

Product specification

Jasco Dialer for Yeastar · Version 1.0 · Updated 26 October 2026

1. Summary

Jasco Dialer is a CTI (computer telephony integration) app for the Freshworks platform. It connects a Yeastar P-Series PBX to Freshdesk, Freshservice and Freshworks CRM so that agents can place and receive calls in the browser, identify callers against Freshworks records, log calls automatically and manage call queues from inside Freshworks.

2. Compatibility

Freshworks products	Freshdesk; Freshservice (including MSP mode); Freshsales / Freshworks CRM
App locations	CTI left navigation (<code>left_nav_cti</code>), CTI global sidebar (<code>cti_global_sidebar</code>)
Freshworks platform	App SDK Platform 3.0 (FDK 10.1.10, Node.js 24.11.0 serverless runtime)
Phone system	Yeastar P-Series PBX, Cloud or Software Edition, with the API and Linkus SDK enabled
PBX network	Reachable from the internet on a domain name over HTTPS with a publicly trusted certificate; IP addresses are not supported by Freshworks
Agent browser	Current Chrome, Edge or Firefox with WebRTC and microphone access
Licence	A Jasco Dialer License Key issued for the Freshworks account's domain

3. Functions

Softphone	WebRTC calling on the agent's own extension via the Yeastar Linkus SDK: answer, reject, hold, mute, on-demand recording, in-call dialpad
Transfer and conference	Blind transfer, attended (consult) transfer, adding a participant to the call
Click-to-call	Dial from phone numbers on contacts, requesters and tickets
Caller identification	Lookup of the caller's number in Freshworks contacts or requesters while ringing; contact record opened automatically (on ring, answer or hang-up) or on click, in the same or a new tab
Contact creation	Unknown callers created as contacts automatically or on request
Call logging	Freshworks CRM: call activities with the account's call outcomes. Freshdesk: tickets with notes, group, agent, priority and status. Freshservice: tickets under the caller's client and department, with workspace, group and agent
Call history	Incoming, outgoing and missed calls from the PBX's call records, with filters and recording playback; missed-call alerts
Queues	Log in and out of call queues, pause and resume with the PBX's pause reasons, wallboard statistics (answered, abandoned, missed) per queue and period, processing results and notes on missed queue calls
Directory and presence	PBX extensions by department, favourites, search, live colleague status, agent presence control
Administration	Guided installation page with field validation and live License Key check; PBX connection test

4. Architecture

Front end	Runs in the Freshworks CTI panel (sandboxed iframe). Audio is carried directly between the agent's browser and the customer's PBX over WebRTC
Serverless functions	Run on Freshworks' platform. They call the PBX API, the Freshworks product API and the licence service through declared request templates
Events	App install and uninstall (licence registration), a scheduled event every 6 hours (licence re-check), and an external event (instant licence updates)
External hosts	The customer's Yeastar PBX; the customer's own Freshworks domain; <code>dial-monitor.jasco.co.ke</code> (licensing only)
Third-party code	Yeastar ys-webrtc-sdk-core (WebRTC SDK); tweetnacl and tweetnacl-util (signature verification)

5. Data handling

Call audio	Between the agent's browser and the customer's PBX only. Never passes through Jasco
Call records and recordings	Read from the customer's PBX when displayed; not copied elsewhere
Customer records	Read from and written to the customer's own Freshworks account through its API
Credentials	Stored by Freshworks as encrypted (secure) installation parameters
App data store	Short-lived PBX access tokens, lookup caches, the cached licence answer, and processing results for missed queue calls, kept in the app's Freshworks data store
Sent to Jasco	Freshworks account domain, License Key, app version, the Freshworks product in use, and a platform-generated webhook URL. No call content, phone numbers, contact data or other credentials. See the privacy policy

6. Security

- All external requests use HTTPS through Freshworks' request templates. The licence service host is fixed in the app and cannot be changed by configuration.
- Secrets are entered once on the installation page, stored encrypted by Freshworks and never shown again in clear text.
- Licence answers are signed with Ed25519 and bound to the account's domain and a per-request nonce, so they cannot be forged or replayed.
- The account domain is taken from the Freshworks platform, not from user input.
- Calling is tied to each agent's own PBX extension and its Linkus SDK sign-in.

7. Licensing

Model	Subscription licence per Freshworks account, issued and invoiced by Jasco Communications
Activation	License Key entered at installation; checked when the app is installed
Ongoing checks	Every few minutes while in use, every 6 hours in the background, and immediately when Jasco changes a licence
Statuses	Active: works normally. Grace: works, with a payment reminder. Suspended or blocked: the panel is locked and calls stop; settings are kept
Outage tolerance	If the licence service is unreachable, the last valid answer is honoured for up to 72 hours
Products	A licence covers the Freshworks products listed on it

8. Configuration

Setting	Description
License Key	Issued by Jasco Communications for this Freshworks account (required)
Product	Freshdesk, Freshservice or Freshworks CRM (required)
PBX Host	Domain of the Yeastar PBX, with port if not 443 (required)
API Username / Password	Client ID and Client Secret from Integrations > API (required)
Linkus SDK Access ID / Key	From Integrations > Linkus SDK (required)
Product domain and API key	Freshworks account subdomain and an administrator's API key (required)
Call activity type ID	Freshworks CRM only: the Call activity type to log with (optional)
Call dispositions	Freshdesk and Freshservice: outcomes offered after a call (optional)
New contact creation	Automatic or manual (default: automatic)
Contact card redirect	Manual or automatic, its trigger (ringing, answered, call end) and target (same or new tab)