Posted Successfully

- Notification in AzureDevops from Freshservic App.



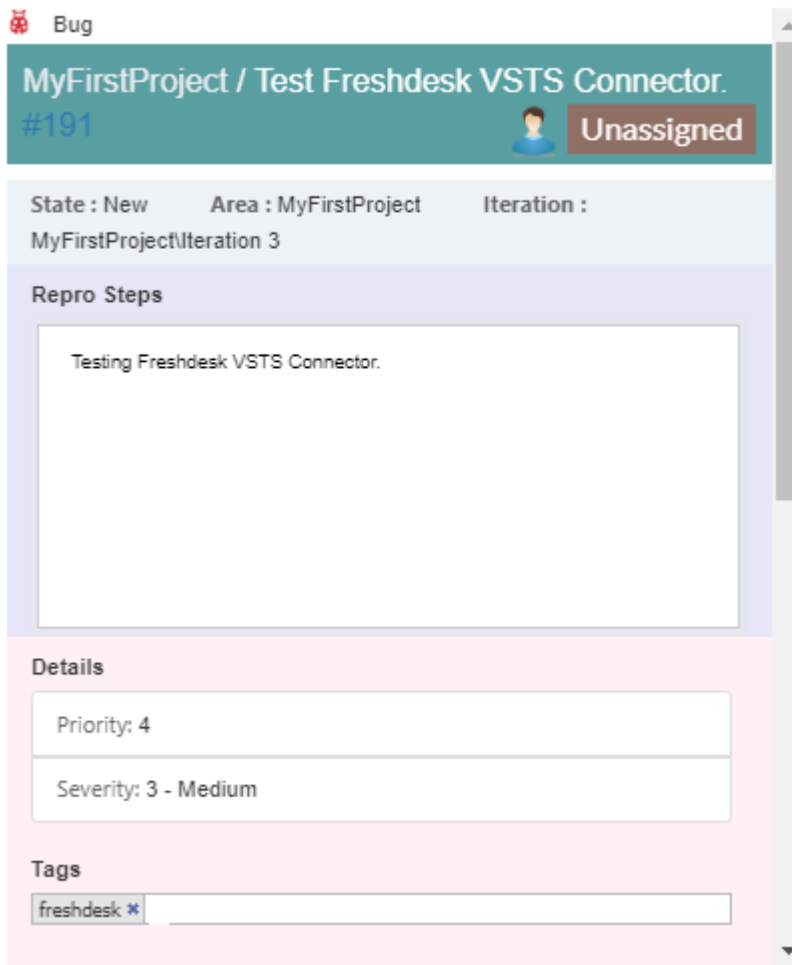
Notification in Azure DevOps

- Give your customer support team easy access to the information they need using the Show Work Item Comment History Icon.



Work Item Comment History

- See details about work items linked to a Freshservice ticket, including Current State, Area, Priority etc.



The screenshot shows a Freshdesk bug ticket interface. At the top, it says "Bug" with a red bug icon. Below that, the title is "MyFirstProject / Test Freshdesk VSTS Connector." with the ID "#191" and a status of "Unassigned". The ticket is categorized as "State : New", "Area : MyFirstProject", and "Iteration : MyFirstProjectIteration 3". The "Repro Steps" section contains the text "Testing Freshdesk VSTS Connector.". The "Details" section shows "Priority: 4" and "Severity: 3 - Medium". The "Tags" section has a tag "freshdesk *".

Comment Details

- To install the app please click on the following:

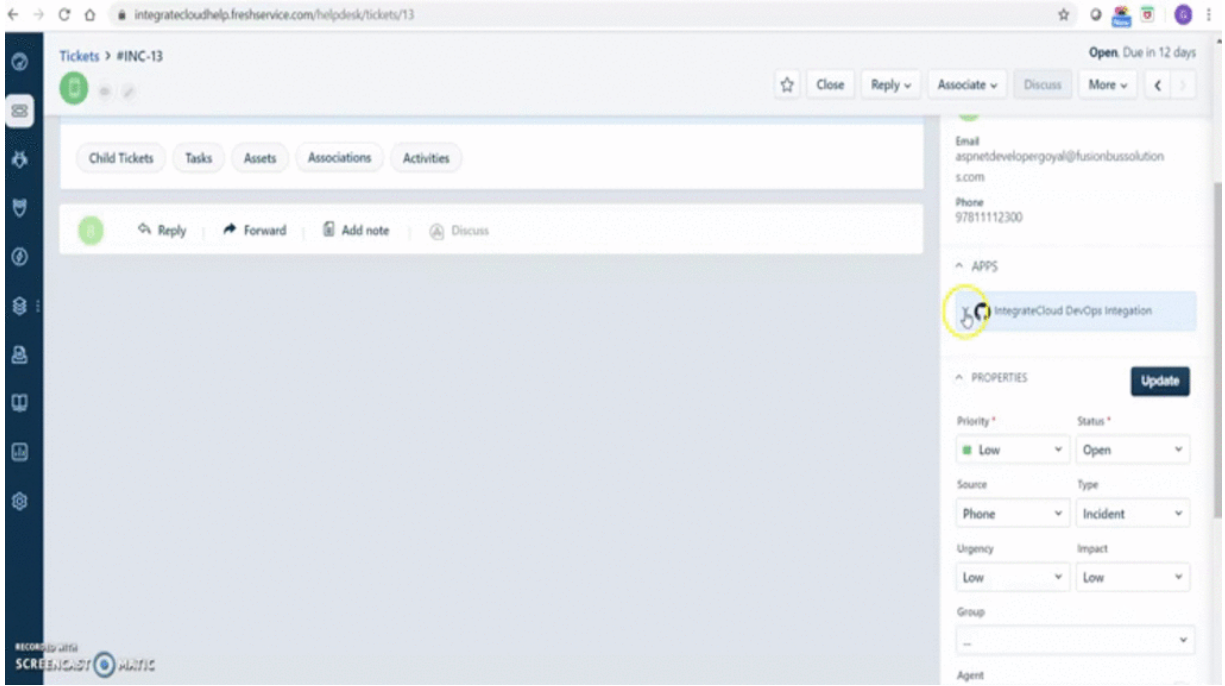
Freshservice AzureDevops Visual Studio Integration

Install from here

https://www.freshworks.com/apps/freshservice/freshservice_-_azure_devops_integration/

Use Freshservice Visual Studio Integration or Freshservice AzureDevops or Freshservice VSTS using IntegrateCloud connector. See the App in action.

Freshservice Visual studio AzureDevops



Freshservice Visual Studio AzureDevops

HOW DID WE DO?



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