Freshworks CRM node documentation

# Freshworks CRM node#

Use the Freshworks CRM node to automate work in Freshworks CRM, and integrate Freshworks CRM with other applications. n8n has built-in support for a wide range of Freshworks CRM features, including creating, updating, deleting, and retrieve, accounts, appointments, contacts, deals, notes, sales activity and more.

On this page, you'll find a list of operations the Freshworks CRM node supports and links to more resources.

Credentials

Refer to Freshworks CRM credentials for guidance on setting up authentication.

## Operations#

• Account  
Create an account  
Delete an account  
Retrieve an account  
Retrieve all accounts  
Update an account

• Create an account

• Delete an account

• Retrieve an account

• Retrieve all accounts

• Update an account

• Appointment  
Create an appointment  
Delete an appointment  
Retrieve an appointment  
Retrieve all appointments  
Update an appointment

• Create an appointment

• Delete an appointment

• Retrieve an appointment

• Retrieve all appointments

• Update an appointment

• Contact  
Create a contact  
Delete a contact  
Retrieve a contact  
Retrieve all contacts  
Update a contact

• Create a contact

• Delete a contact

• Retrieve a contact

• Retrieve all contacts

• Update a contact

• Deal  
Create a deal  
Delete a deal  
Retrieve a deal  
Retrieve all deals  
Update a deal

• Create a deal

• Delete a deal

• Retrieve a deal

• Retrieve all deals

• Update a deal

• Note  
Create a note  
Delete a note  
Update a note

• Create a note

• Delete a note

• Update a note

• Sales Activity  
Retrieve a sales activity  
Retrieve all sales activities

• Retrieve a sales activity

• Retrieve all sales activities

• Task  
Create a task  
Delete a task  
Retrieve a task  
Retrieve all tasks  
Update a task

• Create a task

• Delete a task

• Retrieve a task

• Retrieve all tasks

• Update a task

## Templates and examples#

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## What to do if your operation isn't supported#

If this node doesn't support the operation you want to do, you can use the HTTP Request node to call the service's API.

You can use the credential you created for this service in the HTTP Request node:

• In the HTTP Request node, select Authentication > Predefined Credential Type.

• Select the service you want to connect to.

• Select your credential.

Refer to Custom API operations for more information.