

Freshdesk API Data Model

for use with Invantive SQL

24.0

invantive
the SQL company

Copyright

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the publisher.

Despite all the care taken in the compilation of this text, neither the author nor the publisher can accept liability for any damage, which might result from any error, which might appear in this publication.

This manual is a reference guide intended to clarify usage. If data in the sample images match data in your system, the similarity is coincidental.

Important Safety and Usage Information

Intended Use and Limitations: This software, developed by Invantive, is designed to support a variety of business and information technology data processing functions, such as accounting, financial reporting an sales reporting. It is important to note that this software is not designed, tested, or approved for use in environments where malfunction or failure could lead to life-threatening situations or severe physical or environmental damage. This includes, but is not limited to:

- Nuclear facilities: The software should not be used for operations or functions related to the control, maintenance, or operation of nuclear facilities.
- Defense and Military Applications: This software is not suitable for use in defense-related applications, including but not limited to weaponry control, military strategy planning, or any other aspects of national defense.
- Aviation: The software is not intended for use in the operation, navigation, or communication systems of any aircraft or air traffic control environments.
- Healthcare and Medicine Production: This software should not be utilized for medical device operation, patient data analysis for critical health decisions, pharmaceutical production, or medical research where its failure or malfunction could impact patient health.
- Chemical and Hazardous Material Handling: This software is not intended for the management, control, or operational aspects of chemical plants or hazardous material handling facilities. Any malfunction in software used in these settings could result in dangerous chemical spills, explosions, or environmental disasters.
- Transportation and Traffic Control Systems: The software should not be used for the control, operation, or management of transportation systems, including railway signal controls, subway systems, or traffic light management. Malfunctions in such critical systems could lead to severe accidents and endanger public safety.
- Energy Grid and Utility Control Systems: This software is not designed for the control or operation of energy grid systems, including electrical substations, renewable energy control systems, or water utility control systems. The failure of software in these areas could lead to significant power outages, water supply disruptions, or other public utility failures, potentially endangering communities and causing extensive damage.
- Other High-Risk Environments: Any other critical infrastructure and environments where a failure of the software could result in significant harm to individuals or the environment.

User Responsibility: Users must ensure that they understand the intended use of the software and refrain from deploying it in any setting that falls outside of its designed purpose. It is the responsibility of the user to assess the suitability of the software for their intended application, especially in any scenarios that might pose a risk to life, health, or the environment.
Disclaimer of Liability: Invantive disclaims any responsibility for damage, injury, or legal consequences resulting from the use or misuse of this software in prohibited or unintended applications.

Contents

1 SQL Driver for Freshdesk API 1

2 SQL Driver Attributes 2

3 Catalog: Freshdesk 16

3.1 Schemas ... 16
3.1.1 Schema: CodeValues ... 16
3.1.2 Schema: Freshdesk ... 27
3.1.3 Schema: Native ... 108
3.1.4 Schema: Views ... 110

4 Package: dcr_metadata 124

4.1 Procedures ... 124
4.1.1 dcr_metadata.get_partitions: Freshdesk Data container metadata package ... 124

Index 125

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

1 SQL Driver for Freshdesk API

Invantive UniversalSQL is the fastest, easiest and most reliable way to exchange data with the Freshdesk API.

Use the "Search" option in the left menu to search for a specific term such as the table or column description. When you already know the term, please use the "Index" option. When you can't find the information needed, please click on the Chat button at the bottom or place your question in the user community. Invantive Support or other users will try to help you.

Freshdesk is a cloud solution for customer management. Freshdesk includes CRM as well as tickets. Existing functionality of Freshdesk can be extended by custom fields.

The Freshdesk driver covers 100 tables and 1610 columns.

Freshdesk API Clients

Invantive UniversalSQL is available on many user interfaces ("clients" in traditional server-client paradigma). All Invantive UniversalSQL statements can be exchanged with a close to 100% compatibility across all clients and operating systems (Windows, MacOS, Linux, iOS, Android).

The clients include Microsoft Excel, Microsoft Power BI, Microsoft Power Query, Microsoft Word and Microsoft Outlook. Web-based clients include Invantive Cloud, Invantive Bridge Online as OData proxy, Invantive App Online for interactive apps, Online SQL Editor for query execution and Invantive Data Access Point as extended proxy.

The Freshdesk Power BI connector is based on the Invantive UniversalSQL driver for Freshdesk, completed by a high-performance OData connector which works straight on Power BI without any add-on. The OData protocol is always version 4, independent whether the backing platform uses OData, SOAP or another protocol.

For technical users there are command-line editions of Invantive Data Hub running on iOS, Android, Windows, MacOS and Linux. Invantive Data Hub is also often used for enterprise server applications such as ETL. High-volume replication of data taken from the Freshdesk API into traditional databases such as SQL Server (on-premises and Azure), MySQL, PostgreSQL and Oracle is possible using Invantive Data Replicator. Invantive Data Replicator automatically creates and maintains Freshdesk datawarehouses, possibly in combination with data from over 75 other (cloud) platforms. Invantive Data Replicator supports data volumes up to over 1 TB and over 5.000 companies. The on-premise edition of Invantive Bridge offers an Freshdesk ADO.net provider.

Finally, online web apps can be build for Freshdesk using App Online of Invantive Cloud.

Monitor API Calls

When a query or DML-statement has been executed on Invantive UniversalSQL a developer can evaluate the actual calls made to the Freshdesk API using a query on sessionios@DataDictionary. As an alternative, extensive request and response logging can be enabled by setting log-native-calls-to-disk to true. In the %USERPROFILE% \Invantive\NativeLog folder Invantive UniversalSQL will create log files per Freshdesk API request and response.

Specifications

The SQL driver for Freshdesk does not support partitioning. Define one data container in a database for each company in Freshdesk to enable parallel access for data from multiple companies.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

An introduction into the concepts of Invantive UniversalSQL such as databases, data containers and partitioning can be found in the Invantive UniversalSQL grammar.

The configuration can be changed using various attributes from the database definition, on log on and during use. A full list of configuration options is listed in the driver attributes 2.

The catalog name is used to compose the full qualified name of an object like a table or view. The schema name is used to compose the full qualified name of an object like a table or view. On Freshdesk the comparison of two texts is case sensitive by default.

Changes and bug fixes on the Freshdesk SQL driver can be found in the release notes. Get access to the community through the Freshdesk section of the Invantive forums.

Driver code for use in settings.xml: `Freshdesk`

Alias: `freshdesk`

Recommended alias: `fdk`

More technical documentation as provided by the supplier of Freshdesk on the native connection used can be found at https://developer.freshdesk.com/api/#quick-reference.

AuthenticationAuthentication can be done using one of the following two alternatives:1. Using the user log on code, password and company also used on the Freshdesk website.2. Using an API key and company.Authentication using user log on code and password is recommended for general use. The company is the name before '.freshdesk.com' in the URL used to log on to Freshdesk in a browser.The API key can be found in the 'Edit Profile' page in Freshdesk, as described on https://support.freshdesk.com/support/solutions/articles/225435-where-can-i-find-my-api-key.

API VersionThe V2 API of Freshdesk is used. V1 APIs can be accessed using NativePlatformScalarRequests.

Usage LimitsInvantive SQL executes API calls to retrieve and upload data. The number of API calls allowed per hour depends on your Freshdesk plan, API version and whether you have chosen for rate limits per minute (most recent) or hour (older). The V1 API default usage limit is 1.000 calls per hour. On V2 the limit is 3.000 (blossom, garden) or 5.000 (estate, forest) calls per hour. The new V2 limits are 100 (blossom), 200 (garden), 400 (estate) or 700 (forest) calls per minute. Increased limits can be purchased. Invantive SQL ensures that within your session the number of calls allowed per hour is not exceeded.To get an impression of how Invantive SQL translates into API calls, please query the data dictionary view 'sessionios', such as with 'select * from sessionios@datadictionary'.

2 SQL Driver Attributes

The SQL driver for Freshdesk has many attributes that can be finetuned to improve handling in scenarios with unreliable network connections to the API server of Freshdesk or high volumes of data. Also, many drivers have driver-specific attributes to finetune actual behaviour or handle data not matching specifications.

The Freshdesk driver attributes are assigned a default value which seldom requires change. However, changes can be applied when needed on four levels, which are reflected in the table below by separate checkmarks:

- Connection string: the connection string from the settings*.xml file and applied during log on.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

- Set SQL statement: a set SQL-statement to be executed once connection has been established.
- Log on: value to be specified interactively by user during log on in a user interface.

The connection string for Freshdesk can be found in the settings*.xml file used for the database. The reference manuals contain instructions how to relocate the settings*.xml files. Settings*.xml files are typically located in the `%USERPROFILE%\invantive` folder in most deployment scenarios. Each data container of a database in the connection string can have a `connectionString` element specifying the name and values of attributes. Both name and value must be properly escaped according to XML-semantics. Actual application of the value is solely done during log on. A new connection must be established to change the value of a driver attribute using a connection string.

The set SQL statement can be executed after log on. The syntax is: `set NAME VALUE`, or for a distributed database: `set NAME@ALIAS VALUE`. In some scenarios you may need to enclose the driver attribute name in square brackets to escape it from parsing, for instance when a reserved SQL keyword is part of the name. The new value takes effect straight after execution of the set-statement. The set-statement can be executed as often as needed during a session.

Driver attributes that can be interactively set to a value are typically presented in the log on window. Depending on the platform and design decisions of the user interface designer, some or all of the available driver attributes can have been made available.

The Freshdesk driver can be configured using the following attributes:

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
add-odata-mandatory-filters	Whether to automatically add OData filters deemed necessary by the platform.	OData	False	✓	✓	✓	
analysis-enforce-row-uniqueness	Enforce rows to be unique for software analysis. A fingerprint is calculated from the whole row of data when the primary key column is unknown.	Shared	False	✓	✓	✓	
api-url	URL of web service.	OData		✓		✓	
bulk-delete-page-size-rows	Number of rows to delete per batch when bulk deleting.	Shared	10000	✓	✓	✓	
bulk-insert-page-size-bytes	Approximate maximum size in bytes of batch when bulk inserting.	Shared	10000000	✓	✓	✓	
bulk-insert-page-size-rows	Number of rows to insert per batch when bulk inserting.	Shared	250	✓	✓	✓	
company	Name of the company, as found before '.freshdesk.com' when you connect to Freshdesk using a browser.	{res:itgen_freshdesk}		✓		✓	✓
download-error-400-bad-request-max-tries	Maximum number of tries when HTTP server reports bad format during retrieval of data.		3	✓	✓	✓	
download-error-400-bad-request-	Initial sleep in milliseconds between retries when HTTP server reports		500	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
sleep-initial-ms	that the API server is unavailable during retrieval of data.						
download-error-400-bad-request-sleep-max-ms	Maximum sleep in milliseconds between retries when HTTP server reports that the API server is unavailable during retrieval of data.		5000	✓	✓	✓	
download-error-400-bad-request-sleep-multiplicator	Multiplication factor for sleep between retries HTTP server reports that the API server is unavailable during retrieval of data.		2	✓	✓	✓	
download-error-403-forbidden-max-tries	Maximum number of tries when the website reports a HTTP status 403 (Forbidden).		2	✓	✓	✓	
download-error-403-forbidden-sleep-initial-ms	Initial sleep in milliseconds between retries when the website reports a HTTP status 403 (Forbidden).		3000	✓	✓	✓	
download-error-403-forbidden-sleep-max-ms	Maximum sleep in milliseconds between retries when the website reports a HTTP status 403 (Forbidden).		10000	✓	✓	✓	
download-error-403-forbidden-sleep-multiplicator	Multiplication factor for sleep between retries when the website reports a HTTP status 403 (Forbidden).		2	✓	✓	✓	
download-error-408-request-timeout-max-tries	Maximum number of tries when the website reports a HTTP status 408.		10	✓	✓	✓	
download-error-408-request-timeout-sleep-initial-ms	Initial sleep in milliseconds between retries when the website reports a HTTP status 408.		10000	✓	✓	✓	
download-error-408-request-timeout-sleep-max-ms	Maximum sleep in milliseconds between retries when the website reports a HTTP status 408.		300000	✓	✓	✓	
download-error-408-request-timeout-sleep-multiplicator	Multiplication factor for sleep between retries when the website reports a HTTP status 408.		2	✓	✓	✓	
download-error-422-bad-request-max-tries	Maximum number of tries when HTTP server reports unprocessable entity during retrieval of data.		30	✓	✓	✓	
download-error-422-bad-request-sleep-initial-ms	Initial sleep in milliseconds between retries when HTTP server reports unprocessable entity during retrieval of data.		10000	✓	✓	✓	
download-error-422-bad-request-sleep-max-ms	Maximum sleep in milliseconds between retries when HTTP server reports unprocessable entity during retrieval of data.		300000	✓	✓	✓	
download-error-422-bad-request-sleep-multiplicator	Multiplication factor for sleep between retries HTTP server reports unprocessable entity during retrieval of data.		2	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
download-error-429-too-many-requests-max-tries	Maximum number of tries when the website reports that too many requests have been made during a timeslot of one minute or one day.		10	✓	✓	✓	
download-error-429-too-many-requests-sleep-initial-ms	Initial sleep in milliseconds between retries when the website reports that too many requests have been made during a timeslot of one minute or one day.		10000	✓	✓	✓	
download-error-429-too-many-requests-sleep-max-ms	Maximum sleep in milliseconds between retries when the website reports that too many requests have been made during a timeslot of one minute or one day.		300000	✓	✓	✓	
download-error-429-too-many-requests-sleep-multiplicator	Multiplication factor for sleep between retries when the website reports that too many requests have been made during a timeslot of one minute or one day.		2	✓	✓	✓	
download-error-500-internal-server-error-max-tries	{res:itgen_pae_download_error_500_internal_server_error_max_tries}		10	✓	✓	✓	
download-error-500-internal-server-error-sleep-initial-ms	{res:itgen_pae_download_error_500_internal_server_error_sleep_initial_ms}		10000	✓	✓	✓	
download-error-500-internal-server-error-sleep-max-ms	{res:itgen_pae_download_error_500_internal_server_error_sleep_max_ms}		300000	✓	✓	✓	
download-error-500-internal-server-error-sleep-multiplicator	{res:itgen_pae_download_error_500_internal_server_error_sleep_multiplicator}		2	✓	✓	✓	
download-error-502-server-unavailable-max-tries	Maximum number of tries when HTTP server reports a bad gateway during retrieval of data.		30	✓	✓	✓	
download-error-502-server-unavailable-sleep-initial-ms	Initial sleep in milliseconds between retries when HTTP server reports a bad gateway during retrieval of data.		10000	✓	✓	✓	
download-error-502-server-unavailable-sleep-max-ms	Maximum sleep in milliseconds between retries when HTTP server reports that a bad gateway during retrieval of data.		300000	✓	✓	✓	
download-error-502-server-unavailable-sleep-multiplicator	Multiplication factor for sleep between retries HTTP server reports a bad gateway during retrieval of data.		2	✓	✓	✓	
download-error-503-server-unavailable-max-tries	Maximum number of tries when HTTP server reports that the API server is unavailable during retrieval of data.		30	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
download-error-503-server-unavailable-sleep-initial-ms	Initial sleep in milliseconds between retries when HTTP server reports that the API server is unavailable during retrieval of data.		10000	✓	✓	✓	
download-error-503-server-unavailable-sleep-max-ms	Maximum sleep in milliseconds between retries when HTTP server reports that the API server is unavailable during retrieval of data.		300000	✓	✓	✓	
download-error-503-server-unavailable-sleep-multiplicator	Multiplication factor for sleep between retries HTTP server reports that the API server is unavailable during retrieval of data.		2	✓	✓	✓	
download-error-504-gateway-timeout-max-tries	Maximum number of tries when the website reports a gateway timeout.		10	✓	✓	✓	
download-error-504-gateway-timeout-sleep-initial-ms	Initial sleep in milliseconds between retries when the website reports a gateway timeout.		10000	✓	✓	✓	
download-error-504-gateway-timeout-sleep-max-ms	Maximum sleep in milliseconds between retries when the website reports a gateway timeout.		300000	✓	✓	✓	
download-error-504-gateway-timeout-sleep-multiplicator	Multiplication factor for sleep between retries when the website reports a gateway timeout.		2	✓	✓	✓	
download-error-590-network-connect-timeout-max-tries	Maximum number of tries when the website reports a HTTP status 590.		10	✓	✓	✓	
download-error-590-network-connect-timeout-sleep-initial-ms	Initial sleep in milliseconds between retries when the website reports a HTTP status 590.		10000	✓	✓	✓	
download-error-590-network-connect-timeout-sleep-max-ms	Maximum sleep in milliseconds between retries when the website reports a HTTP status 590.		300000	✓	✓	✓	
download-error-590-network-connect-timeout-sleep-multiplicator	Multiplication factor for sleep between retries when the website reports a HTTP status 590.		2	✓	✓	✓	
download-error-599-network-connect-timeout-max-tries	Maximum number of tries when the website reports a HTTP status 599.		10	✓	✓	✓	
download-error-599-network-connect-timeout-sleep-initial-ms	Initial sleep in milliseconds between retries when the website reports a HTTP status 599.		10000	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
download-error-599-network-connect-timeout-sleep-max-ms	Maximum sleep in milliseconds between retries when the website reports a HTTP status 599.		300000	✓	✓	✓	
download-error-599-network-connect-timeout-sleep-multiplicator	Multiplication factor for sleep between retries when the website reports a HTTP status 599.		2	✓	✓	✓	
download-error-argument-exception-max-tries	Maximum number of tries when an argument exception is returned when downloading a blob.		10	✓	✓	✓	
download-error-argument-exception-sleep-initial-ms	Initial sleep in milliseconds between retries when an argument exception is returned when downloading a blob.		10000	✓	✓	✓	
download-error-argument-exception-sleep-max-ms	Maximum sleep in milliseconds between retries when an argument exception is returned when downloading a blob.		300000	✓	✓	✓	
download-error-argument-exception-sleep-multiplicator	Multiplication factor for sleep between retries when an argument exception is returned when downloading a blob.		2	✓	✓	✓	
download-error-internet-down-max-tries	Maximum number of tries when the Internet connection seems down during retrieval of data.		10	✓	✓	✓	
download-error-internet-down-sleep-initial-ms	Initial sleep in milliseconds between retries when the Internet connection seems down during retrieval of data.		10000	✓	✓	✓	
download-error-internet-down-sleep-max-ms	Maximum sleep in milliseconds between retries when the Internet connection seems down during retrieval of data.		300000	✓	✓	✓	
download-error-internet-down-sleep-multiplicator	Multiplication factor for sleep between retries when the Internet connection seems down during retrieval of data.		2	✓	✓	✓	
download-error-io-exception-max-tries	Maximum number of tries when a network I/O connection failure occurs during retrieval of data.		10	✓	✓	✓	
download-error-io-exception-sleep-initial-ms	Initial sleep in milliseconds between retries when a network I/O connection failure occurs during retrieval of data.		10000	✓	✓	✓	
download-error-io-exception-sleep-max-ms	Maximum sleep in milliseconds between retries when a network I/O connection failure occurs during retrieval of data.		300000	✓	✓	✓	
download-error-io-exception-sleep-multiplicator	Multiplication factor for sleep between retries when a network I/O		2	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
	connection failure occurs during retrieval of data.						
download-error-json-exception-max-tries	Maximum number of tries when an invalid JSON body is returned.		3	✓	✓	✓	
download-error-json-exception-sleep-initial-ms	Initial sleep in milliseconds between retries when an invalid JSON body is returned.		1000	✓	✓	✓	
download-error-json-exception-sleep-max-ms	Maximum sleep in milliseconds between retries when an invalid JSON body is returned.		10000	✓	✓	✓	
download-error-json-exception-sleep-multiplicator	Multiplication factor for sleep between retries when an invalid JSON body is returned.		2	✓	✓	✓	
download-error-name-resolution-failure-max-tries	Maximum number of tries when the host name could not be resolved during retrieval of data.		5	✓	✓	✓	
download-error-name-resolution-failure-sleep-initial-ms	Initial sleep in milliseconds between retries when the host name could not be resolved during retrieval of data.		5000	✓	✓	✓	
download-error-name-resolution-failure-sleep-max-ms	Maximum sleep in milliseconds between retries when the host name could not be resolved during retrieval of data.		5000	✓	✓	✓	
download-error-name-resolution-failure-sleep-multiplicator	{res:itgen_pae_download_error_iname_resolution_failure_sleep_multiplicator}		1	✓	✓	✓	
download-error-other-exception-max-tries	Maximum number of tries when an unqualified error occurs during retrieval of data.		3	✓	✓	✓	
download-error-other-exception-sleep-initial-ms	Initial sleep in milliseconds between retries when an unqualified error ocurrs during retrieval of data.		10000	✓	✓	✓	
download-error-other-exception-sleep-max-ms	Maximum sleep in milliseconds between retries when an unqualified error ocurrs during retrieval of data.		300000	✓	✓	✓	
download-error-other-exception-sleep-multiplicator	Multiplication factor for sleep between retries when an unqualified error ocurrs during retrieval of data.		2	✓	✓	✓	
download-error-socket-exception-max-tries	Maximum number of tries when the network connection is forcible dropped during retrieval of data.		10	✓	✓	✓	
download-error-socket-exception-sleep-initial-ms	Initial sleep in milliseconds between retries when the network connection is forcible dropped during retrieval of data.		10000	✓	✓	✓	
download-error-socket-exception-	Maximum sleep in milliseconds between retries when the network		300000	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
sleep-max-ms	connection is forcible dropped during retrieval of data.						
download-error-socket-exception-sleep-multiplicator	Multiplication factor for sleep between retries when the network connection is forcible dropped during retrieval of data.		2	✓	✓	✓	
download-error-web-exception-max-tries	Maximum number of tries when a web connection failure occurs during retrieval of data.		10	✓	✓	✓	
download-error-web-exception-sleep-initial-ms	Initial sleep in milliseconds between retries when a web connection failure occurs during retrieval of data.		10000	✓	✓	✓	
download-error-web-exception-sleep-max-ms	Maximum sleep in milliseconds between retries when a web connection failure occurs during retrieval of data.		300000	✓	✓	✓	
download-error-web-exception-sleep-multiplicator	Multiplication factor for sleep between retries when a web connection failure occurs during retrieval of data.		2	✓	✓	✓	
download-error-web-not-found-max-tries	{res:itgen_pae_download_error_web_not_found_max_tries}		1	✓	✓	✓	
download-error-web-not-found-sleep-initial-ms	{res:itgen_pae_download_error_web_not_found_sleep_initial_ms}		10000	✓	✓	✓	
download-error-web-not-found-sleep-max-ms	{res:itgen_pae_download_error_web_not_found_sleep_max_ms}		300000	✓	✓	✓	
download-error-web-not-found-sleep-multiplicator	{res:itgen_pae_download_error_web_not_found_sleep_multiplicator}		2	✓	✓	✓	
download-error-web-not-implemented-max-tries	Maximum number of tries when the connection reports not implemented.		1	✓	✓	✓	
download-error-web-not-implemented-sleep-initial-ms	Initial sleep in milliseconds between retries when the connection reports not implemented.		10000	✓	✓	✓	
download-error-web-not-implemented-sleep-max-ms	Maximum sleep in milliseconds between retries when the connection reports not implemented.		300000	✓	✓	✓	
download-error-web-not-implemented-sleep-multiplicator	Multiplication factor for sleep between retries when the connection reports not implemented.		2	✓	✓	✓	
download-error-web-timeout-max-	Maximum number of tries when the connection reports a timeout.		10	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
tries							
download-error-web-timeout-sleep-initial-ms	Initial sleep in milliseconds between retries when the connection reports a timeout.		1000	✓	✓	✓	
download-error-web-timeout-sleep-max-ms	Maximum sleep in milliseconds between retries when the connection reports a timeout.		30000	✓	✓	✓	
download-error-web-timeout-sleep-multiplicator	Multiplication factor for sleep between retries when the connection reports a timeout.		2	✓	✓	✓	
download-error-web-unauthorized-max-tries	Maximum number of tries when the connection reports an unauthorized error.		1	✓	✓	✓	
download-error-web-unauthorized-sleep-initial-ms	Initial sleep in milliseconds between retries when the connection reports an unauthorized error.		10000	✓	✓	✓	
download-error-web-unauthorized-sleep-max-ms	Maximum sleep in milliseconds between retries when the connection reports an unauthorized error.		300000	✓	✓	✓	
download-error-web-unauthorized-sleep-multiplicator	Multiplication factor for sleep between retries when the connection reports an unauthorized error.		2	✓	✓	✓	
download-error-web-unknown-max-tries	{res:itgen_pae_download_error_web_unknown_max_tries}		10	✓	✓	✓	
download-error-web-unknown-sleep-initial-ms	{res:itgen_pae_download_error_web_unknown_sleep_initial_ms}		5000	✓	✓	✓	
download-error-web-unknown-sleep-max-ms	{res:itgen_pae_download_error_web_unknown_sleep_max_ms}		30000	✓	✓	✓	
download-error-web-unknown-sleep-multiplicator	{res:itgen_pae_download_error_web_unknown_sleep_multiplicator}		2	✓	✓	✓	
force-case-sensitive-identifiers	Consider identifiers as case-sensitive independent of the platform capabilities.	Shared	False	✓	✓	✓	
forced-casing-identifiers	Forced casing of identifiers. Choose from: Unset, Lower, Upper and Mixed.	Shared		✓	✓	✓	
http-disk-cache-compression-level	Compression level for the HTTP disk cache, ranging from 1 (little) to 9 (intense). Default is 5.		5	✓	✓	✓	
http-disk-cache-directory	Directory where HTTP cache is stored.		C:\Users\guido\Invantive\Cache\http\guido\shared	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
http-disk-cache-ignore-write-errors	Whether to ignore write errors to disk cache.		False	✓	✓	✓	
http-disk-cache-max-age-sec	Maximum acceptable age in seconds for use of data in the HTTP disk cache.		2592000	✓	✓	✓	
http-get-timeout-max-ms	HTTP GET maximum timeout on retry (ms).		24000	✓	✓	✓	
http-get-timeout-ms	HTTP GET timeout (ms).		56000	✓	✓	✓	
http-memory-cache-compression-level	Compression level for the HTTP memory cache, ranging from 1 (little) to 9 (intense). Default is 5.		5	✓	✓	✓	
http-memory-cache-max-age-sec	Maximum acceptable age in seconds for use of data in the HTTP memory cache.		14400	✓	✓	✓	
http-post-timeout-max-ms	HTTP POST maximum timeout on retry (ms).		58000	✓	✓	✓	
http-post-timeout-ms	HTTP POST timeout (ms).		57000	✓	✓	✓	
http-public-disk-cache-directory	{res:itgen_pae_http_public_disk_cache_directory}		C:\Users\guido\Invantive\Cache\public	✓	✓	✓	
ignore-http-400-errors	Ignore HTTP 400 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-401-errors	Ignore HTTP 401 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-402-errors	Ignore HTTP 402 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-403-errors	Ignore HTTP 403 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-404-errors	Ignore HTTP 404 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-422-errors	Ignore HTTP 422 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-429-errors	Ignore HTTP 429 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-500-errors	Ignore HTTP 500 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
ignore-http-502-errors	Ignore HTTP 502 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
ignore-http-503-errors	Ignore HTTP 503 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
invalid-json-on-get-max-tries	Maximum number of tries when the JSON received on GET is invalid.		1	✓	✓	✓	
invalid-json-on-get-sleep-initial-ms	Initial sleep in milliseconds between retries when the JSON received on GET is invalid.		1000	✓	✓	✓	
invalid-json-on-get-sleep-max-ms	Maximum sleep in milliseconds between retries when the JSON received on GET is invalid.		10000	✓	✓	✓	
invalid-json-on-get-sleep-multiplicator	Multiplication factor for sleep between retries when the JSON received on GET is invalid.		2	✓	✓	✓	
invalid-json-on-post-max-tries	Maximum number of tries when the JSON received on POST is invalid.		1	✓	✓	✓	
invalid-json-on-post-sleep-initial-ms	Initial sleep in milliseconds between retries when the JSON received on POST is invalid.		1000	✓	✓	✓	
invalid-json-on-post-sleep-max-ms	Maximum sleep in milliseconds between retries when the JSON received on POST is invalid.		10000	✓	✓	✓	
invalid-json-on-post-sleep-multiplicator	Multiplication factor for sleep between retries when the JSON received on POST is invalid.		2	✓	✓	✓	
invantive-sql-compress-sparse-arrays	Whether to compress sparse arrays in result sets during compression.	SQL Engine V1	True	✓	✓	✓	
invantive-sql-correct-invalid-date	Whether to correct dates considered invalid since they are before 01-01-1753. When nullable, they are removed. Otherwise they are replaced by 01-01-1753.	SQL Engine V1	False	✓	✓	✓	
invantive-sql-execution-profile-disk-path	{res:itgen_pae_invantive_sql_execution_profile_disk_path}	SQL Engine V1		✓	✓	✓	
invantive-sql-execution-profile-to-disk	{res:itgen_pae_invantive_sql_execution_profile_to_disk}	SQL Engine V1	False	✓	✓	✓	
invantive-sql-forward-filters-to-data-containers	Whether to forward filters to data containers.	SQL Engine V1	True	✓	✓	✓	
invantive-sql-share-byte-arrays	Whether to share the memory used by identical byte arrays in result sets during compression.	SQL Engine V1	True	✓	✓	✓	
invantive-sql-share-strings	Whether to share the memory used by identical strings in result sets during compression.	SQL Engine V1	True	✓	✓	✓	
invantive-sql-shuffle-fetch-	Whether to shuffle results fetched from data containers.	SQL Engine V1	False	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
results-data-containers							
invantive-use-cache	Whether to cache the results of a query.	SQL Engine V1	True	✓	✓	✓	
join-set-points-per-request	Maximum number of values in a request when executing a join set.	OData	60	✓	✓	✓	
limit-partition-calls-left	Minimum number of remaining API calls on a partition towards a hard limit. When below, an error is raised.	OData	500	✓	✓	✓	
log-native-calls-to-disk-max-events	Maximum number of call events to register from last activation.	Shared		✓	✓	✓	
log-native-calls-to-disk-max-seconds	Maximum number of seconds to register calls from last activation.	Shared		✓	✓	✓	
log-native-calls-to-disk-on-error	Registers native calls to data container backend as disk files when the call raised an error.	Shared	False	✓	✓	✓	
log-native-calls-to-disk-on-success	Registers native calls to data container backend as disk files when the call raised no error.	Shared	False	✓	✓	✓	
log-native-calls-to-trace	Log native calls to data container backend on the trace.	Shared	False	✓	✓	✓	
max-odata-filters	Maximum number of OData filter elements.	OData	100	✓	✓	✓	
max-odata-rewrite-in-count	{res:itgen_pae_max_odata_rewrite_in_count}	OData	500	✓	✓	✓	
max-url-length-accepted	The maximum accepted URL length before raising an error.		8000	✓	✓	✓	
max-url-length-desired	The maximum desired URL length.		8000	✓	✓	✓	
maximum-length-identifiers	Non-default maximum length in characters of identifier names.	Shared		✓	✓	✓	
metadata-cache-max-age-sec	Maximum acceptable age in seconds for re-use of metadata.	OData		✓	✓	✓	
oauth-unauthorized-max-tries	Maximum number of tries when an OAuth exception occurs.		2	✓	✓	✓	
oauth-unauthorized-sleep-initial-ms	Initial sleep in milliseconds between OAuth reauthentication tries when the OAuth authentication fails.		10000	✓	✓	✓	
oauth-unauthorized-sleep-max-ms	Maximum sleep in milliseconds between OAuth reauthentication tries when the OAuth authentication fails.		1000	✓	✓	✓	
oauth-unauthorized-sleep-multiplicator	Multiplication factor for sleep between OAuth reauthentication tries when the OAuth authentication fails.		2	✓	✓	✓	
partition-slot-based-rate-limit-length-ms	Total length in milliseconds across all slots of a partition-based rate limit.	Shared	60000	✓		✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
partition-slot-based-rate-limit-slots	Number of slots per partition-based rate limit. Null means no slot-based rate limit.	Shared		✓		✓	
pre-request-delay-ms	Pre-request delay in milliseconds per request.	Shared	0	✓	✓	✓	
requested-maximum-usable-partitions	Requested Maximum Usable Partitions	Shared		✓	✓	✓	
requested-page-size	Preferred number of rows to exchange per round trip; only effective on limited platforms such as AFAS Online.	Shared		✓	✓	✓	
requests-parallel-max	Maximum number of parallel data requests from individual partitions on the data container.	Shared	32	✓	✓	✓	
simulate-http-400-errors-percentage	Percentage of simulated HTTP 400 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-400-errors	Simulate HTTP 400 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-401-errors-percentage	Percentage of simulated HTTP 401 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-401-errors	Simulate HTTP 401 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-403-errors-percentage	Percentage of simulated HTTP 403 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-403-errors	Simulate HTTP 403 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-408-errors-percentage	Percentage of simulated HTTP 408 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-408-errors	Simulate HTTP 408 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-429-errors-percentage	Percentage of simulated HTTP 429 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-429-errors	Simulate HTTP 429 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-500-errors-percentage	Percentage of simulated HTTP 500 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-500-errors	Simulate HTTP 500 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
simulate-http-502-errors-percentage	Percentage of simulated HTTP 502 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-502-errors	Simulate HTTP 502 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-503-errors-percentage	Percentage of simulated HTTP 503 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-503-errors	Simulate HTTP 503 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-504-errors-percentage	{res:itgen_pae_simulate_http_504_errors_percentage}		0	✓	✓	✓	
simulate-http-504-errors	{res:itgen_pae_simulate_http_504_errors}		False	✓	✓	✓	
simulate-http-522-errors-percentage	{res:itgen_pae_simulate_http_522_errors_percentage}		0	✓	✓	✓	
simulate-http-522-errors	{res:itgen_pae_simulate_http_522_errors}		False	✓	✓	✓	
simulate-http-524-errors-percentage	{res:itgen_pae_simulate_http_524_errors_percentage}		0	✓	✓	✓	
simulate-http-524-errors	{res:itgen_pae_simulate_http_524_errors}		False	✓	✓	✓	
simulate-http-protocol-errors-percentage	Percentage of simulated HTTP protocol errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-protocol-errors	Simulate HTTP protocol errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-timeout-errors-percentage	Percentage of simulated HTTP timeout errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-timeout-errors	Simulate HTTP timeout errors when exchanging results with the HTTP endpoint..		False	✓	✓	✓	
slot-based-rate-limit-length-ms	Total length in milliseconds across all slots of a slot-based rate limit.	Shared	60000	✓		✓	
slot-based-rate-limit-slots	Number of slots of a slot-based rate limit. Null means no slot-based rate limit.	Shared		✓		✓	
standardize-identifiers-casing	Rewrite all identifiers to the recommended standard platform-specific casing when changing a data model on a case-dependent platform.	Shared	True	✓	✓	✓	
standardize-identifiers	Rewrite all identifiers to the preferred standards as configured	Shared	True	✓	✓	✓	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
	by standardize-identifiers-casing and maximum-length-identifiers.						
use-batch-insert	Whether to use batch insert.	OData	True	✓	✓	✓	
use-http-disk-cache-read	Whether to use HTTP responses from previous queries stored on disk to answer the current query.		False	✓	✓	✓	
use-http-disk-cache-write	Whether to memorize HTTP responses on disk.		False	✓	✓	✓	
use-http-disk-cache	Combination of use-http-disk-cache-read and use-http-disk-cache-write.			✓	✓	✓	
use-http-memory-cache-read	Whether to use HTTP responses from previous queries stored in memory that can answer the current query.		True	✓	✓	✓	
use-http-memory-cache-write	Whether to memorize HTTP responses from previous queries for use by future queries.		True	✓	✓	✓	
use-http-memory-cache	Combination of use-http-memory-cache-read and use-http-memory-cache-write.			✓	✓	✓	

3 Catalog: Freshdesk

3.1 Schemas

3.1.1 Schema: CodeValues

3.1.1.1 Tables

AutoTicketAssignTypes: Freshdesk Domain AutoTicketAssignTypes

Lookup-table that translates code values of the domain 'AutoTicketAssignTypes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain AutoTicketAssignTypes

Example: The code value '0' means 'Disabled'.

Retrieve: true

View Columns

The columns of the view AutoTicketAssignTypes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
0	Disabled
1	Round Robin
12	Omniroute
2	Skill-based Round Robin
3	Load-based Round Robin

ConversationSources: Freshdesk Domain ConversationSources

Lookup-table that translates code values of the domain 'ConversationSources' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain ConversationSources

Example: The code value '0' means 'Reply'.

Retrieve: true

View Columns

The columns of the view ConversationSources are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
0	Reply
11	E-commerce

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description
2	Note
5	Tweets
6	Survey feedback
7	Facebook post
8	Forwarded email
9	Phone

ConversationSourceTypes: Freshdesk Domain ConversationSourceTypes

Lookup-table that translates code values of the domain 'ConversationSourceTypes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain ConversationSourceTypes

Example: The code value '8' means 'Forwarded email'.

Retrieve: true

View Columns

The columns of the view ConversationSourceTypes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
10	Mobilehelp
11	E-commerce
8	Forwarded email
9	Phone

ForumTypes: Freshdesk Domain ForumTypes

Lookup-table that translates code values of the domain 'ForumTypes' into descriptions.

Catalog: Freshdesk

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Schema: CodeValues

Label: Domain ForumTypes

Example: The code value '1' means 'How to'.

Retrieve: true

View Columns

The columns of the view ForumTypes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	How to
2	Ideas
3	Problems
4	Announcements

ForumVisibilities: Freshdesk Domain ForumVisibilities

Lookup-table that translates code values of the domain 'ForumVisibilities' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain ForumVisibilities

Example: The code value '1' means 'Anyone'.

Retrieve: true

View Columns

The columns of the view ForumVisibilities are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Anyone
2	Logged-in users
3	Agents

SolutionArticleStatuses: Freshdesk Domain SolutionArticleStatuses

Lookup-table that translates code values of the domain 'SolutionArticleStatuses' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain SolutionArticleStatuses

Example: The code value '1' means 'Draft'.

Retrieve: true

View Columns

The columns of the view SolutionArticleStatuses are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Draft
2	Published

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

SolutionArticleTypes: Freshdesk Domain SolutionArticleTypes

Lookup-table that translates code values of the domain 'SolutionArticleTypes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain SolutionArticleTypes

Example: The code value '1' means 'Permanent'.

Retrieve: true

View Columns

The columns of the view SolutionArticleTypes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Permanent
2	Workaround

SolutionFolderVisibilities: Freshdesk Domain SolutionFolderVisibilities

Lookup-table that translates code values of the domain 'SolutionFolderVisibilities' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain SolutionFolderVisibilities

Example: The code value '1' means 'Anyone'.

Retrieve: true

View Columns

The columns of the view SolutionFolderVisibilities are shown below. Each column has an SQL data type.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Anyone
2	Logged-in users
3	Agents
4	Company-specific users
5	Bots
6	Selected contact segments
7	Selected company segments

SurveyRatingTypes: Freshdesk Domain SurveyRatingTypes

Lookup-table that translates code values of the domain 'SurveyRatingTypes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain SurveyRatingTypes

Example: The code value '1' means 'Awesome'.

Retrieve: true

View Columns

The columns of the view SurveyRatingTypes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Values

Code	Description
1	Awesome
2	Just Okay
3	Not Good

TicketAssociationTypes: Freshdesk Domain TicketAssociationTypes

Lookup-table that translates code values of the domain 'TicketAssociationTypes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain TicketAssociationTypes

Example: The code value '1' means 'Parent'.

Retrieve: true

View Columns

The columns of the view TicketAssociationTypes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Parent
2	Child
3	Tracker
4	Related

TicketPermissions: Freshdesk Domain TicketPermissions

Lookup-table that translates code values of the domain 'TicketPermissions' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Label: Domain TicketPermissions

Example: The code value '1' means 'Global access'.

Retrieve: true

View Columns

The columns of the view TicketPermissions are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Global access
2	Group access
3	Restricted access

TicketPriorityCodes: Freshdesk Domain TicketPriorityCodes

Lookup-table that translates code values of the domain 'TicketPriorityCodes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain TicketPriorityCodes

Example: The code value '1' means 'Low'.

Retrieve: true

View Columns

The columns of the view TicketPriorityCodes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Low
2	Medium
3	High
4	Urgent

TicketSourceCodes: Freshdesk Domain TicketSourceCodes

Lookup-table that translates code values of the domain 'TicketSourceCodes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain TicketSourceCodes

Example: The code value '1' means 'Email'.

Retrieve: true

View Columns

The columns of the view TicketSourceCodes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Email
10	Outbound Email
2	Portal
3	Phone

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Code	Description
4	Forum
5	Tw itter
6	Facebook
7	Chat
8	Mobihelp
9	Feedback Widget

TicketStatusCodes: Freshdesk Domain TicketStatusCodes

Lookup-table that translates code values of the domain 'TicketStatusCodes' into descriptions.

Catalog: Freshdesk

Schema: CodeValues

Label: Domain TicketStatusCodes

Example: The code value '2' means 'Open'.

Retrieve: true

View Columns

The columns of the view TicketStatusCodes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code w ithin the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code w ithin the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
2	Open
3	Pending
4	Resolved
5	Closed

TopicStamps: Freshdesk Domain TopicStamps

Lookup-table that translates code values of the domain 'TopicStamps' into descriptions.

Catalog: Freshdesk

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Schema: CodeValues

Label: Domain TopicStamps

Example: The code value '1' means 'Planned'.

Retrieve: true

View Columns

The columns of the view TopicStamps are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
code	varchar2(240)	Code	☑	Unique code within the domain.
description	varchar2(4000)	Description	☐	Meaning of the unique code within the domain.
domain	varchar2(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	varchar2(240)	Resource Code	☐	Resource code for internationalization.

Values

Code	Description
1	Planned
2	Implemented
3	Taken

3.1.2 Schema: Freshdesk

3.1.2.1 Tables

account

Catalog: Freshdesk

Schema: Freshdesk

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table account are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
account_domain	varchar2		☐	
account_id	int64		☐	
account_name	varchar2		☐	
address_city	varchar2		☐	
address_country	varchar2		☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
address_postalcode	varchar2		☐	
address_state	varchar2		☐	
address_street	varchar2		☐	
bundle_id	int64		☐	
contact_email	varchar2	Contact Email Address	☐	
contact_first_name	varchar2		☐	
contact_last_name	varchar2		☐	
data_center	varchar2		☐	
hipaa_compliant	char		☐	
organisation_id	int64		☐	
organisation_name	varchar2		☐	
tier_type	varchar2		☐	
timezone	varchar2		☐	
total_collaborators_agents	int64		☐	
total_field_service_agents	int64		☐	
total_full_time_agents	int64		☐	
total_occasional_agents	int64		☐	

agent_by_id: Freshdesk Freshdesk Agent

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Freshdesk Agent

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function agent_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function agent_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
deactivated	char		☐	
focus_mode	char		☐	
id	int64	ID	☐	
last_active_at	datetime		☐	
occasional	char	Occasional	☐	
org_agent_id	int64		☐	
scope	int64		☐	
signature	varchar2	Signature	☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

agent_group_ids_by_id: Freshdesk Agent Group IDs

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Agent Group IDs

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function agent_group_ids_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function agent_group_ids_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
group_id	int64	Group ID	☐	
id	int64	ID	☐	
occasional	char	Occasional	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
signature	varchar2	Signature	☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

agent_role_ids_by_id: Freshdesk Agent Role IDs

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Agent Role IDs

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function agent_role_ids_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function agent_role_ids_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	
occasional	char	Occasional	☐	
role_id	int64		☐	
signature	varchar2	Signature	☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

agent_skill_ids_by_id

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function agent_skill_ids_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Columns of Table Function

The columns of the table function agent_skill_ids_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	
occasional	char	Occasional	☐	
signature	varchar2	Signature	☐	
skill_id	int64		☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

agents: Freshdesk Agents

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Agents

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table agents are shown below. Each column has an SQL data type.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	Timestamp that denotes when the agent became available/unavailable (depending on the value of the 'available' attribute).
available	char	Available	☐	If the agent is in a group that has enabled 'Automatic Ticket Assignment', this attribute will be set to true if the agent is accepting new tickets.
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deactivated	char		☐	
focus_mode	char		☐	
id	int64	ID	☐	ID of an agent.
occasional	char	Occasional	☐	Whether the agent is an occasional agent.
points	varchar2	Points	☐	Points scored by the agent.
scoreboard_level_id	int64	Scoreboard Level ID	☐	Scoreboard level ID.
signature_html	varchar2	Signature (HTML)	☐	Signature of an agent in HTML format.
signature	varchar2	Signature	☐	
ticket_permission	int64	Ticket Permission	☐	Ticket permission given to agent.
ticket_scope	int64	Ticket Scope	☐	Ticket permission given to agent.
type	varchar2	Type	☐	Type of Agent(support_agent -> Support Agent, field_agent -> Field Agent, collaborator -> Collaborator).
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
user_id	int64	User ID	☐	User ID of an agent.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

associated_tickets_by_ticket_id

Catalog: Freshdesk

Schema: Freshdesk

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function associated_tickets_by_ticket_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function associated_tickets_by_ticket_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
due_by	datetime	Due by	☐	
fr_due_by	datetime	From Due by	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

business_hour_by_id: Freshdesk Business Hour

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Business Hour

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function business_hour_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function business_hour_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
id	int64	ID	☐	
is_default	char	Is Default	☐	
name	varchar2	Name	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
time_zone	varchar2	Time Zone	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

business_hours: Freshdesk Business Hours

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Business Hours

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table business_hours are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

canned_response_folders

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table canned_response_folders are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
name	varchar2	Name	☐	
personal	char		☐	
responses_count	int64		☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

canned_responses_by_folder_id

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function canned_responses_by_folder_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function canned_responses_by_folder_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
content_html	varchar2		☐	
content	varchar2		☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
folder_id	int64	Folder ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
id	int64	ID	☐	
title	varchar2	Title	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

companies: Freshdesk Companies

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Companies

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table companies are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
cust_identifier	int64	Custom Identifier	☐	Internal usage.
description	varchar2	Description	☐	Description of the customer.
domains	varchar2	Domains	☐	Domains of the company. Email addresses of contacts that contain this domain w ill be associated w ith that company automatically.
id	int64	ID	☐	Unique ID of the customer.
name	varchar2	Name	☐	Name of the customer.
note	varchar2	Note	☐	Note about the customer.
sla_policy_id	int64	SLA Policy ID	☐	ID of the SLA associated w ith the contact.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

company_custom_fields: Freshdesk Company Custom Fields

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Company Custom Fields

Documentation:

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Custom fields for companies

Can retrieve data and change data using insert, update and delete.

Table Columns

The columns of the table company_custom_fields are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
choices	varchar2	Choices	☐	Choices available (JSON).
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
customers_can_edit	char	Customers Can Edit	☐	Whether the field can be updated by customers.
default	char	Default	☐	Whether the field is not a custom field.
description	varchar2	Description	☐	Description.
displayed_to_customers	char	Displayed to Customers	☐	Whether the field is displayed in the customer portal.
editable_in_signup	char	Editable in Sign-up	☐	Whether the field can be updated by customers during signup.
id	int64	ID	☑	Unique ID.
label_for_customers	varchar2	Label for Customers	☐	User-interface label for customers.
label	varchar2	Label	☐	User-interface label.
name	varchar2	Name	☐	Name.
portal_cc_to	varchar2	Portal CC, To	☐	'all' w hen a customer can add any requester to the CC list and 'company' w hen a customer can add only company contacts to the CC list.
portal_cc	char	Portal CC	☐	Whether customer can add additional requesters to a ticket.
position	int32	Position	☐	Position.
required_for_agents	char	Required for Agents	☐	Whether the field is required for agents.
required_for_closure	char	Required for Closure	☐	Whether the field is required for closing the ticket.
required_for_customers	char	Required for Customers	☐	Whether the field is required for customers.
type	varchar2	Type	☐	Type of custom field such as date, text, etc.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

company_domains_by_id: Freshdesk Company Domains

Catalog: Freshdesk

Schema: Freshdesk

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Primary Keys: id

Label: Company Domains

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function company_domains_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function company_domains_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
domains	varchar2	Domains	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
note	varchar2	Note	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

contact_by_id: Freshdesk Contact

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Label: Contact

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function contact_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function contact_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
address	varchar2	Address	☐	
avatar_avatar_url	varchar2	Avatar (URL)	☐	
avatar_content_type	varchar2	Avatar Content Type	☐	
avatar_created_at	datetime	Avatar Created at	☐	
avatar_id	int64	Avatar ID	☐	
avatar_name	varchar2	Avatar Name	☐	
avatar_size	int64	Avatar Size	☐	
avatar_updated_at	datetime	Avatar Updated at	☐	
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
deleted	varchar2	Deleted	☐	
description	varchar2	Description	☐	
email	varchar2	Email	☐	
id	int64	ID	☐	
job_title	varchar2	Job Title	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
language	varchar2	Language	☐	
mobile	varchar2	Mobile	☐	
name	varchar2	Name	☐	
phone	varchar2	Phone	☐	
tag	varchar2	Tag	☐	
time_zone	varchar2	Time Zone	☐	
twitter_id	varchar2	Twitter ID	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
view_all_tickets	char	View All Tickets	☐	

contact_custom_fields: Freshdesk Contact Custom Fields

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Contact Custom Fields

Documentation:

Custom fields for contacts

Can retrieve data and change data using insert, update and delete.

Table Columns

The columns of the table contact_custom_fields are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
choices	varchar2	Choices	☐	Choices available (JSON).
created_at	datetime	Created at	☐	Date/time at which the record was created.
customers_can_edit	char	Customers Can Edit	☐	Whether the field can be updated by customers.
default	char	Default	☐	Whether the field is not a custom field.
description	varchar2	Description	☐	Description.
displayed_to_customers	char	Displayed to Customers	☐	Whether the field is displayed in the customer portal.
editable_in_signup	char	Editable in Sign-up	☐	Whether the field can be updated by customers during signup.
id	int64	ID	☑	Unique ID.
label_for_customers	varchar2	Label for Customers	☐	User-interface label for customers.
label	varchar2	Label	☐	User-interface label.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
name	varchar2	Name	☐	Name.
portal_cc_to	varchar2	Portal CC, To	☐	'all' when a customer can add any requester to the CC list and 'company' when a customer can add only company contacts to the CC list.
portal_cc	char	Portal CC	☐	Whether customer can add additional requesters to a ticket.
position	int32	Position	☐	Position.
required_for_agents	char	Required for Agents	☐	Whether the field is required for agents.
required_for_closure	char	Required for Closure	☐	Whether the field is required for closing the ticket.
required_for_customers	char	Required for Customers	☐	Whether the field is required for customers.
type	varchar2	Type	☐	Type of custom field such as date, text, etc.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

contact_other_companies_by_id: Freshdesk Contact Other Companies

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Contact Other Companies

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function contact_other_companies_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Columns of Table Function

The columns of the table function contact_other_companies_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
address	varchar2	Address	☐	
avatar_avatar_url	varchar2	Avatar (URL)	☐	
avatar_content_type	varchar2	Avatar Content Type	☐	
avatar_created_at	datetime	Avatar Created at	☐	
avatar_id	int64	Avatar ID	☐	
avatar_name	varchar2	Avatar Name	☐	
avatar_size	int64	Avatar Size	☐	
avatar_updated_at	datetime	Avatar Updated at	☐	
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	varchar2	Deleted	☐	
description	varchar2	Description	☐	
email	varchar2	Email	☐	
id	int64	ID	☐	
job_title	varchar2	Job Title	☐	
language	varchar2	Language	☐	
mobile	varchar2	Mobile	☐	
name	varchar2	Name	☐	
other_companies_company_id	int64	Other Companies Company ID	☐	
other_companies_view_all_tickets	char	Other Companies View All Tickets	☐	
phone	varchar2	Phone	☐	
time_zone	varchar2	Time Zone	☐	
twitter_id	varchar2	Twitter ID	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
view_all_tickets	char	View All Tickets	☐	

contact_other_emails_by_id: Freshdesk Contact Other Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Contact Other Emails

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function contact_other_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function contact_other_emails_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
address	varchar2	Address	☐	
avatar_avatar_url	varchar2	Avatar (URL)	☐	
avatar_content_type	varchar2	Avatar Content Type	☐	
avatar_created_at	datetime	Avatar Created at	☐	
avatar_id	int64	Avatar ID	☐	
avatar_name	varchar2	Avatar Name	☐	
avatar_size	int64	Avatar Size	☐	
avatar_updated_at	datetime	Avatar Updated at	☐	
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
deleted	varchar2	Deleted	☐	
description	varchar2	Description	☐	
email	varchar2	Email	☐	
id	int64	ID	☐	
job_title	varchar2	Job Title	☐	
language	varchar2	Language	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
mobile	varchar2	Mobile	☐	
name	varchar2	Name	☐	
other_emails	varchar2	Other Emails	☐	
phone	varchar2	Phone	☐	
time_zone	varchar2	Time Zone	☐	
twitter_id	varchar2	Twitter ID	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
view_all_tickets	char	View All Tickets	☐	

contact_tags_by_id: Freshdesk Contact Tags

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Contact Tags

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function contact_tags_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function contact_tags_by_id are shown below. Each column has an SQL data type.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
address	varchar2	Address	☐	
avatar_avatar_url	varchar2	Avatar (URL)	☐	
avatar_content_type	varchar2	Avatar Content Type	☐	
avatar_created_at	datetime	Avatar Created at	☐	
avatar_id	int64	Avatar ID	☐	
avatar_name	varchar2	Avatar Name	☐	
avatar_size	int64	Avatar Size	☐	
avatar_updated_at	datetime	Avatar Updated at	☐	
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	varchar2	Deleted	☐	
description	varchar2	Description	☐	
email	varchar2	Email	☐	
id	int64	ID	☐	
job_title	varchar2	Job Title	☐	
language	varchar2	Language	☐	
mobile	varchar2	Mobile	☐	
name	varchar2	Name	☐	
phone	varchar2	Phone	☐	
tag	varchar2	Tag	☐	
tags	varchar2	Tags	☐	
time_zone	varchar2	Time Zone	☐	
twitter_id	varchar2	Twitter ID	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
view_all_tickets	char	View All Tickets	☐	

contacts: Freshdesk Contacts

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Contacts

Can retrieve data and change data using insert, update and delete.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function contacts. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
_updated_since	datetime	☐	01/01/1900 00:00:00	Limit to contacts updated since.
company_id	int64	☐		Company ID of contact.
email	varchar2	☐		Email address of the contact.
mobile	varchar2	☐		Mobile number of the contact.
phone	varchar2	☐		Phone of the contact.
query	varchar2	☐		Custom query matching Freshdesk specifications, such as 'active:true'.
state	varchar2	☐		Pre-defined filter: 'blocked', 'deleted', 'unverified' and 'verified'.

Columns of Table Function

The columns of the table function contacts are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	Whether the user has been verified.
address	varchar2	Address	☐	Address of the user.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
customer_id	int64	Customer ID	☐	ID of the company to which this user belongs.
deleted	char	Deleted	☐	Whether the contact has been deleted.
description	varchar2	Description	☐	A short description about the user.
email	varchar2	Email	☐	Primary email for the user.
external_id	int64	External ID	☐	Internal usage.
helpdesk_agent	char	Helpdesk Agent	☐	Whether the user is an agent.
id	int64	ID	☑	ID of the user.
job_title	varchar2	Job Title	☐	Job title of the user.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
language	varchar2	Language	☐	Language of the user. Default language is 'en' for English.
mobile	varchar2	Mobile	☐	Mobile number of the user.
name	varchar2	Name	☐	Name of the user.
phone	varchar2	Phone	☐	Phone number of the user.
time_zone	varchar2	Time Zone	☐	Time zone of the user.
twitter_id	varchar2	Twitter ID	☐	Twitter ID of the user.
unique_external_id	varchar2	Unique External ID	☐	External ID of the user.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
view_all_tickets	char	View All Tickets	☐	Whether the contact can see all tickets that are associated with the company to which the contact belongs.

custom_object_fields

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table custom_object_fields are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
deleted	char	Deleted	☐	
editable	char		☐	
filterable	char		☐	
hint	varchar2		☐	
id	int64	ID	☐	
label	varchar2	Label	☐	
name	varchar2	Name	☐	
object_created_time	datetime		☐	Date/time at which the record was created.
object_deleted	char		☐	
object_description	varchar2		☐	
object_id	int64		☐	
object_name	varchar2		☐	
object_prefix	varchar2		☐	
object_title	varchar2		☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
object_updated_time	datetime		☐	Date/time at w hich the record w as last updated.
object_version	int64		☐	
parent_id	int64		☐	
placeholder	varchar2		☐	
position	int64	Position	☐	
required	char		☐	
searchable	char		☐	
type	varchar2	Type	☐	
visible	char		☐	

custom_objects

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table custom_objects are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_time	datetime		☐	Date/time at w hich the record w as created.
deleted	char	Deleted	☐	
description	varchar2	Description	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
prefix	varchar2		☐	
title	varchar2	Title	☐	
updated_time	datetime		☐	Date/time at w hich the record w as last updated.
version	int64		☐	

discussion_categories: Freshdesk Discussion Categories

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Label: Discussion Categories

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table discussion_categories are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	Description of the forum category.
id	int64	ID	☐	Unique ID of the forum category.
name	varchar2	Name	☐	Name.
position	int64	Position	☐	The rank of the category in the category listing.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

discussion_category_forums_by_id: Freshdesk Discussion Category Forums

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Discussion Category Forums

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function discussion_category_forums_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function discussion_category_forums_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
comments_count	int64	Comments Count	☐	
description	varchar2	Description	☐	
forum_category_id	int64	Forum Category ID	☐	
forum_type	int64	Forum Type	☐	
forum_visibility	int64	Forum Visibility	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
position	int64	Position	☐	
topics_count	int64	Topics Count	☐	

discussion_forum_topics_by_id: Freshdesk Discussion Forum Topics

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Discussion Forum Topics

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function discussion_forum_topics_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function discussion_forum_topics_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
body_html	varchar2	Body (HTML)	☐	Message body of the topic.
comment_count	int64	Comment Count	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
forum_id	int64	Forum ID	☐	ID of the containing forum.
hits	int64	Hits	☐	Number of views of the topic.
id	int64	ID	☐	Unique ID of the topic.
last_post_id	int64	Last Post ID	☐	ID of the latest comment on the topic.
locked	char	Locked	☐	Whether the topic has been locked.
merged_topic_id	int64	Merged Topic ID	☐	
posts_count	int64	Posts Count	☐	Number of posts in the topic.
published	char	Published	☐	
replied_at	datetime	Replied at	☐	Timestamp of the latest comment made in the topic.
replied_by	int64	Replied by	☐	ID of the user who made the latest comment in the topic.
stamp_type	int64	Stamp Type	☐	
sticky	char	Sticky	☐	Whether the topic should stay on top of the forum for additional visibility.
title	varchar2	Title	☐	Title of the topic.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
user_id	int64	User ID	☐	ID of the user.
user_votes	int64	User Votes	☐	Number of votes in the topic.

discussion_forums_by_id: Freshdesk Discussion Category Forums

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Discussion Category Forums

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function discussion_forums_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function discussion_forums_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
comments_count	int64	Comments Count	☐	
description	varchar2	Description	☐	Description.
forum_category_id	int64	Forum Category ID	☐	The ID of the category of this forum.
forum_type	int64	Forum Type	☐	The type of the forum. See ForumTypes.
forum_visibility	int64	Forum Visibility	☐	The visibility of the forum. See ForumVisibilities.
id	int64	ID	☐	Unique ID.
name	varchar2	Name	☐	Name.
position	int64	Position	☐	The rank of the forum in the forum listing.
posts_count	int64	Posts Count	☐	The number of comments on the forum.
topics_count	int64	Topics Count	☐	The number of topics in the forum.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

discussion_topic_comments_by_id: Freshdesk Discussion Topic Comments

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Discussion Topic Comments

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function discussion_topic_comments_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function discussion_topic_comments_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
answer	char	Answer	☐	
body_text	varchar2	Body Text	☐	
body	varchar2	Body	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
forum_id	int64	Forum ID	☐	
id	int64	ID	☐	
published	char	Published	☐	
spam	char	Spam	☐	
topic_id	int64	Topic ID	☐	
trash	char	Trash	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	

email_configs: Freshdesk Email Configurations

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Email Configurations

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table email_configs are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
group_id	int64	Group ID	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
primary_role	char	Primary Role	☐	
product_id	int64	Product ID	☐	
reply_mail	varchar2	Reply Email	☐	
to_mail	varchar2	To Email	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

email_mailboxes

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

The following parameters can be used to control the behaviour of the table function email_mailboxes. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
active	boolean	☐		
forw ard_email	varchar2	☐		
group_id	int64	☐		Group ID of entry.
product_id	int64	☐		Product ID of entry.
support_email	varchar2	☐		

Columns of Table Function

The columns of the table function email_mailboxes are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
access_type	varchar2		☐	
active	char	Active	☐	
authentication	varchar2		☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
custom_mailbox	varchar2		☐	
default_reply_email	char		☐	
delete_from_server	char		☐	
failure_code	varchar2		☐	
forw ard_email	varchar2		☐	
freshdesk_mailbox	varchar2		☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
incoming	varchar2	Incoming	☐	
mail_server	varchar2		☐	
mailbox_type	varchar2		☐	
name	varchar2	Name	☐	
outgoing	varchar2		☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
password	varchar2		☐	
port	int16		☐	
product_id	int64	Product ID	☐	
support_email	varchar2	Support Email Address	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
use_ssl	char		☐	
username	varchar2		☐	

group_agent_ids_by_id: Freshdesk Group Agent IDs

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Group Agent IDs

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function group_agent_ids_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function group_agent_ids_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_ids	varchar2	Agent IDs	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
auto_ticket_assign	char	Automatically Assign Ticket	☐	
business_hour_id	int64	Business Hour ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
description	varchar2	Description	☐	
escalate_to	int64	Escalate to	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
unassigned_for	varchar2	Unassigned for	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

groups: Freshdesk Groups

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Groups

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table groups are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_list	varchar2	Agent List	☐	The CSV of agent user IDs.
assign_time	datetime	Assign Time	☐	The time after which an escalation email will be sent if a ticket remains unassigned.
auto_ticket_assign	char	Automatically Assign Ticket	☐	
business_hour_id	int64	Business Hour ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
description	varchar2	Description	☐	Description of the group.
escalate_to	int64	Escalate to	☐	ID of the user to whom the escalation email is sent of a ticket unassigned.
group_type	varchar2		☐	
id	int64	ID	☐	Unique ID of the group.
name	varchar2	Name	☐	Name of the group.
ticket_assign_type	int64	Ticket Assign Type	☐	Automatic ticket assignment type.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
unassigned_for	varchar2	Unassigned for	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

prime_ticket_association_by_id

Catalog: Freshdesk

Schema: Freshdesk

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function prime_ticket_association_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function prime_ticket_association_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
due_by	datetime	Due by	☐	
fr_due_by	datetime	From Due by	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

products: Freshdesk Products

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Products

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table products are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

recent_tickets: Freshdesk Tickets (Recent)

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Tickets (Recent)

Documentation:

Tickets created in the last 30 days.

Can retrieve data and change data using insert, update and delete.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Table Columns

The columns of the table recent_tickets are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
associated_tickets_count	int64	Associated Tickets Count	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
company_name	varchar2	Company Name	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	char	Deleted	☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.
description_html	varchar2	Description (HTML)	☐	HTML content of the ticket. Description and description_html should not be passed together.
description_text	varchar2	Description	☐	Plain text content of the ticket.
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	Ticket due-by time.
email_config_id	int64	Email Configuration ID	☐	ID of email config which is used for this ticket.
email	varchar2	Email	☐	Email address of the requester. If no contact exists with this email address in Freshdesk, it will be added as a new contact.
facebook_id	varchar2	Facebook ID	☐	Facebook ID of the requester. A contact should exist with this facebook_id in Freshdesk.
fr_due_by	datetime	From Due by	☐	Timestamp that denotes when the first response is due.
fr_escalated	char	From Escalated	☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64	Group ID	☐	ID of Group to which the ticket is assigned.
id	int64	ID	☑	Unique ID of the ticket.
internal_agent_id	int64	Internal Agent ID	☐	
internal_group_id	int64	Internal Group ID	☐	
is_escalated	char	Is Escalated	☐	Set to true if an escalation was sent.
name	varchar2	Name	☐	Name of the requester.
nr_due_by	datetime	Due by (NR)	☐	
nr_escalated	char	Escalated (NR)	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
phone	varchar2	Phone	☐	Phone number of the requester. If no contact exists with this phone number in Freshdesk, it will be added as a new contact. If the phone number is set and the email address is not, then the name attribute is mandatory.
priority	int16	Priority	☐	Priority of the ticket.
product_id	int64	Product ID	☐	ID of the product to which the ticket is associated.
requester_email	varchar2	Requester Email	☐	Email address of the requester. If no contact exists with this email address in Freshdesk, it will be added as a new contact.
requester_id	varchar2	Requester ID	☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
requester_mobile	varchar2	Requester Mobile	☐	
requester_name	varchar2	Requester Name	☐	Name of the requester. If no contact exists with the above mentioned email address in Freshdesk, it will be added as a new contact with this name. Name of the existing contact won't be overwritten by this name.
requester_phone	varchar2	Requester Phone	☐	Phone number of the requester. If no contact exists with this phone number in Freshdesk, it will be added as a new contact. name is a mandatory attribute if phone number is given.
requester_twitter_id	varchar2	Requester Twitter ID	☐	Twitter id of the requester. If no contact exists with this twitter_id in Freshdesk, it will be added as a new contact.
responder_id	int64	Responder ID	☐	ID of the agent to whom the ticket is assigned.
source	int16	Source	☐	The channel through which the ticket was created.
spam	char	Spam	☐	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime	Statistics Agent Responded at	☐	
stats_closed_at	datetime	Statistics Closed at	☐	
stats_first_responded_at	datetime	Statistics First Responded at	☐	
stats_pending_since	datetime	Statistics Pending since	☐	
stats_reopened_at	datetime	Statistisc Reopened at	☐	
stats_requester_responded_at	datetime	Statistics Requester Responded at	☐	
stats_resolved_at	datetime	Statistics Resolved at	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
stats_status_updated_at	datetime	Statistics Status Updated at	☐	
status	int16	Status	☐	Status of the ticket.
subject	varchar2	Subject	☐	Ticket subject.
ticket_type	varchar2	Ticket Type	☐	Type property field as defined in ticket fields.
to_emails	varchar2	To Emails	☐	
twitter_id	varchar2	Twitter ID	☐	Twitter handle of the requester. If no contact exists with this handle in Freshdesk, it will be added as a new contact.
type	varchar2	Type	☐	Helps categorize the ticket according to the different kinds of issues your support team deals with.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

roles: Freshdesk Roles

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Roles

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table roles are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at which the record was created.
default	char	Default	☐	
description	varchar2	Description	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

scenario_automations

Catalog: Freshdesk

Schema: Freshdesk

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Primary Keys: id

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table scenario_automations are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
private	char	Private	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

search_tickets: Freshdesk Search Tickets

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Search Tickets

Documentation:

Search for tickets using a query.

Can retrieve data and change data using insert, update and delete.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function search_tickets. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
query	varchar2	☑		Custom query matching Freshdesk specifications, such as '(priority:3 OR priority:2) AND created_at:>'2022-01-01''. The following fields can be used in the query: agent_id, group_id, priority, status, tag, type, due_by, fr_due_by, created_at and updated_at.

Columns of Table Function

The columns of the table function search_tickets are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
associated_tickets_count	int64	Associated Tickets Count	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	char	Deleted	☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.
description_html	varchar2	Description (HTML)	☐	HTML content of the ticket. Description and description_html should not be passed together.
description_text	varchar2	Description	☐	Plain text content of the ticket.
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	Ticket due-by time.
email_config_id	int64	Email Configuration ID	☐	ID of email config which is used for this ticket.
email	varchar2	Email	☐	Email address of the requester. If no contact exists with this email address in Freshdesk, it will be added as a new contact.
facebook_id	varchar2	Facebook ID	☐	Facebook ID of the requester. A contact should exist with this facebook_id in Freshdesk.
fr_due_by	datetime	From Due by	☐	Timestamp that denotes when the first response is due.
fr_escalated	char	From Escalated	☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64	Group ID	☐	ID of Group to which the ticket is assigned.
id	int64	ID	☑	Unique ID of the ticket.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
internal_agent_id	int64	Internal Agent ID	☐	
internal_group_id	int64	Internal Group ID	☐	
is_escalated	char	Is Escalated	☐	Set to true if an escalation was sent.
name	varchar2	Name	☐	Name of the requester.
nr_due_by	datetime	Due by (NR)	☐	
nr_escalated	char	Escalated (NR)	☐	
phone	varchar2	Phone	☐	Phone number of the requester. If no contact exists with this phone number in Freshdesk, it will be added as a new contact. If the phone number is set and the email address is not, then the name attribute is mandatory.
priority	int16	Priority	☐	Priority of the ticket.
product_id	int64	Product ID	☐	ID of the product to which the ticket is associated.
requester_id	varchar2	Requester ID	☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
responder_id	int64	Responder ID	☐	ID of the agent to whom the ticket is assigned.
source	int16	Source	☐	The channel through which the ticket was created.
spam	char	Spam	☐	Set as true if the ticket is marked as spam.
status	int16	Status	☐	Status of the ticket.
subject	varchar2	Subject	☐	Ticket subject.
ticket_type	varchar2	Ticket Type	☐	Type property field as defined in ticket fields.
to_emails	varchar2	To Emails	☐	
twitter_id	varchar2	Twitter ID	☐	Twitter handle of the requester. If no contact exists with this handle in Freshdesk, it will be added as a new contact.
type	varchar2	Type	☐	Helps categorize the ticket according to the different kinds of issues your support team deals with.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

skills

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table skills are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	
match_type	varchar2		☐	Match type for conditions("all", "any")
name	varchar2	Name	☐	
rank	varchar2		☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

sla_policies

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table sla_policies are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
id	int64	ID	☐	
is_default	char	Is Default	☐	
name	varchar2	Name	☐	
position	int64	Position	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

solution_article_attachments_by_id: Freshdesk Solution Article Attachments

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Solution Article Attachments

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function solution_article_attachments_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function solution_article_attachments_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_id	int64	Agent ID	☐	
attachments_attachment_url	varchar2	Attachments URL	☐	
attachments_content_type	varchar2	Attachments Content Type	☐	
attachments_created_at	datetime	Attachments Created at	☐	
attachments_id	int64	Attachments ID	☐	
attachments_name	varchar2	Attachments Name	☐	
attachments_size	int64	Attachments Size	☐	
attachments_updated_at	datetime	Attachments Updated at	☐	
category_id	int64	Category ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
folder_id	int64	Folder ID	☐	
hits	int64	Hits	☐	
id	int64	ID	☐	
seo_data_meta_description	varchar2	SEO Description	☐	
seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
seo_data_meta_title	varchar2	SEO Title	☐	
status	int64	Status	☐	
title	varchar2	Title	☐	
tumbs_dow n	int64	Thumbs Dow n	☐	
tumbs_up	int64	Thumbs Up	☐	
type	int64	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

solution_article_by_id: Freshdesk Solution Article

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Solution Article

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function solution_article_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function solution_article_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_id	int64	Agent ID	☐	
category_id	int64	Category ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
folder_id	int64	Folder ID	☐	
hits	int64	Hits	☐	
id	int64	ID	☐	
seo_data_meta_description	varchar2	SEO Description	☐	
seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
seo_data_meta_title	varchar2	SEO Title	☐	
status	int64	Status	☐	
thumbs_dow n	int64	Thumbs Dow n	☐	
thumbs_up	int64	Thumbs Up	☐	
title	varchar2	Title	☐	
type	int64	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

solution_article_tags_by_id: Freshdesk Solution Article Tags

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Solution Article Tags

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function solution_article_tags_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function solution_article_tags_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_id	int64	Agent ID	☐	
category_id	int64	Category ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
folder_id	int64	Folder ID	☐	
hits	int64	Hits	☐	
id	int64	ID	☐	
seo_data_meta_description	varchar2	SEO Description	☐	
seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
seo_data_meta_title	varchar2	SEO Title	☐	
status	int64	Status	☐	
tags	varchar2	Tags	☐	
title	varchar2	Title	☐	
tumbs_dow n	int64	Thumbs Dow n	☐	
tumbs_up	int64	Thumbs Up	☐	
type	int64	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

solution_categories: Freshdesk Solution Categories

Catalog: Freshdesk

Schema: Freshdesk

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Primary Keys: id

Label: Solution Categories

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table solution_categories are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	Description.
id	int64	ID	☐	Unique ID of the solution category.
is_default	char	Is Default	☐	Whether the category is a default category.
name	varchar2	Name	☐	Name of the solution category.
position	int64	Position	☐	Rank of the solution category in the category listing.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

solution_category_folders_by_id: Freshdesk Solution Category Folders

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Solution Category Folders

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function solution_category_folders_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function solution_category_folders_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at which the record was created.
description	varchar2	Description	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
visibility	int64	Visibility	☐	

solution_folder_articles_by_id: Freshdesk Solution Folder Articles

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Solution Folder Articles

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function solution_folder_articles_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function solution_folder_articles_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_id	int64	Agent ID	☐	
art_type	int64	Art Type	☐	Type of the article. See SolutionArticleTypes.
category_id	int64	Category ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	Description.
folder_id	int64	Folder ID	☐	ID of the folder under w hich the article is listed.
hits	int64	Hits	☐	
id	int64	ID	☐	Unique ID of the solution article.
position	int64	Position	☐	The rank of the solution article in the article listing.
seo_data_meta_description	varchar2	SEO Description	☐	
seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
seo_data_meta_title	varchar2	SEO Title	☐	
status	int64	Status	☐	Status of the article. See SolutionArticleStatuses.
thumbs_dow n	int64	Thumbs Dow n	☐	Number of dow n votes for the solution article.
thumbs_up	int64	Thumbs Up	☐	Number of upvotes for the solution article.
title	varchar2	Title	☐	Title of the solution article.
type	int64	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	ID of the user w ho created the solution article.

solution_folder_by_id: Freshdesk Solution Folder

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Solution Folder

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function solution_folder_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function solution_folder_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
articles_count	int64		☐	
category_id	int64	Category ID	☐	ID of the category under w hich the folder is listed.
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	Description.
id	int64	ID	☐	Unique ID of the solution folder.
is_default	char	Is Default	☐	Whether the folder is a default folder.
name	varchar2	Name	☐	Name.
parent_folder_id	int64		☐	
position	int64	Position	☐	Position in w hich the folder is listed.
sub_folders_count	int64		☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
visibility	int64	Visibility	☐	Accessibility of the folder.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

statistics_incremental: Freshdesk Statistics on Incremental Tables

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Statistics on Incremental Tables

Documentation:

Tickets.

Can retrieve data and change data using insert, update and delete.

Table Columns

The columns of the table statistics_incremental are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
action_code	varchar2		☐	
bytes_retrieved	int64	Bytes Retrieved	☐	
created_at	datetime	Created at	☑	
dow nload_group_name	varchar2	Dow nload Group Name	☐	
dow nload_uid	guid	Dow nload UID	☐	
end_date_utc	datetime	End Date (UTC)	☐	
end_overall_date_last_updated_utc	datetime	End Overall Date Last Updated (UTC)	☐	
error_message	varchar2	Error Message	☐	
first_date_last_updated_utc	datetime	First Date Last Updated (UTC)	☐	
first_ticket_id	int64	First Ticket ID	☐	
from_cache	char		☐	
last_date_last_updated_utc	datetime	Last Date Last Updated (UTC)	☐	
last_ticket_id	int64	Last Ticket ID	☐	
max_date_last_updated_utc	datetime	Maximum Date Last Updated (UTC)	☐	
max_ticket_id	int64	Maximum Ticket ID	☐	
min_date_last_updated_utc	datetime	Minimum Date Last Updated (UTC)	☐	
min_ticket_id	int64	Minimum Ticket ID	☐	
page_number	int32	Page Number	☐	
page_registration_date_utc	datetime		☐	
page_row s_added_count	int64		☐	
page_row s_count	int64	#Row s on Page	☐	
page_row s_overw ritten_count	int64		☐	
pages_retrieved	int32	Pages Retrieved	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
paging_code	varchar2		☐	
rows_retrieved	int64	Rows Retrieved	☐	
start_date_utc	datetime	Start Date (UTC)	☐	
start_overall_date_last_updated_utc	datetime	Start Overall Date Last Updated (UTC)	☐	
success_flag	char	Success?	☐	
table_name	varchar2		☑	
uid	guid	UID	☐	
updated_since_utc	datetime	Updated since (UTC)	☐	
url	varchar2	URL	☐	

survey_question_accepted_ratings: Freshdesk Survey Questions

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Survey Questions

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table survey_question_accepted_ratings are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
question_default	char		☐	
question_id	varchar2		☐	
question_label	varchar2		☐	
rating	varchar2	Rating	☐	
survey_id	int64	Survey ID	☐	
survey_title	varchar2		☐	

survey_questions: Freshdesk Survey Questions

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Survey Questions

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Table Columns

The columns of the table survey_questions are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
default	char	Default	☐	
id	varchar2	ID	☐	
label	varchar2	Label	☐	
survey_id	varchar2	Survey ID	☐	
survey_title	varchar2		☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

survey_satisfaction_ratings: Freshdesk Survey Satisfaction Ratings

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Survey Satisfaction Ratings

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function survey_satisfaction_ratings. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
created_since	datetime	☐	01/01/1900 00:00:00	Limit to survey satisfaction ratings created since.
user_id	int64	☐		User ID of support employee.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Columns of Table Function

The columns of the table function survey_satisfaction_ratings are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_id	int64	Agent ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
default_question	varchar2		☐	
feedback	varchar2	Feedback	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
questions	varchar2	Questions	☐	
ratings	varchar2		☐	
survey_id	int64	Survey ID	☐	
ticket_id	int64	Ticket ID	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
user_id	int64	User ID	☐	

surveys: Freshdesk Survey

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Survey

This is a read-only table. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Table Columns

The columns of the table surveys are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at which the record was created.
id	varchar2	ID	☐	Unique ID of the survey.
title	varchar2	Title	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

ticket_attachments_by_id: Freshdesk Ticket Attachments

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Attachments

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_attachments_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_attachments_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
attachments_attachment_url	varchar2	Attachments URL	☐	
attachments_content_type	varchar2	Attachments Content Type	☐	
attachments_created_at	datetime	Attachments Created at	☐	
attachments_id	int64	Attachments ID	☐	
attachments_name	varchar2	Attachments Name	☐	
attachments_size	int64	Attachments Size	☐	
attachments_updated_at	datetime	Attachments Updated at	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

ticket_by_id: Freshdesk Ticket

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
stats_agent_responded_at	datetime	Statistics Agent Responded at	☐	
stats_closed_at	datetime	Statistics Closed at	☐	
stats_first_responded_at	datetime	Statistics First Responded at	☐	
stats_pending_since	datetime	Statistics Pending since	☐	
stats_reopened_at	datetime	Statistisc Reopened at	☐	
stats_requester_responded_at	datetime	Statistics Requester Responded at	☐	
stats_resolved_at	datetime	Statistics Resolved at	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
stats_status_updated_at	datetime	Statistics Status Updated at	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

ticket_cc_emails_by_id: Freshdesk Ticket CC Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket CC Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_cc_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_cc_emails_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
cc_emails	varchar2	CC Emails	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

ticket_conversations_attachments_by_id: Freshdesk Ticket Conversion Attachments

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Conversion Attachments

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_conversations_attachments_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_conversations_attachments_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
attachments_attachment_url	varchar2	Attachments URL	☐	
attachments_content_type	varchar2	Attachments Content Type	☐	
attachments_created_at	datetime	Attachments Created at	☐	
attachments_id	int64	Attachments ID	☐	
attachments_name	varchar2	Attachments Name	☐	
attachments_updated_at	datetime	Attachments Updated at	☐	
body_text	varchar2	Body Text	☐	
body	varchar2	Body	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
from_email	varchar2	From Email Address	☐	
id	int64	ID	☐	
incoming	char	Incoming	☐	
private	char	Private	☐	
source	int64	Source	☐	
support_email	varchar2	Support Email Address	☐	
ticket_id	int64	Ticket ID	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	

ticket_conversations_bcc_emails_by_id: Freshdesk Ticket Conversation BCC Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Label: Ticket Conversation BCC Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_conversations_bcc_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_conversations_bcc_emails_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
bcc_email	varchar2	Bcc Email	☐	
body_text	varchar2	Body Text	☐	
body	varchar2	Body	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
from_email	varchar2	From Email Address	☐	
id	int64	ID	☐	
incoming	char	Incoming	☐	
private	char	Private	☐	
source	int64	Source	☐	
support_email	varchar2	Support Email Address	☐	
ticket_id	int64	Ticket ID	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

ticket_conversations_by_id: Freshdesk Ticket Conversations

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Conversations

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_conversations_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_conversations_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
body_text	varchar2	Body Text	☐	Content of the conversation in plain text.
body	varchar2	Body	☐	Content of the conversation in HTML.
created_at	datetime	Created at	☐	Date/time at which the record was created.
from_email	varchar2	From Email Address	☐	
id	int64	ID	☐	ID of the conversation.
incoming	char	Incoming	☐	Whether a particular conversation should appear as being created from outside (i.e., not through web portal).
last_edited_at_user_id	int64		☐	
last_edited_at	datetime		☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
private	char	Private	☐	Whether the note is private.
source	int64	Source	☐	Type of the conversation. See ConversationSources.
support_email	varchar2	Support Email Address	☐	Email address from w hich the reply is sent. For notes, this value w ill be null.
ticket_id	int64	Ticket ID	☐	ID of the ticket to w hich this conversation is being added.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	ID of the agent/user w ho is adding the conversation.

ticket_conversations_cc_emails_by_id: Freshdesk Ticket Conversation CC Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Conversation CC Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_conversations_cc_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_conversations_cc_emails_by_id are shown below. Each column has an SQL data type.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
body_text	varchar2	Body Text	☐	
body	varchar2	Body	☐	
cc_email	varchar2	Cc Email	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
from_email	varchar2	From Email Address	☐	
id	int64	ID	☐	
incoming	char	Incoming	☐	
private	char	Private	☐	
source	int64	Source	☐	
support_email	varchar2	Support Email Address	☐	
ticket_id	int64	Ticket ID	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	

ticket_conversations_to_emails_by_id: Freshdesk Ticket Conversation To Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Conversation To Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_conversations_to_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Columns of Table Function

The columns of the table function ticket_conversations_to_emails_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
body_text	varchar2	Body Text	☐	
body	varchar2	Body	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
from_email	varchar2	From Email Address	☐	
id	int64	ID	☐	
incoming	char	Incoming	☐	
private	char	Private	☐	
source	int64	Source	☐	
support_email	varchar2	Support Email Address	☐	
ticket_id	int64	Ticket ID	☐	
to_email	varchar2	To Email	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	

ticket_custom_fields: Freshdesk Ticket Custom Fields

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Custom Fields

Documentation:

Custom fields for tickets

Can retrieve data and change data using insert, update and delete.

Table Columns

The columns of the table ticket_custom_fields are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
choices	varchar2	Choices	☐	Choices available (JSON).
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
customers_can_edit	char	Customers Can Edit	☐	Whether the field can be updated by customers.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
default	char	Default	☐	Whether the field is not a custom field.
description	varchar2	Description	☐	Description.
displayed_to_customers	char	Displayed to Customers	☐	Whether the field is displayed in the customer portal.
editable_in_signup	char	Editable in Sign-up	☐	Whether the field can be updated by customers during signup.
id	int64	ID	☑	Unique ID.
label_for_customers	varchar2	Label for Customers	☐	User-interface label for customers.
label	varchar2	Label	☐	User-interface label.
name	varchar2	Name	☐	Name.
portal_cc_to	varchar2	Portal CC, To	☐	'all' when a customer can add any requester to the CC list and 'company' when a customer can add only company contacts to the CC list.
portal_cc	char	Portal CC	☐	Whether customer can add additional requesters to a ticket.
position	int32	Position	☐	Position.
required_for_agents	char	Required for Agents	☐	Whether the field is required for agents.
required_for_closure	char	Required for Closure	☐	Whether the field is required for closing the ticket.
required_for_customers	char	Required for Customers	☐	Whether the field is required for customers.
type	varchar2	Type	☐	Type of custom field such as date, text, etc.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

ticket_forms

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Documentation:

Forms to register tickets

Can retrieve data and change data using insert, update and delete.

Table Columns

The columns of the table ticket_forms are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
default	char	Default	☐	
description	varchar2	Description	☐	Description.
id	int64	ID	☑	Unique ID.
last_updated_by	int64		☐	ID of the agent that last updated the form.
name	varchar2	Name	☐	Name.
title	varchar2	Title	☐	Title.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

ticket_fwd_emails_by_id: Freshdesk Ticket Forwarded Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Forwarded Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_fwd_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_fwd_emails_by_id are shown below. Each column has an SQL data type.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
fwd_emails	varchar2	Forward Emails	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

ticket_reply_cc_emails_by_id: Freshdesk Ticket Reply CC Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Reply CC Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_reply_cc_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_reply_cc_emails_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
reply_cc_emails	varchar2	Reply CC Emails	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

ticket_summary_by_id

Catalog: Freshdesk

Schema: Freshdesk

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_summary_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_summary_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
body_text	varchar2	Body Text	☐	Content of the ticket in plain text.
body	varchar2	Body	☐	Content of the ticket in HTML.
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	ID of the conversation.
last_edited_at_user_id	int64		☐	
last_edited_at	datetime		☐	
ticket_id	int64	Ticket ID	☐	ID of the ticket.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	ID of the agent/user w ho is managing the ticket.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

ticket_tags_by_id: Freshdesk Ticket Tags

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Tags

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_tags_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_tags_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
tags	varchar2	Tags	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

ticket_tags: Freshdesk Ticket Tags

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket Tags

Documentation:

Ticket tags.

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_tags. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Required	Default Value	Documentation
company_id	int64	☐		Company ID of requester.
email	varchar2	☐		Email address of requester.
filter	varchar2	☐		Pre-defined filter: 'new_and_my_open', 'watching', 'spam' and 'deleted'.
requester_id	int64	☐		ID of requester.
updated_since	datetime	☐	01/01/1900 00:00:00	Limit to tickets updated since.

Columns of Table Function

The columns of the table function ticket_tags are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
company_id	int64	Company ID	☐	
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
id	int64	ID	☑	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
subject	varchar2	Subject	☐	
tag	varchar2	Tag	☑	
type	varchar2	Type	☐	

ticket_to_emails_by_id: Freshdesk Ticket To Emails

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Ticket To Emails

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function ticket_to_emails_by_id. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
id		☑		

Columns of Table Function

The columns of the table function ticket_to_emails_by_id are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
to_emails	varchar2	To Emails	☐	
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

tickets_incremental: Freshdesk Tickets (Incremental)

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Tickets (Incremental)

Documentation:

Tickets.

Can retrieve data and change data using insert, update and delete.

Table Columns

The columns of the table tickets_incremental are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
associated_tickets_count	int64	Associated Tickets Count	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	char	Deleted	☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.
description_html	varchar2	Description (HTML)	☐	HTML content of the ticket. Description and description_html should not be passed together.
description_text	varchar2	Description	☐	Plain text content of the ticket.
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	Ticket due-by time.
email_config_id	int64	Email Configuration ID	☐	ID of email config which is used for this ticket.
email	varchar2	Email	☐	Email address of the requester. If no contact exists with this email address in Freshdesk, it will be added as a new contact.
facebook_id	varchar2	Facebook ID	☐	Facebook ID of the requester. A contact should exist with this facebook_id in Freshdesk.
fr_due_by	datetime	From Due by	☐	Timestamp that denotes when the first response is due.
fr_escalated	char	From Escalated	☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64	Group ID	☐	ID of Group to which the ticket is assigned.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
id	int64	ID	☑	Unique ID of the ticket.
internal_agent_id	int64	Internal Agent ID	☐	
internal_group_id	int64	Internal Group ID	☐	
is_escalated	char	Is Escalated	☐	Set to true if an escalation was sent.
name	varchar2	Name	☐	Name of the requester.
nr_due_by	datetime	Due by (NR)	☐	
nr_escalated	char	Escalated (NR)	☐	
phone	varchar2	Phone	☐	Phone number of the requester. If no contact exists with this phone number in Freshdesk, it will be added as a new contact. If the phone number is set and the email address is not, then the name attribute is mandatory.
priority	int16	Priority	☐	Priority of the ticket.
product_id	int64	Product ID	☐	ID of the product to which the ticket is associated.
requester_id	varchar2	Requester ID	☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
responder_id	int64	Responder ID	☐	ID of the agent to whom the ticket is assigned.
source	int16	Source	☐	The channel through which the ticket was created.
spam	char	Spam	☐	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime	Statistics Agent Responded at	☐	
stats_closed_at	datetime	Statistics Closed at	☐	
stats_first_responded_at	datetime	Statistics First Responded at	☐	
stats_pending_since	datetime	Statistics Pending since	☐	
stats_reopened_at	datetime	Statistisc Reopened at	☐	
stats_requester_responded_at	datetime	Statistics Requester Responded at	☐	
stats_resolved_at	datetime	Statistics Resolved at	☐	
stats_status_updated_at	datetime	Statistics Status Updated at	☐	
status	int16	Status	☐	Status of the ticket.
subject	varchar2	Subject	☐	Ticket subject.
ticket_type	varchar2	Ticket Type	☐	Type property field as defined in ticket fields.
to_emails	varchar2	To Emails	☐	
twitter_id	varchar2	Twitter ID	☐	Twitter handle of the requester. If no contact exists with this handle in Freshdesk, it will be added as a new contact.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
type	varchar2	Type	☐	Helps categorize the ticket according to the different kinds of issues your support team deals w ith.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

tickets: Freshdesk Tickets

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

Label: Tickets

Documentation:

Tickets.

Can retrieve data and change data using insert, update and delete.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function tickets. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
company_id	int64	☐		Company ID of requester.
email	varchar2	☐		Email address of requester.
filter	varchar2	☐		Pre-defined filter: 'new _and_my_open', 'w atching', 'spam' and 'deleted'.
requester_id	int64	☐		ID of requester.
updated_since	datetime	☐	01/01/1900 00:00:00	Limit to tickets updated since.

Columns of Table Function

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

The columns of the table function tickets are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert and update.

Name	Data Type	Label	Required	Documentation
associated_tickets_count	int64	Associated Tickets Count	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	char	Deleted	☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.
description_html	varchar2	Description (HTML)	☐	HTML content of the ticket. Description and description_html should not be passed together.
description_text	varchar2	Description	☐	Plain text content of the ticket.
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	Ticket due-by time.
email_config_id	int64	Email Configuration ID	☐	ID of email config which is used for this ticket.
email	varchar2	Email	☐	Email address of the requester. If no contact exists with this email address in Freshdesk, it will be added as a new contact.
facebook_id	varchar2	Facebook ID	☐	Facebook ID of the requester. A contact should exist with this facebook_id in Freshdesk.
fr_due_by	datetime	From Due by	☐	Timestamp that denotes when the first response is due.
fr_escalated	char	From Escalated	☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64	Group ID	☐	ID of Group to which the ticket is assigned.
id	int64	ID	☑	Unique ID of the ticket.
internal_agent_id	int64	Internal Agent ID	☐	
internal_group_id	int64	Internal Group ID	☐	
is_escalated	char	Is Escalated	☐	Set to true if an escalation was sent.
name	varchar2	Name	☐	Name of the requester.
nr_due_by	datetime	Due by (NR)	☐	
nr_escalated	char	Escalated (NR)	☐	
phone	varchar2	Phone	☐	Phone number of the requester. If no contact exists with this phone number in Freshdesk, it will be added as a new contact. If the phone number is set and

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
				the email address is not, then the name attribute is mandatory.
priority	int16	Priority	☐	Priority of the ticket.
product_id	int64	Product ID	☐	ID of the product to w hich the ticket is associated.
requester_id	varchar2	Requester ID	☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
responder_id	int64	Responder ID	☐	ID of the agent to w hom the ticket is assigned.
source	int16	Source	☐	The channel through w hich the ticket w as created.
spam	char	Spam	☐	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime	Statistics Agent Responded at	☐	
stats_closed_at	datetime	Statistics Closed at	☐	
stats_first_responded_at	datetime	Statistics First Responded at	☐	
stats_pending_since	datetime	Statistics Pending since	☐	
stats_reopened_at	datetime	Statistisc Reopened at	☐	
stats_requester_responded_at	datetime	Statistics Requester Responded at	☐	
stats_resolved_at	datetime	Statistics Resolved at	☐	
stats_status_updated_at	datetime	Statistics Status Updated at	☐	
status	int16	Status	☐	Status of the ticket.
subject	varchar2	Subject	☐	Ticket subject.
ticket_type	varchar2	Ticket Type	☐	Type property field as defined in ticket fields.
to_emails	varchar2	To Emails	☐	
tw itter_id	varchar2	Tw itter ID	☐	Tw itter handle of the requester. If no contact exists w ith this handle in Freshdesk, it w ill be added as a new contact.
type	varchar2	Type	☐	Helps categorize the ticket according to the different kinds of issues your support team deals w ith.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

time_entries: Freshdesk Time Entries

Catalog: Freshdesk

Schema: Freshdesk

Primary Keys: id

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Label: Time Entries

This is a read-only table function. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function time_entries. A value must be provided at all times for required parameters, but optional parameters in general do not need to have a value and the execution will default to a pre-defined behaviour. Values can be specified by position and by name. In both cases, all parameters not specified will be evaluated using their default values.

Value specification by position is done by listing all values from the first to the last needed value. For example: a `select * from table(value1, value2, value3)` on a table with four parameters will use the default value for the fourth parameter and the specified values for the first three.

Value specification by name is done by listing all values that require a value. For example with `select * from table(name1 => value1, name3 => value3)` on the same table will use the default values for the second and fourth parameters and the specified values for the first and third.

Name	Data Type	Required	Default Value	Documentation
agent_id	int64	☐		Agent ID of entry.
billable	boolean	☐		Limit to specific state of billable flag.
company_id	int64	☐		Company ID of entry.
executed_after	datetime	☐		Minimum value of execution date.
executed_before	datetime	☐		Maximum value of execution date.

Columns of Table Function

The columns of the table function time_entries are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
agent_email	varchar2	Agent Email	☐	The agent email in the response related to user_id.
agent_id	int64	Agent ID	☐	
agent_name	varchar2	Agent Name	☐	System fills the agent name in the response from the user_id.
billable	char	Billable	☐	Whether the entry is billable.
company_id	int64	Company ID	☐	
contact_email	varchar2	Contact Email Address	☐	The requester email of the ticket.
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
customer_name	varchar2	Customer Name	☐	The customer name.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
executed_at	datetime	Executed at	☐	Time at which this time-entry id added/created.
hhmm	varchar2	Time Mask	☐	The number of hours (in hh:mm format). Used to set the total time_spent. If this property is set via update call the timer_running will be stopped and reset to the passed value.
id	int64	ID	☐	ID of the time entry.
note	varchar2	Note	☐	Description on this time entry.
start_time	datetime	Start Time	☐	The time at which the time entry is added or the time of the last invoked 'start-timer' action using a toggle.
ticket_id	int64	Ticket ID	☐	The ID of the ticket to which this time entry is associated. Id is passed as part of the handle URL.
time_spent	int64	Time Spent	☐	Time spent in the format hh:mm but converted to seconds.
timer_running	char	Timer Running	☐	Whether the start timer is invoked and is currently running.
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
user_id	int64	User ID	☐	The user/agent to whom this time entry is associated.

3.1.3 Schema: Native

3.1.3.1 Tables

NATIVEPLATFORMSCALARREQUESTS: Freshdesk Native Platform Scalar Requests

{res:itgen_native_platform_scalar_requests_desc}

Catalog: Freshdesk

Schema: Native

Alias: `npt`

Label: Native Platform Scalar Requests

Documentation:

The NativePlatformScalarRequests table provides direct access to the native API protocol over an established connection to the Freshdesk API server. It will contain a new row for every row inserted with a native API request in PAYLOAD_TEXT with the results of unaltered forwarding of the payload to the Freshdesk API server.

Retrieve: true

Insert: true

Update: false

Delete: false

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

View Columns

The columns of the view NATIVEPLATFORMSCALARREQUESTS are shown below. Each column has an SQL data type. A new non-null value must be provided for every required column at all times during insert.

Name	Data Type	Label	Required	Documentation
BLOB_PREFERRED	char	BLOB Preferred	☑	Indicator whether a BLOB result is preferred over text.
BOL_RESPONSE_CACHE_MAX_AGE_SEC	int32	Response Cache Maximum Age (sec)	☐	Maximum age in seconds of Bridge Online response cache entries to be used.
CONTENT_TYPE	varchar2(240)	Content Type	☐	
DATE_ENDED	datetime	End Date	☑	
DATE_STARTED	datetime	Start Date	☑	
DRY_RUN	char	Run without Actions	☑	
DURATION_MS	int64	Duration (ms)	☑	
ERROR_MESSAGE_CODE	varchar2(30)	Error Message Code	☐	
ERROR_MESSAGE_TEXT	varchar2(32000)	Error Message Text	☐	
FAIL_ON_ERROR	char	Fail on Error	☑	Whether to raise an exception when processing the native request triggered an error from the provider.
HTTP_DISK_CACHE_MAX_AGE_SEC	int32	HTTP Disk Cache Maximum Age (sec)	☐	Maximum age in seconds of HTTP disk cache entries to be used.
HTTP_DISK_CACHE_SAVE	char	Save HTTP Disk Cache	☐	Whether results can be stored in HTTP disk cache.
HTTP_DISK_CACHE_USE	char	Use HTTP Disk Cache	☐	Whether results can be fetched from HTTP disk cache.
HTTP_MEMORY_CACHE_MAX_AGE_SEC	int32	HTTP Memory Cache Maximum Age (sec)	☐	Maximum age in seconds of HTTP memory cache entries to be used.
HTTP_MEMORY_CACHE_SAVE	char	Save HTTP Memory Cache	☐	Whether results can be stored in HTTP memory cache.
HTTP_MEMORY_CACHE_USE	char	Use HTTP Memory Cache	☐	Whether results can be fetched from HTTP memory cache.
HTTP_METHOD	varchar2(30)	HTTP Method	☐	
HTTP_STATUS_CODE	numeric	HTTP Status Code	☐	
ORIG_SYSTEM_GROUP	varchar2(4000)	Original System Group	☐	
ORIG_SYSTEM_REFERENCE	varchar2(4000)	Original System Reference	☐	
PAYLOAD_TEXT	varchar2	Payload	☐	
RESULT_BLOB	blob	Result BLOB	☐	
RESULT_DATE_TIME_UTC	datetime	Result Date Time	☐	
RESULT_NUMBER	number	Result Number	☐	
RESULT_TEXT	varchar2	Result Text	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
SUCCESSFUL	char	Succesful	☑	
TIMEOUT_SEC	int32	Timeout (sec)	☐	Timeout in seconds.
TRANSACTION_ID	int64	Transaction ID	☑	Incrementing ID of the transaction.
URL	varchar2(4000)	URL	☐	

3.1.4 Schema: Views
3.1.4.1 Views
AgentGroups

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view AgentGroups are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
group_id	int64	Group ID	☐	
id	int64	ID	☐	
occasional	char	Occasional	☐	
signature	varchar2	Signature	☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

AgentRoles

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view AgentRoles are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	
occasional	char	Occasional	☐	
role_id	int64		☐	
signature	varchar2	Signature	☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

AgentSkills

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

View Columns

The columns of the view AgentSkills are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
available_since	datetime	Available since	☐	
available	char	Available	☐	
contact_active	char	Contact Active	☐	
contact_created_at	datetime	Contact Created at	☐	
contact_email	varchar2	Contact Email Address	☐	
contact_job_title	varchar2	Contact Job Title	☐	
contact_language	varchar2	Contact Language	☐	
contact_last_login_at	datetime	Contact Last Login at	☐	
contact_mobile	varchar2	Contact Mobile Phone	☐	
contact_name	varchar2	Contact Name	☐	
contact_phone	varchar2	Contact Phone	☐	
contact_time_zone	varchar2	Contact Time Zone	☐	
contact_updated_at	datetime	Contact Updated at	☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
id	int64	ID	☐	
occasional	char	Occasional	☐	
signature	varchar2	Signature	☐	
skill_id	int64		☐	
ticket_scope	int64	Ticket Scope	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

CannedResponses

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view CannedResponses are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
content_html	varchar2		☐	
content	varchar2		☐	
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
folder_id	int64	Folder ID	☐	
id	int64	ID	☐	
title	varchar2	Title	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

CompanyDomains

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view CompanyDomains are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
description	varchar2	Description	☐	
domains	varchar2	Domains	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
note	varchar2	Note	☐	
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

ContactTags

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view ContactTags are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
active	char	Active	☐	
address	varchar2	Address	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
avatar_avatar_url	varchar2	Avatar (URL)	☐	
avatar_content_type	varchar2	Avatar Content Type	☐	
avatar_created_at	datetime	Avatar Created at	☐	
avatar_id	int64	Avatar ID	☐	
avatar_name	varchar2	Avatar Name	☐	
avatar_size	int64	Avatar Size	☐	
avatar_updated_at	datetime	Avatar Updated at	☐	
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
deleted	varchar2	Deleted	☐	
description	varchar2	Description	☐	
email	varchar2	Email	☐	
id	int64	ID	☐	
job_title	varchar2	Job Title	☐	
language	varchar2	Language	☐	
mobile	varchar2	Mobile	☐	
name	varchar2	Name	☐	
phone	varchar2	Phone	☐	
tag	varchar2	Tag	☐	
tags	varchar2	Tags	☐	
time_zone	varchar2	Time Zone	☐	
twitter_id	varchar2	Twitter ID	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
view_all_tickets	char	View All Tickets	☐	

DiscussionForums

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view DiscussionForums are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
comments_count	int64	Comments Count	☐	
description	varchar2	Description	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
forum_category_id	int64	Forum Category ID	☐	
forum_type	int64	Forum Type	☐	
forum_visibility	int64	Forum Visibility	☐	
id	int64	ID	☐	
name	varchar2	Name	☐	
position	int64	Position	☐	
topics_count	int64	Topics Count	☐	

DiscussionForumTopics

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view DiscussionForumTopics are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
body_html	varchar2	Body (HTML)	☐	Message body of the topic.
comment_count	int64	Comment Count	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
forum_id	int64	Forum ID	☐	ID of the containing forum.
hits	int64	Hits	☐	Number of views of the topic.
id	int64	ID	☐	Unique ID of the topic.
last_post_id	int64	Last Post ID	☐	ID of the latest comment on the topic.
locked	char	Locked	☐	Whether the topic has been locked.
merged_topic_id	int64	Merged Topic ID	☐	
posts_count	int64	Posts Count	☐	Number of posts in the topic.
published	char	Published	☐	
replied_at	datetime	Replied at	☐	Timestamp of the latest comment made in the topic.
replied_by	int64	Replied by	☐	ID of the user who made the latest comment in the topic.
stamp_type	int64	Stamp Type	☐	
sticky	char	Sticky	☐	Whether the topic should stay on top of the forum for additional visibility.
title	varchar2	Title	☐	Title of the topic.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	ID of the user.
user_votes	int64	User Votes	☐	Number of votes in the topic.

SolutionCategoryFolders

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view SolutionCategoryFolders are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
scr_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
scr_description	varchar2	Description	☐	
scr_id	int64	ID	☐	
scr_name	varchar2	Name	☐	
scr_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
scr_visibility	int64	Visibility	☐	
scy_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
scy_description	varchar2	Description	☐	Description.
scy_id	int64	ID	☐	Unique ID of the solution category.
scy_is_default	char	Is Default	☐	Whether the category is a default category.
scy_name	varchar2	Name	☐	Name of the solution category.
scy_position	int64	Position	☐	Rank of the solution category in the category listing.
scy_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.

SolutionFolderArticleAttachments

Catalog: Freshdesk

Schema: Views

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view SolutionFolderArticleAttachments are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
scr_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
scr_description	varchar2	Description	☐	
scr_id	int64	ID	☐	
scr_name	varchar2	Name	☐	
scr_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
scr_visibility	int64	Visibility	☐	
scy_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
scy_description	varchar2	Description	☐	Description.
scy_id	int64	ID	☐	Unique ID of the solution category.
scy_is_default	char	Is Default	☐	Whether the category is a default category.
scy_name	varchar2	Name	☐	Name of the solution category.
scy_position	int64	Position	☐	Rank of the solution category in the category listing.
scy_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
sfe_agent_id	int64	Agent ID	☐	
sfe_art_type	int64	Art Type	☐	Type of the article. See SolutionArticleTypes.
sfe_category_id	int64	Category ID	☐	
sfe_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
sfe_description_text	varchar2	Description	☐	
sfe_description	varchar2	Description	☐	Description.
sfe_folder_id	int64	Folder ID	☐	ID of the folder under w hich the article is listed.
sfe_hits	int64	Hits	☐	
sfe_id	int64	ID	☐	Unique ID of the solution article.
sfe_position	int64	Position	☐	The rank of the solution article in the article listing.
sfe_seo_data_meta_description	varchar2	SEO Description	☐	
sfe_seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
sfe_seo_data_meta_title	varchar2	SEO Title	☐	
sfe_status	int64	Status	☐	Status of the article. See SolutionArticleStatuses.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
sfe_thumbs_down	int64	Thumbs Down	☐	Number of down votes for the solution article.
sfe_thumbs_up	int64	Thumbs Up	☐	Number of upvotes for the solution article.
sfe_title	varchar2	Title	☐	Title of the solution article.
sfe_type	int64	Type	☐	
sfe_updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
sfe_user_id	int64	User ID	☐	ID of the user who created the solution article.
sft_agent_id	int64	Agent ID	☐	
sft_attachments_attachment_url	varchar2	Attachments URL	☐	
sft_attachments_content_type	varchar2	Attachments Content Type	☐	
sft_attachments_created_at	datetime	Attachments Created at	☐	
sft_attachments_id	int64	Attachments ID	☐	
sft_attachments_name	varchar2	Attachments Name	☐	
sft_attachments_size	int64	Attachments Size	☐	
sft_attachments_updated_at	datetime	Attachments Updated at	☐	
sft_category_id	int64	Category ID	☐	
sft_created_at	datetime	Created at	☐	Date/time at which the record was created.
sft_description_text	varchar2	Description	☐	
sft_description	varchar2	Description	☐	
sft_folder_id	int64	Folder ID	☐	
sft_hits	int64	Hits	☐	
sft_id	int64	ID	☐	
sft_seo_data_meta_description	varchar2	SEO Description	☐	
sft_seo_data_meta_keywords	varchar2	SEO Keywords	☐	
sft_seo_data_meta_title	varchar2	SEO Title	☐	
sft_status	int64	Status	☐	
sft_title	varchar2	Title	☐	
sft_tumbs_down	int64	Thumbs Down	☐	
sft_tumbs_up	int64	Thumbs Up	☐	
sft_type	int64	Type	☐	
sft_updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

SolutionFolderArticles

Catalog: Freshdesk

Schema: Views

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view SolutionFolderArticles are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
scr_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
scr_description	varchar2	Description	☐	
scr_id	int64	ID	☐	
scr_name	varchar2	Name	☐	
scr_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
scr_visibility	int64	Visibility	☐	
scy_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
scy_description	varchar2	Description	☐	Description.
scy_id	int64	ID	☐	Unique ID of the solution category.
scy_is_default	char	Is Default	☐	Whether the category is a default category.
scy_name	varchar2	Name	☐	Name of the solution category.
scy_position	int64	Position	☐	Rank of the solution category in the category listing.
scy_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
sfe_agent_id	int64	Agent ID	☐	
sfe_art_type	int64	Art Type	☐	Type of the article. See SolutionArticleTypes.
sfe_category_id	int64	Category ID	☐	
sfe_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
sfe_description_text	varchar2	Description	☐	
sfe_description	varchar2	Description	☐	Description.
sfe_folder_id	int64	Folder ID	☐	ID of the folder under w hich the article is listed.
sfe_hits	int64	Hits	☐	
sfe_id	int64	ID	☐	Unique ID of the solution article.
sfe_position	int64	Position	☐	The rank of the solution article in the article listing.
sfe_seo_data_meta_description	varchar2	SEO Description	☐	
sfe_seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
sfe_seo_data_meta_title	varchar2	SEO Title	☐	
sfe_status	int64	Status	☐	Status of the article. See SolutionArticleStatuses.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
sfe_thumbs_down	int64	Thumbs Down	☐	Number of down votes for the solution article.
sfe_thumbs_up	int64	Thumbs Up	☐	Number of upvotes for the solution article.
sfe_title	varchar2	Title	☐	Title of the solution article.
sfe_type	int64	Type	☐	
sfe_updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
sfe_user_id	int64	User ID	☐	ID of the user who created the solution article.

SolutionFolderArticleTags

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view SolutionFolderArticleTags are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
scr_created_at	datetime	Created at	☐	Date/time at which the record was created.
scr_description	varchar2	Description	☐	
scr_id	int64	ID	☐	
scr_name	varchar2	Name	☐	
scr_updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
scr_visibility	int64	Visibility	☐	
scy_created_at	datetime	Created at	☐	Date/time at which the record was created.
scy_description	varchar2	Description	☐	Description.
scy_id	int64	ID	☐	Unique ID of the solution category.
scy_is_default	char	Is Default	☐	Whether the category is a default category.
scy_name	varchar2	Name	☐	Name of the solution category.
scy_position	int64	Position	☐	Rank of the solution category in the category listing.
scy_updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.
sfe_agent_id	int64	Agent ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
sfe_art_type	int64	Art Type	☐	Type of the article. See SolutionArticleTypes.
sfe_category_id	int64	Category ID	☐	
sfe_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
sfe_description_text	varchar2	Description	☐	
sfe_description	varchar2	Description	☐	Description.
sfe_folder_id	int64	Folder ID	☐	ID of the folder under w hich the article is listed.
sfe_hits	int64	Hits	☐	
sfe_id	int64	ID	☐	Unique ID of the solution article.
sfe_position	int64	Position	☐	The rank of the solution article in the article listing.
sfe_seo_data_meta_description	varchar2	SEO Description	☐	
sfe_seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
sfe_seo_data_meta_title	varchar2	SEO Title	☐	
sfe_status	int64	Status	☐	Status of the article. See SolutionArticleStatuses.
sfe_thumbs_dow n	int64	Thumbs Dow n	☐	Number of dow n votes for the solution article.
sfe_thumbs_up	int64	Thumbs Up	☐	Number of upvotes for the solution article.
sfe_title	varchar2	Title	☐	Title of the solution article.
sfe_type	int64	Type	☐	
sfe_updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
sfe_user_id	int64	User ID	☐	ID of the user w ho created the solution article.
sfg_agent_id	int64	Agent ID	☐	
sfg_category_id	int64	Category ID	☐	
sfg_created_at	datetime	Created at	☐	Date/time at w hich the record w as created.
sfg_description_text	varchar2	Description	☐	
sfg_description	varchar2	Description	☐	
sfg_folder_id	int64	Folder ID	☐	
sfg_hits	int64	Hits	☐	
sfg_id	int64	ID	☐	
sfg_seo_data_meta_description	varchar2	SEO Description	☐	
sfg_seo_data_meta_keyw ords	varchar2	SEO Keyw ords	☐	
sfg_seo_data_meta_title	varchar2	SEO Title	☐	
sfg_status	int64	Status	☐	
sfg_tags	varchar2	Tags	☐	
sfg_title	varchar2	Title	☐	
sfg_tumbs_dow n	int64	Thumbs Dow n	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
sfg_tumbs_up	int64	Thumbs Up	☐	
sfg_type	int64	Type	☐	
sfg_updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

TicketAttachments

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view TicketAttachments are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
attachments_attachment_url	varchar2	Attachments URL	☐	
attachments_content_type	varchar2	Attachments Content Type	☐	
attachments_created_at	datetime	Attachments Created at	☐	
attachments_id	int64	Attachments ID	☐	
attachments_name	varchar2	Attachments Name	☐	
attachments_size	int64	Attachments Size	☐	
attachments_updated_at	datetime	Attachments Updated at	☐	
cf_reference_number	decimal	Reference Number	☐	Custom field #10000152167 of type custom_number.
company_id	int64	Company ID	☐	
created_at	datetime	Created at	☐	Date/time at which the record was created.
description_text	varchar2	Description	☐	
description	varchar2	Description	☐	
due_by	datetime	Due by	☐	
email_config_id	int64	Email Configuration ID	☐	
fr_due_by	datetime	From Due by	☐	
fr_escalated	char	From Escalated	☐	
group_id	int64	Group ID	☐	
id	int64	ID	☐	
is_escalated	char	Is Escalated	☐	
priority	int64	Priority	☐	
product_id	int64	Product ID	☐	

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
requester_id	int64	Requester ID	☐	
responder_id	int64	Responder ID	☐	
source	int64	Source	☐	
spam	char	Spam	☐	
status	int64	Status	☐	
subject	varchar2	Subject	☐	
ticket_email	varchar2	Email	☐	Email address of the requester. If no contact exists with this email address in Freshdesk, it will be added as a new contact.
ticket_name	varchar2	Name	☐	Name of the requester.
ticket_subject	varchar2	Subject	☐	Ticket subject.
type	varchar2	Type	☐	
updated_at	datetime	Updated at	☐	Date/time at which the record was last updated.

TicketConversations

Catalog: Freshdesk

Schema: Views

This is a read-only view. The Freshdesk API may not support changing the data or the Invantive UniversalSQL driver for Freshdesk does not cover it. In the latter case, please use the table NativePlatformScalarRequests to upload data to the Freshdesk API.

View Columns

The columns of the view TicketConversations are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
body_text	varchar2	Body Text	☐	Content of the conversation in plain text.
body	varchar2	Body	☐	Content of the conversation in HTML.
created_at	datetime	Created at	☐	Date/time at which the record was created.
from_email	varchar2	From Email Address	☐	
id	int64	ID	☐	ID of the conversation.
incoming	char	Incoming	☐	Whether a particular conversation should appear as being created from outside (i.e., not through web portal).
last_edited_at_user_id	int64		☐	
last_edited_at	datetime		☐	
private	char	Private	☐	Whether the note is private.
source	int64	Source	☐	Type of the conversation. See ConversationSources.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Name	Data Type	Label	Required	Documentation
support_email	varchar2	Support Email Address	☐	Email address from w hich the reply is sent. For notes, this value w ill be null.
ticket_email	varchar2	Email	☐	Email address of the requester. If no contact exists w ith this email address in Freshdesk, it w ill be added as a new contact.
ticket_id	int64	Ticket ID	☐	ID of the ticket to w hich this conversation is being added.
ticket_name	varchar2	Name	☐	Name of the requester.
ticket_subject	varchar2	Subject	☐	Ticket subject.
updated_at	datetime	Updated at	☐	Date/time at w hich the record w as last updated.
user_id	int64	User ID	☐	ID of the agent/user w ho is adding the conversation.

4 Package: dcr_metadata

4.1 Procedures

4.1.1 dcr_metadata.get_partitions: Freshdesk Data container metadata package

Get all partitions.

Documentation:

List all partitions.

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Index

- # -

#Rows on Page 78

- _ -

_updated_since 48

- A -

access_type 57
account 27
account_domain 27
account_id 27
account_name 27
action_code 78
Active 41, 44, 45, 47, 48, 57, 69, 113
add-odata-mandatory-filters 2
Address 41, 44, 45, 47, 48, 113
address_city 27
address_country 27
address_postalcode 27
address_state 27
address_street 27
Agent Email 106
Agent Group IDs 29
Agent ID 70, 71, 72, 75, 80, 106, 116, 118, 120
Agent IDs 59
Agent List 60
Agent Name 106
Agent Role IDs 31
agent_by_id 28
agent_email 106
agent_group_ids_by_id 29
agent_id 70, 71, 72, 75, 80, 106
agent_ids 59
agent_list 60
agent_name 106
agent_role_ids_by_id 31
agent_skill_ids_by_id 32
AgentGroups 110
AgentRoles 111
Agents 33
AgentSkills 111
analysis-enforce-row-uniqueness 2
Answer 56
api-url 2
Art Type 75, 116, 118, 120
art_type 75
articles_count 76
Assign Time 60
assign_time 60
Associated Tickets Count 62, 66, 102, 104
associated_tickets_by_ticket_id 35
associated_tickets_count 62, 66, 102, 104
Attachments Content Type 70, 82, 86, 116, 122
Attachments Created at 70, 82, 86, 116, 122
Attachments ID 70, 82, 86, 116, 122
Attachments Name 70, 82, 86, 116, 122
Attachments Size 70, 82, 116, 122
Attachments Updated at 70, 82, 86, 116, 122
Attachments URL 70, 82, 86, 116, 122
attachments_attachment_url 70, 82, 86, 122
attachments_content_type 70, 82, 86, 122
attachments_created_at 70, 82, 86, 122
attachments_id 70, 82, 86, 122
attachments_name 70, 82, 86, 122
attachments_size 70, 82, 122
attachments_updated_at 70, 82, 86, 122
authentication 57
auto_ticket_assign 59, 60
Automatically Assign Ticket 59, 60
AutoTicketAssignTypes 16
Available 28, 29, 31, 32, 33, 110, 111
Available since 28, 29, 31, 32, 33, 110, 111
available_since 28, 29, 31, 32, 33, 110, 111
Avatar (URL) 41, 44, 45, 47, 113
Avatar Content Type 41, 44, 45, 47, 113
Avatar Created at 41, 44, 45, 47, 113
Avatar ID 41, 44, 45, 47, 113
Avatar Name 41, 44, 45, 47, 113
Avatar Size 41, 44, 45, 47, 113
Avatar Updated at 41, 44, 45, 47, 113
avatar_avatar_url 41, 44, 45, 47, 113
avatar_content_type 41, 44, 45, 47, 113
avatar_created_at 41, 44, 45, 47, 113
avatar_id 41, 44, 45, 47, 113
avatar_name 41, 44, 45, 47, 113
avatar_size 41, 44, 45, 47, 113
avatar_updated_at 41, 44, 45, 47, 113

- B -

Bcc Email 87
bcc_email 87
Billable 106
BLOB Preferred 108

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

BLOB_PREFERRED 108
Body 56, 86, 87, 89, 90, 91, 97, 123
Body (HTML) 53, 115
Body Text 56, 86, 87, 89, 90, 91, 97, 123
body_html 53, 115
body_text 56, 86, 87, 89, 90, 91, 97, 123
BOL_RESPONSE_CACHE_MAX_AGE_SEC 108
bulk-delete-page-size-rows 2
bulk-insert-page-size-bytes 2
bulk-insert-page-size-rows 2
bundle_id 27
Business Hour 36
Business Hour ID 59, 60
Business Hours 37
business_hour_by_id 36
business_hour_id 59, 60
business_hours 37
Bytes Retrieved 78
bytes_retrieved 78

- C -

canned_response_folders 37
canned_responses_by_folder_id 38
CannedResponses 112
Category ID 70, 71, 72, 75, 76, 116, 118, 120
category_id 70, 71, 72, 75, 76
Cc Email 90
CC Emails 85
cc_email 90
cc_emails 85
cf_reference_number 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Choices 39, 43, 92
Comment Count 53, 115
comment_count 53, 115
Comments Count 52, 54, 114
comments_count 52, 54, 114
Companies 39
company 2
Company Custom Fields 39
Company Domains 40
Company ID 35, 41, 44, 45, 47, 48, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 106, 113, 122
Company Name 62
company_custom_fields 39
company_domains_by_id 40
company_id 35, 41, 44, 45, 47, 48, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 106, 113, 122
company_name 62
CompanyDomains 113
Contact 41
Contact Active 28, 29, 31, 32, 33, 110, 111
Contact Created at 28, 29, 31, 32, 33, 110, 111
Contact Custom Fields 43
Contact Email Address 27, 28, 29, 31, 32, 33, 106, 110, 111
Contact Job Title 28, 29, 31, 32, 33, 110, 111
Contact Language 28, 29, 31, 32, 33, 110, 111
Contact Last Login at 28, 29, 31, 32, 33, 110, 111
Contact Mobile Phone 28, 29, 31, 32, 33, 110, 111
Contact Name 28, 29, 31, 32, 33, 110, 111
Contact Other Companies 44
Contact Other Emails 45
Contact Phone 28, 29, 31, 32, 33, 110, 111
Contact Tags 47
Contact Time Zone 28, 29, 31, 32, 33, 110, 111
Contact Updated at 28, 29, 31, 32, 33, 110, 111
contact_active 28, 29, 31, 32, 33, 110, 111
contact_by_id 41
contact_created_at 28, 29, 31, 32, 33, 110, 111
contact_custom_fields 43
contact_email 27, 28, 29, 31, 32, 33, 106, 110, 111
contact_first_name 27
contact_job_title 28, 29, 31, 32, 33, 110, 111
contact_language 28, 29, 31, 32, 33, 110, 111
contact_last_login_at 28, 29, 31, 32, 33, 110, 111
contact_last_name 27
contact_mobile 28, 29, 31, 32, 33, 110, 111
contact_name 28, 29, 31, 32, 33, 110, 111
contact_other_companies_by_id 44
contact_other_emails_by_id 45
contact_phone 28, 29, 31, 32, 33, 110, 111
contact_tags_by_id 47
contact_time_zone 28, 29, 31, 32, 33, 110, 111
contact_updated_at 28, 29, 31, 32, 33, 110, 111
Contacts 48
ContactTags 113
content 38, 112
Content Type 108
content_html 38, 112
CONTENT_TYPE 108
ConversationSources 17
ConversationSourceTypes 18
Created at 28, 29, 31, 32, 33, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 47, 48, 51, 53, 56, 57, 59, 60, 61, 62, 65, 66, 68, 69, 70, 71, 72, 73, 74, 75, 76, 78, 79, 80, 81, 82, 83, 85, 86, 87, 89, 90, 91, 92, 93, 94, 95, 97, 98, 100, 102, 104, 106, 110, 111, 112, 113, 115, 116, 118, 120, 122, 123

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

created_at 28, 29, 31, 32, 33, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 47, 48, 51, 53, 56, 57, 59, 60, 61, 62, 65, 66, 68, 69, 70, 71, 72, 73, 74, 75, 76, 78, 79, 80, 81, 82, 83, 85, 86, 87, 89, 90, 91, 92, 93, 94, 95, 97, 98, 100, 102, 104, 106, 110, 111, 112, 113, 115, 122, 123
created_since 80
created_time 51
cust_identifier 39
Custom Identifier 39
custom_mailbox 57
custom_object_fields 50
custom_objects 51
Customer ID 48
Customer Name 106
customer_id 48
customer_name 106
Customers Can Edit 39, 43, 92
customers_can_edit 39, 43, 92

- D -

data_center 27
Database Driver 1
DATE_ENDED 108
DATE_STARTED 108
deactivated 28, 33
Default 39, 43, 65, 79, 92, 93
default_question 80
default_reply_email 57
delete_from_server 57
Deleted 41, 44, 45, 47, 48, 50, 51, 62, 66, 102, 104, 113
Description (HTML) 62, 66, 102, 104
description_html 62, 66, 102, 104
description_text 62, 66, 70, 71, 72, 75, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 122
Discussion Categories 51
Discussion Category Forums 52, 54
Discussion Forum Topics 53
Discussion Topic Comments 56
discussion_categories 51
discussion_category_forums_by_id 52
discussion_forum_topics_by_id 53
discussion_forums_by_id 54
discussion_topic_comments_by_id 56
DiscussionForums 114
DiscussionForumTopics 115
Displayed to Customers 39, 43, 92
displayed_to_customers 39, 43, 92
Domain 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26
Domain AutoTicketAssignTypes 16
Domain ConversationSources 17
Domain ConversationSourceTypes 18
Domain ForumTypes 18
Domain ForumVisibilities 19
Domain SolutionArticleStatuses 20
Domain SolutionArticleTypes 21
Domain SolutionFolderVisibilities 21
Domain SurveyRatingTypes 22
Domain TicketAssociationTypes 23
Domain TicketPermissions 23
Domain TicketPriorityCodes 24
Domain TicketSourceCodes 25
Domain TicketStatusCodes 26
Domain TopicStamps 26
Domains 39, 40, 113
Download Group Name 78
Download UID 78
download_group_name 78
download_uid 78
download-error-400-bad-request-max-tries 2
download-error-400-bad-request-sleep-initial-ms 2
download-error-400-bad-request-sleep-max-ms 2
download-error-400-bad-request-sleep-multiplicator 2
download-error-403-forbidden-max-tries 2
download-error-403-forbidden-sleep-initial-ms 2
download-error-403-forbidden-sleep-max-ms 2
download-error-403-forbidden-sleep-multiplicator 2
download-error-408-request-timeout-max-tries 2
download-error-408-request-timeout-sleep-initial-ms 2
download-error-408-request-timeout-sleep-max-ms 2
download-error-408-request-timeout-sleep-multiplicator 2
download-error-422-bad-request-max-tries 2
download-error-422-bad-request-sleep-initial-ms 2
download-error-422-bad-request-sleep-max-ms 2
download-error-422-bad-request-sleep-multiplicator 2
download-error-429-too-many-requests-max-tries 2
download-error-429-too-many-requests-sleep-initial-ms 2
download-error-429-too-many-requests-sleep-max-ms 2
download-error-429-too-many-requests-sleep-multiplicator 2
download-error-500-internal-server-error-max-tries 2
download-error-500-internal-server-error-sleep-initial-ms 2
download-error-500-internal-server-error-sleep-max-ms 2

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

download-error-500-internal-server-error-sleep-multiplicator 2
download-error-502-server-unavailable-max-tries 2
download-error-502-server-unavailable-sleep-initial-ms 2
download-error-502-server-unavailable-sleep-max-ms 2
download-error-502-server-unavailable-sleep-multiplicator 2
download-error-503-server-unavailable-max-tries 2
download-error-503-server-unavailable-sleep-initial-ms 2
download-error-503-server-unavailable-sleep-max-ms 2
download-error-503-server-unavailable-sleep-multiplicator 2
download-error-504-gateway-timeout-max-tries 2
download-error-504-gateway-timeout-sleep-initial-ms 2
download-error-504-gateway-timeout-sleep-max-ms 2
download-error-504-gateway-timeout-sleep-multiplicator 2
download-error-590-network-connect-timeout-max-tries 2
download-error-590-network-connect-timeout-sleep-initial-ms 2
download-error-590-network-connect-timeout-sleep-max-ms 2
download-error-590-network-connect-timeout-sleep-multiplicator 2
download-error-599-network-connect-timeout-max-tries 2
download-error-599-network-connect-timeout-sleep-initial-ms 2
download-error-599-network-connect-timeout-sleep-max-ms 2
download-error-599-network-connect-timeout-sleep-multiplicator 2
download-error-argument-exception-max-tries 2
download-error-argument-exception-sleep-initial-ms 2
download-error-argument-exception-sleep-max-ms 2
download-error-argument-exception-sleep-multiplicator 2
download-error-internet-down-max-tries 2
download-error-internet-down-sleep-initial-ms 2
download-error-internet-down-sleep-max-ms 2
download-error-internet-down-sleep-multiplicator 2
download-error-io-exception-max-tries 2
download-error-io-exception-sleep-initial-ms 2
download-error-io-exception-sleep-max-ms 2
download-error-io-exception-sleep-multiplicator 2
download-error-json-exception-max-tries 2
download-error-json-exception-sleep-initial-ms 2
download-error-json-exception-sleep-max-ms 2
download-error-json-exception-sleep-multiplicator 2
download-error-name-resolution-failure-max-tries 2
download-error-name-resolution-failure-sleep-initial-ms 2
download-error-name-resolution-failure-sleep-max-ms 2
download-error-name-resolution-failure-sleep-multiplicator 2
download-error-other-exception-max-tries 2
download-error-other-exception-sleep-initial-ms 2
download-error-other-exception-sleep-max-ms 2
download-error-other-exception-sleep-multiplicator 2
download-error-socket-exception-max-tries 2
download-error-socket-exception-sleep-initial-ms 2
download-error-socket-exception-sleep-max-ms 2
download-error-socket-exception-sleep-multiplicator 2
download-error-web-exception-max-tries 2
download-error-web-exception-sleep-initial-ms 2
download-error-web-exception-sleep-max-ms 2
download-error-web-exception-sleep-multiplicator 2
download-error-web-not-found-max-tries 2
download-error-web-not-found-sleep-initial-ms 2
download-error-web-not-found-sleep-max-ms 2
download-error-web-not-found-sleep-multiplicator 2
download-error-web-not-implemented-max-tries 2
download-error-web-not-implemented-sleep-initial-ms 2
download-error-web-not-implemented-sleep-max-ms 2
download-error-web-not-implemented-sleep-multiplicator 2
download-error-web-timeout-max-tries 2
download-error-web-timeout-sleep-initial-ms 2
download-error-web-timeout-sleep-max-ms 2
download-error-web-timeout-sleep-multiplicator 2
download-error-web-unauthorized-max-tries 2
download-error-web-unauthorized-sleep-initial-ms 2
download-error-web-unauthorized-sleep-max-ms 2
download-error-web-unauthorized-sleep-multiplicator 2
download-error-web-unknown-max-tries 2
download-error-web-unknown-sleep-initial-ms 2
download-error-web-unknown-sleep-max-ms 2
download-error-web-unknown-sleep-multiplicator 2
DRY_RUN 108
Due by 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Due by (NR) 62, 66, 102, 104

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

due_by 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Duration (ms) 108
DURATION_MS 108

- E -

editable 50
Editable in Sign-up 39, 43, 92
editable_in_signup 39, 43, 92
Email 41, 44, 45, 47, 48, 62, 66, 99, 102, 104, 115, 122, 123
Email Configuration ID 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Email Configurations 57
email_config_id 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
email_configs 57
email_mailboxes 57
End Date 108
End Date (UTC) 78
End Overall Date Last Updated (UTC) 78
end_date_utc 78
end_overall_date_last_updated_utc 78
Error Message 78
Error Message Code 108
Error Message Text 108
error_message 78
ERROR_MESSAGE_CODE 108
ERROR_MESSAGE_TEXT 108
Escalate to 59, 60
escalate_to 59, 60
Escalated (NR) 62, 66, 102, 104
Executed at 106
executed_after 106
executed_at 106
executed_before 106
External ID 48
external_id 48

- F -

Facebook ID 62, 66, 102, 104
facebook_id 62, 66, 102, 104
Fail on Error 108
FAIL_ON_ERROR 108
failure_code 57
Feedback 80
filter 99, 104
filterable 50
First Date Last Updated (UTC) 78
First Ticket ID 78
first_date_last_updated_utc 78
first_ticket_id 78
focus_mode 28, 33
Folder ID 38, 70, 71, 72, 75, 112, 116, 118, 120
folder_id 38, 70, 71, 72, 75, 112
force-case-sensitive-identifiers 2
forced-casing-identifiers 2
Forum Category ID 52, 54, 114
Forum ID 53, 56, 115
Forum Type 52, 54, 114
Forum Visibility 52, 54, 114
forum_category_id 52, 54, 114
forum_id 53, 56, 115
forum_type 52, 54, 114
forum_visibility 52, 54, 114
ForumTypes 18
ForumVisibilities 19
Forward Emails 94
forward_email 57
fr_due_by 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
fr_escalated 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Freshdesk 1, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 31, 32, 33, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 47, 48, 50, 51, 52, 53, 54, 56, 57, 59, 60, 61, 62, 65, 66, 68, 69, 70, 71, 72, 73, 74, 75, 76, 78, 79, 80, 81, 82, 83, 85, 86, 87, 89, 90, 91, 92, 93, 94, 95, 97, 98, 99, 100, 102, 104, 106, 108, 110, 111, 112, 113, 114, 115, 116, 118, 120, 122, 123
Freshdesk Agent 28
freshdesk_mailbox 57
From Due by 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
From Email Address 86, 87, 89, 90, 91, 123
From Escalated 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
from_cache 78
from_email 86, 87, 89, 90, 91, 123
fwd_emails 94

- G -

Group Agent IDs 59
Group ID 29, 35, 57, 61, 62, 66, 80, 82, 83, 85, 94, 95, 98, 100, 102, 104, 110, 122
group_agent_ids_by_id 59
group_id 29, 35, 57, 61, 62, 66, 80, 82, 83, 85, 94, 95, 98, 100, 102, 104, 110, 122
group_type 60
Groups 60

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

- H -

Helpdesk Agent 48
helpdesk_agent 48
hhmm 106
hint 50
hipaa_compliant 27
Hits 53, 70, 71, 72, 75, 115, 116, 118, 120
HTTP Disk Cache Maximum Age (sec) 108
HTTP Memory Cache Maximum Age (sec) 108
HTTP Method 108
HTTP Status Code 108
HTTP_DISK_CACHE_MAX_AGE_SEC 108
HTTP_DISK_CACHE_SAVE 108
HTTP_DISK_CACHE_USE 108
HTTP_MEMORY_CACHE_MAX_AGE_SEC 108
HTTP_MEMORY_CACHE_SAVE 108
HTTP_MEMORY_CACHE_USE 108
HTTP_METHOD 108
HTTP_STATUS_CODE 108
http-disk-cache-compression-level 2
http-disk-cache-directory 2
http-disk-cache-ignore-write-errors 2
http-disk-cache-max-age-sec 2
http-get-timeout-max-ms 2
http-get-timeout-ms 2
http-memory-cache-compression-level 2
http-memory-cache-max-age-sec 2
http-post-timeout-max-ms 2
http-post-timeout-ms 2
http-public-disk-cache-directory 2

- I -

id 28, 29, 31, 32, 35, 36, 38, 40, 41, 44, 45, 47, 52, 53, 54, 56, 59, 61, 70, 71, 72, 74, 75, 76, 82, 83, 85, 86, 87, 89, 90, 91, 94, 95, 97, 98, 100
ignore-http-400-errors 2
ignore-http-401-errors 2
ignore-http-402-errors 2
ignore-http-403-errors 2
ignore-http-404-errors 2
ignore-http-422-errors 2
ignore-http-429-errors 2
ignore-http-500-errors 2
ignore-http-502-errors 2
ignore-http-503-errors 2
Incoming 57, 86, 87, 89, 90, 91, 123
Internal Agent ID 62, 66, 102, 104
Internal Group ID 62, 66, 102, 104
internal_agent_id 62, 66, 102, 104
internal_group_id 62, 66, 102, 104
invalid-json-on-get-max-tries 2
invalid-json-on-get-sleep-initial-ms 2
invalid-json-on-get-sleep-max-ms 2
invalid-json-on-get-sleep-multiplicator 2
invalid-json-on-post-max-tries 2
invalid-json-on-post-sleep-initial-ms 2
invalid-json-on-post-sleep-max-ms 2
invalid-json-on-post-sleep-multiplicator 2
invantive-sql-compress-sparse-arrays 2
invantive-sql-correct-invalid-date 2
invantive-sql-execution-profile-disk-path 2
invantive-sql-execution-profile-to-disk 2
invantive-sql-forward-filters-to-data-containers 2
invantive-sql-share-byte-arrays 2
invantive-sql-share-strings 2
invantive-sql-shuffle-fetch-results-data-containers 2
invantive-use-cache 2
Is Default 36, 69, 73, 76, 116, 118, 120
Is Escalated 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
is_default 36, 69, 73, 76
is_escalated 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122

- J -

Job Title 41, 44, 45, 47, 48, 113
job_title 41, 44, 45, 47, 48, 113
join-set-points-per-request 2

- L -

Label 39, 43, 50, 79, 92
Label for Customers 39, 43, 92
label_for_customers 39, 43, 92
Language 41, 44, 45, 47, 48, 113
Last Date Last Updated (UTC) 78
Last Post ID 53, 115
Last Ticket ID 78
last_active_at 28
last_date_last_updated_utc 78
last_edited_at 89, 97, 123
last_edited_at_user_id 89, 97, 123
last_post_id 53, 115
last_ticket_id 78
last_updated_by 93
limit-partition-calls-left 2
Locked 53, 115
log-native-calls-to-disk-max-events 2

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

log-native-calls-to-disk-max-seconds 2
log-native-calls-to-disk-on-error 2
log-native-calls-to-disk-on-success 2
log-native-calls-to-trace 2

- M -

mail_server 57
mailbox_type 57
match_type 68
max_date_last_updated_utc 78
max_ticket_id 78
Maximum Date Last Updated (UTC) 78
Maximum Ticket ID 78
maximum-length-identifiers 2
max-odata-filters 2
max-odata-rewrite-in-count 2
max-url-length-accepted 2
max-url-length-desired 2
Merged Topic ID 53, 115
merged_topic_id 53, 115
metadata-cache-max-age-sec 2
min_date_last_updated_utc 78
min_ticket_id 78
Minimum Date Last Updated (UTC) 78
Minimum Ticket ID 78
Mobile 41, 44, 45, 47, 48, 113

- N -

Name 36, 37, 39, 40, 41, 43, 44, 45, 47, 48, 50, 51, 52, 54, 57, 59, 60, 62, 65, 66, 68, 69, 73, 74, 76, 92, 93, 102, 104, 113, 114, 116, 118, 120, 122, 123
Native Platform Scalar Requests 108
NATIVEPLATFORMSCALARREQUESTS 108
Note 39, 40, 106, 113
npt 108
nr_due_by 62, 66, 102, 104
nr_escalated 62, 66, 102, 104

- O -

oauth-unauthorized-max-tries 2
oauth-unauthorized-sleep-initial-ms 2
oauth-unauthorized-sleep-max-ms 2
oauth-unauthorized-sleep-multiplicator 2
object_created_time 50
object_deleted 50
object_description 50
object_id 50
object_name 50
object_prefix 50
object_title 50
object_updated_time 50
object_version 50
Occasional 28, 29, 31, 32, 33, 110, 111
org_agent_id 28
organisation_id 27
organisation_name 27
ORIG_SYSTEM_GROUP 108
ORIG_SYSTEM_REFERENCE 108
Original System Group 108
Original System Reference 108
Other Companies Company ID 44
Other Companies View All Tickets 44
Other Emails 45
other_companies_company_id 44
other_companies_view_all_tickets 44
other_emails 45
outgoing 57

- P -

Page Number 78
page_number 78
page_registration_date_utc 78
page_rows_added_count 78
page_rows_count 78
page_rows_overwritten_count 78
Pages Retrieved 78
pages_retrieved 78
paging_code 78
parent_folder_id 76
parent_id 50
partition-slot-based-rate-limit-length-ms 2
partition-slot-based-rate-limit-slots 2
password 57
Payload 108
PAYLOAD_TEXT 108
personal 37
Phone 41, 44, 45, 47, 48, 62, 66, 102, 104, 113
placeholder 50
Points 33
port 57
Portal CC 39, 43, 92
Portal CC, To 39, 43, 92
portal_cc 39, 43, 92
portal_cc_to 39, 43, 92
Position 39, 43, 50, 51, 52, 54, 69, 73, 75, 76, 92, 114, 116, 118, 120
Posts Count 53, 54, 115

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

posts_count 53, 54, 115
prefix 51
pre-request-delay-ms 2
Primary Role 57
primary_role 57
prime_ticket_association_by_id 61
Priority 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Private 65, 86, 87, 89, 90, 91, 123
Product ID 35, 57, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 122
product_id 35, 57, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 122
Products 62
Published 53, 56, 115

- Q -

query 48, 66
question_default 79
question_id 79
question_label 79
Questions 80

- R -

rank 68
Rating 79
ratings 80
recent_tickets 62
Reference Number 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Replied at 53, 115
Replied by 53, 115
replied_at 53, 115
replied_by 53, 115
Reply CC Emails 95
Reply Email 57
reply_cc_emails 95
reply_mail 57
requested-maximum-usable-partitions 2
requested-page-size 2
Requester Email 62
Requester ID 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 122
Requester Mobile 62
Requester Name 62
Requester Phone 62
Requester Twitter ID 62
requester_email 62
requester_id 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 122
requester_mobile 62
requester_name 62
requester_phone 62
requester_twitter_id 62
requests-parallel-max 2
required 50
Required for Agents 39, 43, 92
Required for Closure 39, 43, 92
Required for Customers 39, 43, 92
required_for_agents 39, 43, 92
required_for_closure 39, 43, 92
required_for_customers 39, 43, 92
Resource Code 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26
resource_code 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26
Responder ID 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
responder_id 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Response Cache Maximum Age (sec) 108
responses_count 37
Result BLOB 108
Result Date Time 108
Result Number 108
Result Text 108
RESULT_BLOB 108
RESULT_DATE_TIME_UTC 108
RESULT_NUMBER 108
RESULT_TEXT 108
role_id 31, 111
Roles 65
Rows Retrieved 78
rows_retrieved 78
Run without Actions 108

- S -

Save HTTP Disk Cache 108
Save HTTP Memory Cache 108
scenario_automations 65
scope 28
Scoreboard Level ID 33
scoreboard_level_id 33
scr_created_at 116, 118, 120
scr_description 116, 118, 120
scr_id 116, 118, 120
scr_name 116, 118, 120
scr_updated_at 116, 118, 120

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

scr_visibility 116, 118, 120
scy_created_at 116, 118, 120
scy_description 116, 118, 120
scy_id 116, 118, 120
scy_is_default 116, 118, 120
scy_name 116, 118, 120
scy_position 116, 118, 120
scy_updated_at 116, 118, 120
Search Tickets 66
search_tickets 66
searchable 50
SEO Description 70, 71, 72, 75, 116, 118, 120
SEO Keywords 70, 71, 72, 75, 116, 118, 120
SEO Title 70, 71, 72, 75, 116, 118, 120
seo_data_meta_description 70, 71, 72, 75
seo_data_meta_keywords 70, 71, 72, 75
seo_data_meta_title 70, 71, 72, 75
sfe_agent_id 116, 118, 120
sfe_art_type 116, 118, 120
sfe_category_id 116, 118, 120
sfe_created_at 116, 118, 120
sfe_description 116, 118, 120
sfe_description_text 116, 118, 120
sfe_folder_id 116, 118, 120
sfe_hits 116, 118, 120
sfe_id 116, 118, 120
sfe_position 116, 118, 120
sfe_seo_data_meta_description 116, 118, 120
sfe_seo_data_meta_keywords 116, 118, 120
sfe_seo_data_meta_title 116, 118, 120
sfe_status 116, 118, 120
sfe_thumbs_down 116, 118, 120
sfe_thumbs_up 116, 118, 120
sfe_title 116, 118, 120
sfe_type 116, 118, 120
sfe_updated_at 116, 118, 120
sfe_user_id 116, 118, 120
sfg_agent_id 120
sfg_category_id 120
sfg_created_at 120
sfg_description 120
sfg_description_text 120
sfg_folder_id 120
sfg_hits 120
sfg_id 120
sfg_seo_data_meta_description 120
sfg_seo_data_meta_keywords 120
sfg_seo_data_meta_title 120
sfg_status 120
sfg_tags 120
sfg_title 120
sfg_tumbs_down 120
sfg_tumbs_up 120
sfg_type 120
sfg_updated_at 120
sft_agent_id 116
sft_attachments_attachment_url 116
sft_attachments_content_type 116
sft_attachments_created_at 116
sft_attachments_id 116
sft_attachments_name 116
sft_attachments_size 116
sft_attachments_updated_at 116
sft_category_id 116
sft_created_at 116
sft_description 116
sft_description_text 116
sft_folder_id 116
sft_hits 116
sft_id 116
sft_seo_data_meta_description 116
sft_seo_data_meta_keywords 116
sft_seo_data_meta_title 116
sft_status 116
sft_title 116
sft_tumbs_down 116
sft_tumbs_up 116
sft_type 116
sft_updated_at 116
Signature 28, 29, 31, 32, 33, 110, 111
Signature (HTML) 33
signature_html 33
simulate-http-400-errors 2
simulate-http-400-errors-percentage 2
simulate-http-401-errors 2
simulate-http-401-errors-percentage 2
simulate-http-403-errors 2
simulate-http-403-errors-percentage 2
simulate-http-408-errors 2
simulate-http-408-errors-percentage 2
simulate-http-429-errors 2
simulate-http-429-errors-percentage 2
simulate-http-500-errors 2
simulate-http-500-errors-percentage 2
simulate-http-502-errors 2
simulate-http-502-errors-percentage 2
simulate-http-503-errors 2
simulate-http-503-errors-percentage 2
simulate-http-504-errors 2
simulate-http-504-errors-percentage 2
simulate-http-522-errors 2
simulate-http-522-errors-percentage 2

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

simulate-http-524-errors 2
simulate-http-524-errors-percentage 2
simulate-http-protocol-errors 2
simulate-http-protocol-errors-percentage 2
simulate-http-timeout-errors 2
simulate-http-timeout-errors-percentage 2
skill_id 32, 111
skills 68
SLA Policy ID 39
sla_policies 69
sla_policy_id 39
slot-based-rate-limit-length-ms 2
slot-based-rate-limit-slots 2
Solution Article 71
Solution Article Attachments 70
Solution Article Tags 72
Solution Categories 73
Solution Category Folders 74
Solution Folder 76
Solution Folder Articles 75
solution_article_attachments_by_id 70
solution_article_by_id 71
solution_article_tags_by_id 72
solution_categories 73
solution_category_folders_by_id 74
solution_folder_articles_by_id 75
solution_folder_by_id 76
SolutionArticleStatuses 20
SolutionArticleTypes 21
SolutionCategoryFolders 116
SolutionFolderArticleAttachments 116
SolutionFolderArticles 118
SolutionFolderArticleTags 120
SolutionFolderVisibilities 21
Source 35, 61, 62, 66, 82, 83, 85, 86, 87, 89, 90, 91, 94, 95, 98, 100, 102, 104, 122, 123
Spam 56, 62, 66, 82, 83, 85, 94, 95, 98, 100, 102, 104, 122
Stamp Type 53, 115
stamp_type 53, 115
standardize-identifiers 2
standardize-identifiers-casing 2
Start Date 108
Start Date (UTC) 78
Start Overall Date Last Updated (UTC) 78
Start Time 106
start_date_utc 78
start_overall_date_last_updated_utc 78
start_time 106
state 48
Statistics Agent Responded at 62, 83, 102, 104
Statistics Closed at 62, 83, 102, 104
Statistics First Responded at 62, 83, 102, 104
Statistics on Incremental Tables 78
Statistics Pending since 62, 83, 102, 104
Statistics Requester Responded at 62, 83, 102, 104
Statistics Resolved at 62, 83, 102, 104
Statistics Status Updated at 62, 83, 102, 104
statistics_incremental 78
Statistisc Reopened at 62, 83, 102, 104
stats_agent_responded_at 62, 83, 102, 104
stats_closed_at 62, 83, 102, 104
stats_first_responded_at 62, 83, 102, 104
stats_pending_since 62, 83, 102, 104
stats_reopened_at 62, 83, 102, 104
stats_requester_responded_at 62, 83, 102, 104
stats_resolved_at 62, 83, 102, 104
stats_status_updated_at 62, 83, 102, 104
Status 35, 61, 62, 66, 70, 71, 72, 75, 82, 83, 85, 94, 95, 98, 100, 102, 104, 116, 118, 120, 122
Sticky 53, 115
sub_folders_count 76
Subject 35, 61, 62, 66, 82, 83, 85, 94, 95, 98, 99, 100, 102, 104, 122, 123
Succesful 108
Success? 78
success_flag 78
SUCCESSFUL 108
Support Email Address 57, 86, 87, 89, 90, 91, 123
support_email 57, 86, 87, 89, 90, 91, 123
Survey 81
Survey ID 79, 80
Survey Questions 79
Survey Satisfaction Ratings 80
survey_id 79, 80
survey_question_accepted_ratings 79
survey_questions 79
survey_satisfaction_ratings 80
survey_title 79
SurveyRatingTypes 22
surveys 81

- T -

table_name 78
Tag 41, 47, 99, 113
Tags 47, 72, 98, 113, 120
Thumbs Down 70, 71, 72, 75, 116, 118, 120
Thumbs Up 70, 71, 72, 75, 116, 118, 120
thumbs_down 71, 75
thumbs_up 71, 75
Ticket 83

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Ticket Assign Type 60
Ticket Attachments 82
Ticket CC Emails 85
Ticket Conversation BCC Emails 87
Ticket Conversation CC Emails 90
Ticket Conversation To Emails 91
Ticket Conversations 89
Ticket Conversion Attachments 86
Ticket Custom Fields 92
Ticket Forwarded Emails 94
Ticket ID 80, 86, 87, 89, 90, 91, 97, 106, 123
Ticket Permission 33
Ticket Reply CC Emails 95
Ticket Scope 28, 29, 31, 32, 33, 110, 111
Ticket Tags 98, 99
Ticket To Emails 100
Ticket Type 62, 66, 102, 104
ticket_assign_type 60
ticket_attachments_by_id 82
ticket_by_id 83
ticket_cc_emails_by_id 85
ticket_conversations_attachments_by_id 86
ticket_conversations_bcc_emails_by_id 87
ticket_conversations_by_id 89
ticket_conversations_cc_emails_by_id 90
ticket_conversations_to_emails_by_id 91
ticket_custom_fields 92
ticket_email 122, 123
ticket_forms 93
ticket_fwd_emails_by_id 94
ticket_id 80, 86, 87, 89, 90, 91, 97, 106, 123
ticket_name 122, 123
ticket_permission 33
ticket_reply_cc_emails_by_id 95
ticket_scope 28, 29, 31, 32, 33, 110, 111
ticket_subject 122, 123
ticket_summary_by_id 97
ticket_tags 99
ticket_tags_by_id 98
ticket_to_emails_by_id 100
ticket_type 62, 66, 102, 104
TicketAssociationTypes 23
TicketAttachments 122
TicketConversations 123
TicketPermissions 23
TicketPriorityCodes 24
Tickets 104
Tickets (Incremental) 102
Tickets (Recent) 62
tickets_incremental 102
TicketSourceCodes 25
TicketStatusCodes 26
tier_type 27
Time Entries 106
Time Mask 106
Time Spent 106
Time Zone 36, 41, 44, 45, 47, 48, 113
time_entries 106
time_spent 106
time_zone 36, 41, 44, 45, 47, 48, 113
Timeout (sec) 108
TIMEOUT_SEC 108
Timer Running 106
timer_running 106
timezone 27
Title 38, 51, 53, 70, 71, 72, 75, 81, 93, 112, 115, 116, 118, 120
To Email 57, 91
To Emails 62, 66, 100, 102, 104
to_email 91
to_emails 62, 66, 100, 102, 104
to_mail 57
Topic ID 56
topic_id 56
Topics Count 52, 54, 114
topics_count 52, 54, 114
TopicStamps 26
total_collaborators_agents 27
total_field_service_agents 27
total_full_time_agents 27
total_occasional_agents 27
Transaction ID 108
TRANSACTION_ID 108
Trash 56
tumbs_down 70, 72
tumbs_up 70, 72
Twitter ID 41, 44, 45, 47, 48, 62, 66, 102, 104, 113
twitter_id 41, 44, 45, 47, 48, 62, 66, 102, 104, 113
Type 33, 35, 39, 43, 50, 61, 62, 66, 70, 71, 72, 75, 82, 83, 85, 92, 94, 95, 98, 99, 100, 102, 104, 116, 118, 120, 122

- U -

UID 78
Unassigned for 59, 60
unassigned_for 59, 60
Unique External ID 48
unique_external_id 48

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.

Updated at 28, 29, 31, 32, 33, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 47, 48, 51, 53, 56, 57, 59, 60, 61, 62, 65, 66, 68, 69, 70, 71, 72, 73, 74, 75, 76, 79, 80, 81, 82, 83, 85, 86, 87, 89, 90, 91, 92, 93, 94, 95, 97, 98, 100, 102, 104, 106, 110, 111, 112, 113, 115, 116, 118, 120, 122, 123
Updated since (UTC) 78
updated_at 28, 29, 31, 32, 33, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 47, 48, 51, 53, 56, 57, 59, 60, 61, 62, 65, 66, 68, 69, 70, 71, 72, 73, 74, 75, 76, 79, 80, 81, 82, 83, 85, 86, 87, 89, 90, 91, 92, 93, 94, 95, 97, 98, 100, 102, 104, 106, 110, 111, 112, 113, 115, 122, 123
updated_since 99, 104
updated_since_utc 78
updated_time 51
URL 78, 108
Use HTTP Disk Cache 108
Use HTTP Memory Cache 108
use_ssl 57
use-batch-insert 2
use-http-disk-cache 2
use-http-disk-cache-read 2
use-http-disk-cache-write 2
use-http-memory-cache 2
use-http-memory-cache-read 2
use-http-memory-cache-write 2
User ID 33, 53, 56, 75, 80, 86, 87, 89, 90, 91, 97, 106, 115, 116, 118, 120, 123
User Votes 53, 115
user_id 33, 53, 56, 75, 80, 86, 87, 89, 90, 91, 97, 106, 115, 123
user_votes 53, 115
username 57

- V -

version 51
View All Tickets 41, 44, 45, 47, 48, 113
view_all_tickets 41, 44, 45, 47, 48, 113
Visibility 74, 76, 116, 118, 120
visible 50

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.



Invantive B.V.
Biesteweg 11
3849 RD Hierden
the Netherlands

Tel: +31 88 00 26 500
Fax: +31 84 22 58 178
info@invantive.com
invantive.com

IBAN NL25 BUNQ 2098 2586 07
Chamber of Industry and Commerce
13031406
VAT NL812602377B01
RSIN 8122602377
Managing Director: Guido Leenders
Registered office: Roermond

(C) Copyright 2004-2025 Invantive Software B.V., the Netherlands. All rights reserved.
24.0.92
29/06/2026, 19:22
ISBN 978-94-6302-000-8: