1. **How does the mapping work for a fresh setup, i mean when the “integrations.freshdesk / integrations.zendesk/ integrations.salesforce” is null/undefined?**

For all integrations (FD/ZD/SF) some default mappings must exist.(for eg:- Email tag of CC to Email field of fresh desk)

For fresh desk  the default mappings are email, subject, mobile, description, name so whenever integrations.freshdesk is null these fields will be inserted through a web api call from FDSettings page.

For inserting mappings we are using **"[/api/UserData/](https://www.getcloudcherry.com/explore/" \l "!/CloudAPI/CloudAPI_SetUserData" \t "_blank)" integrations.freshdesk as key**

1. **What happens if there is no API key generated in CC?** –

The FD.component.ts Component accepts an input of APIKey which is passed as input parameter from parent component it is a compulsory parameter. We are not handling it in FD.component.ts (same for ZenDesk and SalesForce)

1. **Pagination for FD/SF/ZD**

For all integrations we are using client side paging

1. **When can i say that an user has successfully integrated with Freshdesk/SalesForce/Zendesk ? How does the parent component know ?**   
     
    We can say a user is successfully integrated with Freshdesk when the said user satisfies below two  
             a. integrations. (freshdesk/salesforce/zendesk) must not be null or undefined means the Field mappings must exist.  
             b. Notification needs to be created under notification with APIPOSTURL which points to web api which accepts the response and creates a ticket in FD/SF/ZD.

If the above two are there then we can say a user is successfully integrated with Freshdesk.

**Case:- 1. When the user is new**

1. In this case if a user is coming to (FreshDesk/Salesforce/Zendesk) page, he doesn't setup anything and our api call "GET /api/UserData/{key}" (key will be integrations. (freshdesk/salesforce/zendesk) will return null,  which is passed from the parent component to FDSettings/SFSettings/ZDSettings as input [CCMappings]="null",  means he does not have done any integration with Freshdesk/Salesforce/Zendesk.

If he has done any mappings the integrations.freshdesk would retrun below json (same will be there for Salesforce/zendesk)



1. Unless all the parameters of respective integrations are filled i.e.; for eg:- for Freshdesk Freshdesk admin APIKey, Freshdesk Domain are entered and they are valid then only the default mappings are inserted through hosted service.
2. The User can add more mappings if he needs, all the mappings will be sent as output to the parent component using (PostIntegration) which will be in JSON this needs to be caught in

parent component as below (This same for all integrations SF/FD/ZD)

*PostIntegrationData(event) {*

*this.Tagmapping = event.mapping;*

*this.CurrentIntegrationKey = event.value;*

*}*

*then*

*"this.Tagmapping" will contain all the JSON of field mappings*

*"this.CurrentIntegrationKey" will contain integrations.freshdesk*

*on the update click of parent component You can just call "POST UserData API" in parent component with the above details key as "this.CurrentIntegrationKey" , body will be "this.Tagmapping"*

**Case:- 2. When the user exists and already have done FD/SF/ZD integration.**

1. In this case if a user is coming to integrations (Freshdesk/Salesforce/Zendesk) page our api call "GET /api/UserData/{key}" key will be integrations.(freshdesk/salesforce/zendesk)
2. will return the JSON which is passed from the parent component to either FDSettings/SFSettings/ZDSettings as input [CCMappings]="Json returned by UserData api".

For e.g.:- Freshdesk

1. Freshdesk admin APIKey, Freshdesk Domain , connect button will be disabled
2. Mappings are loaded in table format.