June 2022

FDK 8.4.0: Previously, due to a minor bug, when iparams were used to construct the manifest.json > whitelisted-domains values, the values were not being constructed appropriately. This has been fixed and URL type iparams, which are used in whitelisted-domains, are successfully substituted with appropriate values. For the valid format of specifying whitelisted-domains, when using iparams, see App Manifest.

Previously, the comparison mechanism to verify if a request URL is whitelisted in the manifest was such that even if the hostnames matched there were errors displayed due to a strict string comparison. This has been fixed.

Previously, if whitelisted-domains had a local host listed, the domains listed after the local host were not verified for errors. This has been fixed and appropriate error messages are displayed if any of the whitelisted-domains values are not valid.

FDK 8.3.3: Minor engineering enhancements have been made.

FDK 8.3.2: The FDK has been enhanced to ensure that the sensitive iparams retrieved through request methods are secure. If secure iparams are used in the request body or URL, the values for these iparams are not substituted and an error is displayed. For more information, see Request method.

[Applicable only for Freshdesk] Using Freshdesk's portal customization feature, organizations that use Freshdesk can configure and deploy a Customer Support Portal. With the FDK 7.5.0 release, the FDK was upgraded to enable building apps (securely) for end-users who visit the Customer Support Portal. Now, the documentation has been updated with information on how to build such apps. See Build secure end-user apps.

May 2022

FDK 8.3.1: Minor engineering enhancements have been made.

FDK 8.3.0: Known issues and minor bugs have been fixed.

April 2022

FDK 8.2.0: Known issues and minor bugs have been fixed.

FDK 8.1.1: Known issues and minor bugs have been fixed.

FDK 8.1.0: The FDK has been updated to manage app dependencies efficiently. During the Freshworks CLI installation, ensure to use an appropriate npm version (the version shipped with the Node.js that you are using) instead of other npm versions or other package managers such as yarn. For information on supported Node versions, see FDK and compatible Node.js versions.

FDK 8.0.1: Support has been added to enable the use of ES2020 features when building back-end/serverless apps.

FDK 8.0.0: The developer platform has been upgraded to run published apps on Node.js version 14. FDK 8.0.0 contains the corresponding changes to support app creation, testing, validation, and packing in a local developer environment that is based on Node.js 14. Support for Node.js 12.xx will be deprecated shortly. Ensure to migrate to FDK 8.0.0 before the deprecation. For any migration related information, see Migration overview.

Support has been added to enable the use of ES2020 features when building front-end apps.

March 2022

FDK 7.5.1: Known issues and minor bugs have been fixed.

[Applicable only for Freshdesk] **FDK 7.5.0**: Using Freshdesk's portal customization feature, organizations that use Freshdesk can configure and deploy a Customer Support Portal. The FDK has been upgraded to enable building apps (securely) for website visitors who visit the Customer Support Portal. For information on how to build such apps, see Build secure end-user apps.

[Applicable only for Freshdesk] **FDK 7.4.2**: The Entity storage - Custom Objects feature is available only for certain Freshworks' products (currently, Freshdesk). In this FDK version, support has been added to ensure that only apps built for these products can use the Entity storage - Custom Objects.

February 2022

FDK 7.4.1: Known issues and minor bugs have been fixed.

FDK 7.4.0: In the near term, after you update your FDK to the latest version, a link to the changelog that details the modifications in the current version over the previous version will be displayed. In this FDK release, a placeholder for the changelog link has been added.

--skip-update-check: This root command option has been added to prevent the FDK from checking for version updates, when the Freshworks CLI commands are run. For more information, see the version update lifecycle.

[Applicable only for Freshsales Suite] The App Management Portal (AMP) / Apps gallery that can be accessed through Admin > Support Operations > Apps has been enhanced to provide a better user experience. For information on the different types of apps and how to submit an app through the new AMP, see App submission process.

December 2021

[Applicable only for Freshdesk] **FDK 7.3 - General Availability release of the Custom Objects feature**: Freshworks customers have real-world data modeling requirements, all of which cannot be met by a product's native objects. The products offer custom fields to extend the existing native objects. At times, customers need entities that are related to native objects but do not exist within the product. Custom objects help meet this requirement.

Entity storage capability: For a long time now, the developer platform has supported only key-value storage. As part of the custom objects functionality, the developer platform has been

enhanced to offer entity storage. Entity storage helps provide capabilities such as reporting and aggregation of stored data, look up, retrieval, and usage of relational information, querying on stored data, and so on.

In this FDK version, support has been added to enable building apps that use custom objects and the developer platform's entity storage capability. You can build apps that use custom objects and submit the apps as a Freshworks app or Custom app. For information on how to build an app that uses custom objects, see Entity storage - Custom Objects.

FDK 7.1.2, **FDK 7.2.0**, and **FDK 7.2.1**: Known issues and minor bugs have been fixed.

FDK 7.1.1: Support framework for the upcoming Custom Objects feature has been included and minor bugs in the framework have been fixed.

FDK 7.1.0: Known issues and minor bugs have been fixed.

September 2021

FDK 7.0.1: Support has been added to enable the use of ES6+ (ES2018) features when building front-end apps. This enables using ES6+ constructs such as async/await.

FDK 7.0.0: The developer platform has been upgraded to run published apps on Node.js version 12.22.xx. FDK 7.0.0 contains the corresponding changes to support app creation, testing, validation, and packing in a local developer environment that is based on Node.js 12.22.xx. Support for Node.js 10.xx has been deprecated.

To enable the FDK to validate that the appropriate node and FDK versions are used, an attribute - engines - has been provided in manifest.json. When developers use FDK 7.0.0 to create an app, the engines value is auto-populated. When developers validate existing apps that were built by using the earlier versions of the FDK, the FDK prompts developers to update manifest.json. For information on the steps involved in app validation, see Validate. For more information on the engines attribute, see App Manifest.

Support has been added to enable the use of ES6+ (ES2018) features when building back-end/serverless apps. This enables using ES6+ constructs such as async/await.

FDK 6.13.1 and **FDK 6.13.2**: Known issues and minor bugs have been fixed.

FDK 6.13.0: As part of our ongoing initiatives that enable developers to build secure apps, the app development platform has been upgraded. The latest platform version is 2.2. When building apps on the latest platform version,

1. Ensure that all SMI functions/methods, defined in the serverless component of an SMI app, are registered (allow listed) in the app manifest. To enable this, a new attribute (functions) has been introduced in manifest.json. The functions attribute also contains a provision to specify function-based app execution timeouts for an SMI app.

2. Ensure that all events defined in the server.js file of a serverless app and the corresponding callback methods are registered in manifest.json. To enable this, an attribute (events) has been introduced in manifest.json.

For more information, see App Manifest, Severless - Overview, and Server Method Invocation.

FDK 6.12.0: Known issues and minor bugs have been fixed.

July 2021

[Applicable only for Freshdesk] FDK 6.11.1: The actor attribute has been added to the event-specific payloads of the following product events, to enable building solutions based on the entity who triggers the event: onContactCreate, onContactUpdate, onConversationCreate, onTicketCreate, and onTicketUpdate.

[Applicable only for Freshdesk] The App Management Portal (AMP) / Apps gallery that can be accessed through Admin > Support Operations > Apps has been enhanced to provide a better user experience. For information on the different types of apps and how to submit an app through the new AMP, see App submission process.

May 2021

FDK 6.11.0: The FDK has been enhanced to ensure that all Request method calls to third-party domains are secure. This is achieved through domain whitelisting. For more information, see App Manifest.

FDK 6.9.8, **FDK 6.9.9**, and **6.10.0**: Known issues and minor bugs have been fixed.

[Applicable only for Freshsales Suite] **End-to-end testing**: A mechanism to test the lifecycle events of locally running apps, without having to use a custom UI, has been introduced. For more information, see End-to-End Testing.

March 2021

FDK 6.9.6 and **6.9.7**: Known issues and minor bugs have been fixed.

January 2021

6.9.5: Known issues and minor bugs have been fixed.

December 2020

FDK 6.9.0, **6.9.1**, **6.9.2**, **6.9.3**, and **6.9.4**: Known issues and minor bugs have been fixed.

FDK 6.8.0: Known issues and minor bugs have been fixed.

October 2020

FDK 6.7.0, **6.7.1**, and **6.7.2**: Known issues and minor bugs have been fixed.

[Applicable only for Freshdesk] The cti.triggerDialer event method has been added.

The following changelogs are applicable only for Freshdesk and Freshsales Classic

September 2020

FDK 6.6.1, **6.6.2**, and **6.6.3**: Known issues and minor bugs have been fixed.

FDK 6.5.5, **6.5.6**, and **6.6.0**: Known issues and minor bugs have been fixed.

July 2020

[Applicable only for Freshdesk] The following Interface methods have been added for fields on the Edit contact details window and CONTACT DETAILS pane (requestor widget) of the Ticket Details page, Edit contact window of the Contact Details page, and Edit contact window of the Contact List page.

- hide field
- show field
- disable field
- enable field

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iparams callback functionality: A new feature to invoke a callback function when an event associated with an iparam occurs has been added. This feature enables making an installation page dynamic.

June 2020

[Applicable only for Freshdesk] Support has been added for running apps in the background when the Company Details and Company List pages are loaded.

[Applicable only for Freshdesk] The following Interface methods have been added for fields on the Company Details page and the Edit company window of the Company List page.

- hide
- show
- disable
- enable

FDK v6.5.4: Known issues and bugs have been fixed.

FDK v6.5.3: Known issues and bugs have been fixed.

FDK v6.5.2: Support has been added for a new iparams attribute, visible, that enables displaying or hiding an iparam on the installation page.

FDK v6.5.1: Support has been added to detect sensitive iparams when running the fdk validate and fdk pack commands and display a warning to mark them as secure.

FDK v6.5.0: Known issues and bugs have been fixed.

FDK v6.4.0: Known issues and bugs have been fixed.

[Applicable only for Freshsales classic] Support has been added for the full page app placeholder.

May 2020

FDK v6.3.2: Known issues and bugs have been fixed.

April 2020

As part of CLI v6.3.1, the OAuth refresh token handler has been enhanced to use appropriate refresh tokens to retrieve access tokens. At times, third-party resource providers do not issue new refresh tokens as part of their refresh strategy. The handler uses the old refresh token in such cases.

As part of CLI v6.3.0, the FDK has been enhanced to include a testing framework (beta) that enables creating automated unit tests for serverless apps. The framework uses the popular mochaV5. For information on how to write and run tests, see the Testing Framework documentation.

As part of CLI v6.2.7, the --fix option has been added to the validate command, to enable auto-fixing certain lint errors.

As part of CLI v6.2.6, some FDK bugs have been fixed.

As part of CLI v6.2.5, some FDK bugs have been fixed.

As part of CLI v6.2.4, the FDK has been updated to load static resources over HTTPS, by default.

March 2020

We have added the Show Missed Calls and Hide Missed Calls methods for the Global CTI location.

As part of CLI v6.2.2, we have added fixes for number of bugs.

February 2020

We have documented Lint validations which happen when running the fdk validate and fdk pack commands on an app.

As part of CLI v6.1.1, we have added support for two new types of installation parameters, domain and api_key, to validate the domain name and API key specified for a product, during app installation.

To accommodate the changes in Chrome 79 and higher versions, where HTTPS pages only load secure subresources, the app testing process has been modified. According to the latest Chrome release notes, HTTPS pages will only be able to load secure subresources, with changes from Chrome 79 to Chrome 81.

January 2020

The following enhancements have been made:

- In Request method, added new options, maxAttempts and retryDelay, and a new attribute, attempts.
- You can test external events on your computer using ngrok.

As part of CLI v6.0.1,

- You need to uninstall the previous CLI version by using the npm uninstall fdk -g command and install the latest CLI version.
- When testing scheduled events on your computer, the schedules will be triggered at the specified time and frequency after they are created or updated.

As part of CLI v6.0.0, added support for Node 10.x. Support for Node 8.10.x has been deprecated.

December 2019

As part of CLI v5.4.0, the iparam_test_data.json file has been deprecated. Before testing the app, navigate to http://localhost:10001/custom_configs and enter appropriate values for the configured installation parameters.

As part of CLI v5.3.0, added fixes for a number of minor bugs.

November 2019

As part of CLI v5.2.8, you can add external assets, such as .css and .js, in the config/assets folder to render the Custom Installation page.

As part of CLI v5.2.6, added fixes for a number of minor bugs.

October 2019

As part of CLI v5.2.5, added fixes for a number of minor bugs.

As part of CLI v5.2.4, added fixes for a number of minor bugs.

September 2019

As part of CLI v5.2.1, added fixes for a number of minor bugs.

As part of CLI v5.1.0, added fixes for a number of minor bugs.

August 2019

[Applicable only for Freshsales classic] Added support for the following serverless events:

- onContactCreate
- onContactUpdate
- onDealCreate
- onDealUpdate
- onLeadCreate
- onLeadUpdate
- onSalesAccountCreate
- onSalesAccountUpdate
- onCustomModuleCreate
- onCustomModuleUpdate

July 2019

As part of CLI v5.0.10, Request method now supports text/javascript content type.

As part of CLI v5.0.9, added fixes for a number of minor bugs.

June 2019

As part of CLI v5.0.8, the README.md file, describing app features and working, can now be packed in the app zip file.

As part of CLI v5.0.7, added fixes for a number of minor bugs.

[Applicable only for Freshdesk] The following methods were added to the Ticket Details page:

- Hide Mark as Spam Option
- Set Note Options
- Set Note Type
- Set Notify to Field
- Hide Edit Option in Notes
- Show Edit Option in Notes

[Applicable only for Freshdesk] Tags, a new element with hide, show, enable, and disable properties, was added to the Ticket Details page methods.

[Applicable only for Freshdesk] A new attribute, abilities, was added to the Global Data methods.

[Applicable only for Freshdesk] A new Events method, ticket.fromChanged, was added to the New Email page.

As part of CLI v5.0.6, added fixes for a number of minor bugs.

May 2019

As part of CLI v5.0.4, you can now detect bugs in your app caused by improperly assigned variables.

As part of CLI v5.0.3, added fixes for a number of minor bugs.

As part of CLI v5.0.2, added fixes for a number of minor bugs.

April 2019

The new CLI v5.0.0 adds support for Node 8.10.x. For more information, see Moving on to Node.js 8.

As part of CLI v4.9.5, added fixes for a number of minor bugs.

March 2019

The new CLI v4.9.2 adds support for fdk generate.

February 2019

As part of CLI v4.8.0, added fixes for a number of minor bugs.

January 2019

Requests from apps can now be received from predetermined IP ranges.

[Applicable only for Freshdesk] The following serverless events were added:

- Company Create
- Company Update
- Company Delete

[Applicable only for Freshsales classic] The new CLI v4.0.0 adds support for Serverless apps with the following events/feature.

- App Setup Events
- External Events
- Scheduled Events
- Server Method Invocation

The following changelogs are applicable only for Freshdesk

December 2018

Merry Christmas! Added support for the following Time Entry serverless events:

- Time Entry Create
- Time Entry Update
- Time Entry Delete
-

The new CLI v4.5.0 adds support for agent-level OAuth2.

November 2018

A new Interface method, setOptions, was added to the Ticket Details and New Ticket pages.

The new CLI v4.4.11 adds support for the set and remove actions in Data Storage.

The following Editor Window methods were added to the Ticket Details page:

- Show Reply Button
- Hide Reply Button
- Show Forward Button
- Hide Forward Button

A new Intercept Event method, ticket.sendReply, was added.

October 2018

You can now retrieve a list of options from the status, priority, type, or custom field objects available on the Ticket Details, New Ticket, and New Email pages.

The email_config object can now be retrieved from the Ticket Details and New Email pages.

The new CLI v4.4.8 adds support for the Update operation in Data Storage.

The following Global Data Methods can now be used by CTI apps:

- loggedInUser
- domainName

The minimum height limit for Instance method has been removed.

September 2018

The new CLI v4.4.3 adds support for the following enhancements in Data Storage:

- Time to live (ttl) and
- Set If (setIf).

The new CLI v4.4.1 adds support for the following locations:
- Full page apps and
- Global CTI

August 2018

As part of CLI v4.3.12, client ID and secret can be configured during installation using OAuth installation parameters. Also, OAuth installation parameters can be used to whitelist domains.

Added new methods to hide/show/enable/disable the Edit Ticket option on the Ticket Details page.

Added a new method to remove quoted text in the Ticket Reply editor.

July 2018

Added a new placeholder in the Ticket Details page. Apps can now be placed in the background of the time entry modal.

The hourly rate limit for data storage has been removed. Only the per minute limit applies.

The new CLI v4.3.8 adds support for secure iparams. Read more about securing sensitive installation parameters from this blog post.

June 2018

Schedules can now be created from the front-end component of the app using Server Method Invocation (SMI).

Updates to custom apps will now be reflected within 5 minutes.

May 2018

The new CLI v4.3.2 adds support for Scheduled Events which enable serverless apps to be executed in response to one time or recurring schedules.

Fixed validation for NPM dependencies in CLI v4.3.1.

The new CLI v4.3.0 supports local testing for an upcoming platform feature, Scheduled Events.

Data storage limit for the combined size of the key and value is now 8 KB.

Apr 2018

To improve security, we sandboxed the Custom Installation page in an IFrame. If you are already using this feature, please follow this migration guide to ensure that your app is unaffected.

The Insert into Editor Window Interface method now allows attachments to be added in the Editor window.

Mar 2018

Added logging to enable developers troubleshoot the serverless component of custom apps.

As part of CLI v4.2.1, added fixes for a number of minor Windows bugs.

Added a new Instance method to enable developers close modals and dialogs.

Feb 2018

The following enhancements have been made to Installation Parameters:

- Added new types of parameters such as URL, email, number, phone number, date, and multiselect.
- Regexes can now be used to validate parameters entered by a user.
- Added support for setting installation parameters as either required or optional.
- Optional parameters need not be set in the iparam_test_data.json file.
-

The enhanced Insert text into editor window method now allows developers to add text at the beginning or end of existing content.

The following Interface methods were added to the Ticket Details page:

- Hide Ticket Due By Link
- Show Ticket Due By Link

As part of CLI v4.1.9, added two more placeholders for Freshservice apps and fixed a few minor bugs.

The following Interface methods were added to the Editor window:

- Disable Field

- Enable Field
- Set Value of Editor Window Fields

Added a new Instance method to help developers manually set the height of app instances.

As part of CLI v4.1.8, added fixes for a number of minor bugs.

Jan 2018

Published documentation on how apps can make requests that are authenticated using JSON Web Tokens (JWT).

As part of CLI v4.1.7, added support for local testing of the Custom Installation page.

The following intercepting Event methods were added:

- Ticket Close
- Ticket Properties Updated

As part of CLI v4.1.5, added support for OAuth installation parameters. This enables developers to build integrations with OAuth providers, such as Shopify, that have dynamic authorization and token URLs.

Dec 2017

For CLI v4.1.5, we added a new CRM template and fixed several bugs.

The following Interface methods were added:

- Enable and Disable the ticket delete buttons

- Hide and Show the ticket attachment delete buttons
- Stop and Start the timer
- Expand conversation
- Insert text in the open conversation editor window

Added Event methods to enable apps to listen for and react to timer start, stop, delete, and update events.

Added support for more Installation parameters to help developers enhance the app installation experience.

Published coding guidelines to help developers create apps that quickly pass through the review process.

Nov 2017

For CLI v4.1.2, we increased the size limit for entries to the data store from 1 KB to 4 KB and added an encode method that can be used to base64 encode API keys and usernames and passwords when making requests.

For CLI v4.1.1, OAuth access tokens are now available for use in serverless apps.

For CLI v4.1.0, wildcards are now supported while whitelisting domains.

As part of CLI v4.0.3, we can now build apps for Freshservice.

Added Instance methods to allow communication between multiple instances of the same app. This can also be used to enable modals to communicate with the parent instance and vice versa.

Added support for Custom Installation pages for apps. This enables developers to build installation pages that contain UI elements and workflows which are not available in the standard installation page.

Oct 2017

The following placeholders have been added as part of CLI v4.0.2:

- On the Ticket Details page, apps can now be placed in the attachment icon, conversation editor window, and background.
- On the Contact Details page, apps can now be placed in the background.
- On the New Ticket page, apps can now be placed in the contact sidebar and background. Events methods have been added for this location.
- On the New Email page, apps can now be placed in the contact sidebar and background. Events methods have been added for this location.

New in v2

Here are some brand new features in the v2 App Development Platform.

- Apps run in IFrames creating a layer of abstraction between the app and page.
- Apps in the new Freshdesk UI now have a dedicated section in the Ticket and Contacts page sidebar for easy access.
- Local testing is now built-in to the CLI, eliminating the need for a separate browser plugin.
- Placeholders can now be configured in the manifest file rather than having to specify them in multiple locations.
- Features need not be specified in the manifest file, they are automatically inferred.
- File format of configuration files (manifest, iparam, oauth config) has been changed from YAML to JSON making them easier to use.
- There is no need to manually install dependencies before testing a serverless app, they are automatically installed.