Freshdesk bot runbook

# Updating manual pdfs

1. Login to the Azure portal with the Spur tenant
2. Open the **freshdeskpdfs** storage account and go into the **extrapdfs** container
3. Add, update, and remove files
4. In Azure, go into the **freshdesk-search** search service and open the indexer **extrapdfs-indexer**
5. Reset the indexer
6. Run the indexer