

Freshservice API Data Model

for use with Invantive SQL

24.0

invantive
the SQL company

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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.

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1 SQL Driver for Freshservice API

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

itgen_freshservice_provider_description_text

The Freshservice driver covers 73 tables and 928 columns.

Freshservice 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 Freshservice Power BI connector is based on the Invantive UniversalSQL driver for Freshservice, 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 Freshservice 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 Freshservice 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 Freshservice ADO.net provider.

Finally, online web apps can be build for Freshservice 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 Freshservice 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 Freshservice API request and response.

Specifications

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

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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 Freshservice the comparison of two texts is case sensitive by default.

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

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

Alias: `freshservice`

Recommended alias: `fdk`

Driver code for use in settings.xml

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 Freshservice 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 '.freshservice.com' in the URL used to log on to Freshservice in a browser.The API key can be found in the 'Edit Profile' page in Freshservice, as described on https://support.freshservice.com/support/solutions/articles/225435-where-can-i-find-my-api-key.

API VersionThe V2 API of Freshservice 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 Freshservice 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'.

Updated 11-12-2024 09:11 using Invantive UniversalSQL version 24.0.491-PROD+5130.

2 SQL Driver Attributes for Freshservice API

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

The Freshservice 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.

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- 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 Freshservice 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 Freshservice 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 '.freshservice.com' when you connect to Freshservice using a browser.	Freshservice		✓		✓	✓
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	✓	✓	✓	

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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	✓	✓	✓	

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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	itgen_pae_download_error_500_internal_server_error_max_tries		10	✓	✓	✓	
download-error-500-internal-server-error-sleep-initial-ms	itgen_pae_download_error_500_internal_server_error_sleep_initial_ms		10000	✓	✓	✓	
download-error-500-internal-server-error-sleep-max-ms	itgen_pae_download_error_500_internal_server_error_sleep_max_ms		300000	✓	✓	✓	
download-error-500-internal-server-error-sleep-multiplicator	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	✓	✓	✓	

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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	✓	✓	✓	

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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	✓	✓	✓	

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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	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	✓	✓	✓	

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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	itgen_pae_download_error_web_not_found_max_tries		1	✓	✓	✓	
download-error-web-not-found-sleep-initial-ms	itgen_pae_download_error_web_not_found_sleep_initial_ms		10000	✓	✓	✓	
download-error-web-not-found-sleep-max-ms	itgen_pae_download_error_web_not_found_sleep_max_ms		300000	✓	✓	✓	
download-error-web-not-found-sleep-multiplicator	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	✓	✓	✓	

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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	✓	✓	✓	
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.	Shared	5	✓	✓	✓	
http-disk-cache-directory	Directory where HTTP cache is stored.	Shared	C:\Users\guido\Invantive\Cache\http\guido\shared	✓	✓	✓	
http-disk-cache-ignore-write-errors	Whether to ignore write errors to disk cache.	Shared	False	✓	✓	✓	
http-disk-cache-max-age-sec	Maximum acceptable age in seconds for use of data in the HTTP disk cache.	Shared	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.	OData	5	✓	✓	✓	

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Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
http-memory-cache-max-age-sec	Maximum acceptable age in seconds for use of data in the HTTP memory cache.	OData	14400	✓	✓	✓	
http-post-timeout-max-ms	HTTP POST maximum timeout on retry (ms).		58000	✓	✓	✓	
http-post-timeout-ms	HTTP POST timeout (ms).		57000	✓	✓	✓	
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	✓	✓	✓	
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	✓	✓	✓	

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Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
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	itgen_pae_invantive_sql_execution_profile_disk_path	SQL Engine V1	c:\temp\profiles	✓	✓	✓	
invantive-sql-execution-profile-to-disk	itgen_pae_invantive_sql_execution_profile_to_disk	SQL Engine V1	True	✓	✓	✓	
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-results-data-containers	Whether to shuffle results fetched from data containers.	SQL Engine V1	False	✓	✓	✓	
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	✓	✓	✓	

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Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
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	✓	✓	✓	
maximum-length-identifiers	Non-default maximum length in characters of identifier names.	Shared		✓	✓	✓	
maximum-url-length	Maximum URL Length			✓	✓	✓	
max-odata-filters	Maximum number of OData filter elements.	OData	100	✓	✓	✓	
max-odata-rewrite-in-count	itgen_pae_max_odata_rewrite_in_count	OData	500	✓	✓	✓	
max-url-length-accepted	The maximum accepted URL length before raising an error.	Shared	8000	✓	✓	✓	
max-url-length-desired	The maximum desired URL length.	Shared	8000	✓	✓	✓	
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.	OData	2	✓	✓	✓	
oauth-unauthorized-sleep-initial-ms	Initial sleep in milliseconds between OAuth reauthentication tries when the OAuth authentication fails.	OData	10000	✓	✓	✓	
oauth-unauthorized-sleep-max-ms	Maximum sleep in milliseconds between OAuth reauthentication tries when the OAuth authentication fails.	OData	1000	✓	✓	✓	
oauth-unauthorized-sleep-multiplicator	Multiplication factor for sleep between OAuth reauthentication tries when the OAuth authentication fails.	OData	2	✓	✓	✓	
partition-slot-based-rate-limit-length-ms	Total length in milliseconds across all slots of a partition-based rate limit.	Shared	60000	✓		✓	
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-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	Simulate HTTP 400 errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	

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Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
simulate-http-400-errors-percentage	Percentage of simulated HTTP 400 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-401-errors-percentage	Percentage of simulated HTTP 401 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-403-errors-percentage	Percentage of simulated HTTP 403 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-408-errors-percentage	Percentage of simulated HTTP 408 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-429-errors-percentage	Percentage of simulated HTTP 429 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	✓	✓	✓	
simulate-http-500-errors-percentage	Percentage of simulated HTTP 500 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-502-errors-percentage	Percentage of simulated HTTP 502 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-503-errors-percentage	Percentage of simulated HTTP 503 errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
simulate-http-504-errors	itgen_pae_simulate_http_504_errors		False	✓	✓	✓	
simulate-http-504-errors-percentage	itgen_pae_simulate_http_504_errors_percentage		0	✓	✓	✓	

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Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
simulate-http-522-errors	itgen_pae_simulate_http_522_errors		False	✓	✓	✓	
simulate-http-522-errors-percentage	itgen_pae_simulate_http_522_errors_percentage		0	✓	✓	✓	
simulate-http-524-errors	itgen_pae_simulate_http_524_errors		False	✓	✓	✓	
simulate-http-524-errors-percentage	itgen_pae_simulate_http_524_errors_percentage		0	✓	✓	✓	
simulate-http-protocol-errors	Simulate HTTP protocol errors when exchanging results with the HTTP endpoint.		False	✓	✓	✓	
simulate-http-protocol-errors-percentage	Percentage of simulated HTTP protocol 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	✓	✓	✓	
simulate-http-timeout-errors-percentage	Percentage of simulated HTTP timeout errors when exchanging results with the HTTP endpoint.		0	✓	✓	✓	
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	Rewrite all identifiers to the preferred standards as configured by standardize-identifiers-casing and maximum-length-identifiers.	Shared	True	✓	✓	✓	
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	✓	✓	✓	
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.	Shared	False	✓	✓	✓	
use-http-disk-cache-write	Whether to memorize HTTP responses on disk.	Shared	False	✓	✓	✓	
use-http-memory-cache-read	Whether to use HTTP responses from previous queries stored in memory that can answer the current query.	OData	True	✓	✓	✓	
use-http-memory-cache-write	Whether to memorize HTTP responses from previous queries for use by future queries.	OData	True	✓	✓	✓	

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3 Catalog: Freshservice

3.1 Schemas

3.1.1 Schema: CodeValues

3.1.1.1 Tables

ApplicationStatuses: Freshservice Domain ApplicationStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ApplicationStatuses

Example: The code value 'blacklisted' means 'Blacklisted'.

Retrieve: true

View Columns

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

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

Values

Code	Description
blacklisted	Blacklisted
ignored	Ignored
managed	Managed

ApplicationTypes: Freshservice Domain ApplicationTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ApplicationTypes

Example: The code value 'desktop' means 'Desktop'.

Retrieve: true

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View Columns

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

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

Values

Code	Description
desktop	Desktop
mobile	Mobile
saas	SaaS

ApprovalStatuses: Freshservice Domain ApprovalStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ApprovalStatuses

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

Retrieve: true

View Columns

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

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

Values

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Code	Description
0	Requested
1	Approved
2	Rejected
3	Cancelled

ApprovalTypes: Freshservice Domain ApprovalTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ApprovalTypes

Example: The code value '1' means 'To be approved by Everyone'.

Retrieve: true

View Columns

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

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

Values

Code	Description
1	To be approved by Everyone
2	To be approved by Anyone
3	To be approved by Majority
4	To be approved by First Responder

AssetImpacts: Freshservice Domain AssetImpacts

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain AssetImpacts

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

Retrieve: true

View Columns

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

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

Values

Code	Description
high	High
low	Low
medium	Medium

AssetUsageTypes: Freshservice Domain AssetUsageTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain AssetUsageTypes

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

Retrieve: true

View Columns

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

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

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Values

Code	Description
loaner	Loaner
permanent	Permanent

BackgroundJobStatuses: Freshservice Domain BackgroundJobStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain BackgroundJobStatuses

Example: The code value 'queued' means 'Job is queued and ready to be executed.'.

Retrieve: true

View Columns

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

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

Values

Code	Description
failed	Job completed. No relationships are created.
in progress	Job execution started.
partial	Job completed. Few relationships created successfully, but few failed.
queued	Job is queued and ready to be executed.
success	Job completed. All relationships are created.

ChangeImpacts: Freshservice Domain ChangeImpacts

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

Catalog: Freshservice

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Schema: CodeValues

Label: Domain ChangeImpacts

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Low
2	Medium
3	High

ChangePriorities: Freshservice Domain ChangePriorities

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ChangePriorities

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

Retrieve: true

View Columns

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

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

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

Values

Code	Description
1	Low
2	Medium
3	High
4	Urgent

ChangeRisks: Freshservice Domain ChangeRisks

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ChangeRisks

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Low
2	Medium
3	High
4	Very High

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ChangeStatuses: Freshservice Domain ChangeStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ChangeStatuses

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Open
2	Planning
3	Approval
4	Pending Release
5	Pending Review
6	Closed

ChangeTypes: Freshservice Domain ChangeTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ChangeTypes

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

Retrieve: true

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View Columns

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

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

Values

Code	Description
1	Minor
2	Standard
3	Major
4	Emergency

ConversationSourceTypes: Freshservice Domain ConversationSourceTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ConversationSourceTypes

Example: The code value '0' means '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	string(240)	Code	☑	Unique code within the domain.
description	string(240)	Description	☐	Meaning of the unique code within the domain.
domain	string(240)	Domain	☑	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	☐	Resource code for internationalization.

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Values

Code	Description
0	Email
1	Form
2	Note
3	Status
4	Meta
5	Feedback
6	Forw ard_email

CustomFieldTypes: Freshservice Domain CustomFieldTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain CustomFieldTypes

Example: The code value 'Number' means 'number'.

Retrieve: true

View Columns

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

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

Values

Code	Description
Checkbox	boolean
Date	date (YYYY-MM-DD)
Dropdow n	string
Number	number
Phone number	string
Single line text	string

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LookupDatasources: Freshservice Domain LookupDatasources

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain LookupDatasources

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Locations
2	Requesters
3	Agents
4	Assets
5	All Users
6	Departments

OffboardingRequestStatuses: Freshservice Domain OffboardingRequestStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain OffboardingRequestStatuses

Example: The code value '1' means 'Awaiting Information'.

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Retrieve: true

View Columns

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

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

Values

Code	Description
1	Awaiting Information
2	Request Cancelled
3	Request in Progress
4	Request Completed

OnboardingRequestStatuses: Freshservice Domain OnboardingRequestStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain OnboardingRequestStatuses

Example: The code value '1' means 'Awaiting Information'.

Retrieve: true

View Columns

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

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

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Values

Code	Description
1	Aw aiting Information
2	Request Cancelled
3	Request in Progress

ProductProcurementModes: Freshservice Domain ProductProcurementModes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ProductProcurementModes

Example: The code value 'Buy' means 'Buy'.

Retrieve: true

View Columns

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

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

Values

Code	Description
Both	Both
Buy	Buy
Lease	Lease

ProductStatuses: Freshservice Domain ProductStatuses

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

Catalog: Freshservice

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Schema: CodeValues

Label: Domain ProductStatuses

Example: The code value 'In Production' means 'In Production'.

Retrieve: true

View Columns

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

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

Values

Code	Description
In Pipeline	In Pipeline
In Production	In Production
Retired	Retired

ProjectPriorities: Freshservice Domain ProjectPriorities

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ProjectPriorities

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

Retrieve: true

View Columns

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

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

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

Values

Code	Description
1	Low
2	Medium
3	High
4	Critical

ProjectStatuses: Freshservice Domain ProjectStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ProjectStatuses

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Open
2	In progress
3	Completed

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ProjectTypes: Freshservice Domain ProjectTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ProjectTypes

Example: The code value '1' means 'Software Project'.

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Software Project
2	Business Project

ProjectVisibilities: Freshservice Domain ProjectVisibilities

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ProjectVisibilities

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

Retrieve: true

View Columns

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

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

Values

Code	Description
0	Private
1	Public

ServiceRequestStages: Freshservice Domain ServiceRequestStages

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ServiceRequestStages

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Requested
2	Delivered

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Code	Description
3	Cancelled
4	Fullfilled
5	Partially Fullfilled

SolutionFolderVisibilities: Freshservice Domain SolutionFolderVisibilities

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain SolutionFolderVisibilities

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	All
2	Logged in Users
3	Agents Only
4	Departments
5	Agent Groups
6	Contact Groups

TicketPriorities: Freshservice Domain TicketPriorities

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

Catalog: Freshservice

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Schema: CodeValues

Label: Domain TicketPriorities

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

Retrieve: true

View Columns

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

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

Values

Code	Description
1	Low
2	Medium
3	High
4	Urgent

TicketSourceTypes: Freshservice Domain TicketSourceTypes

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain TicketSourceTypes

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

Retrieve: true

View Columns

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

Name	Data Type	Label	Required	Documentation
code	string(240)	Code	☑	Unique code within the domain.

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

Values

Code	Description
1	Email
10	Slack
2	Portal
3	Phone
4	Chat
5	Feedback w idget
6	Yammer
7	AWS Cloudw atch
8	Pagerduty
9	Walkup

TicketStatuses: Freshservice Domain TicketStatuses

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain TicketStatuses

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

Retrieve: true

View Columns

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

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

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Values

Code	Description
2	Open
3	Pending
4	Resolved
5	Closed

3.1.2 Schema: Freshservice

3.1.2.1 Tables

AgentGroupMembers

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
group_id	int64		☐	
group_name	string		☐	
member_id	int64		☑	

AgentGroups

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
approval_required	boolean		☑	

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Name	Data Type	Label	Required	Documentation
auto_ticket_assign	boolean		☑	
business_hours_id	int64		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
escalate_to	int64		☐	
id	int64		☑	
name	string		☐	
ocs_schedule_id	int64		☐	
restricted	boolean		☑	
unassigned_for	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

AgentRoles

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
agent_first_name	string		☐	
agent_id	int64		☐	ID of an agent.
agent_last_name	string		☐	
assignment_scope	string		☐	
role_id	int64		☐	

Agents

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

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Table Columns

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

Name	Data Type	Label	Required	Documentation
aariverside_cloud	string	AaRiverside Cloud	☐	Custom field #50000080954 of type custom_text.
active	boolean		☑	
address_custom_field	string	Address	☐	Custom field #50000005748 of type custom_text.
address	string		☐	
api_key_enabled	boolean		☑	
auto_assign_status_changed_at	datetime		☐	
auto_assign_tickets	boolean		☑	
azure	string	AZURE	☐	Custom field #50000080935 of type custom_text.
background_information	string		☐	
can_see_all_tickets_from_associated_departments	boolean		☑	
change_department_head	string	Can see all changes from these companies	☐	Custom field #50000081273 of type custom_text.
created_at	datetime		☐	Date/time at w hich the record w as created.
datum_aangemaakt	string	Datum aangemaakt	☐	Custom field #50000008838 of type custom_text.
debiteur_nummer	string	Debiteur nummer	☐	Custom field #50000009953 of type custom_text.
department_head	string	Can see all tickets from associated companies	☐	Custom field #50000005746 of type custom_text.
department_names	string		☐	
department	string	Company	☐	Custom field #50000005745 of type custom_text.
description	string	Background Information	☐	Custom field #50000005752 of type custom_text.
email_custom_field	string	Email	☐	Custom field #50000005742 of type custom_text.
email	string		☐	
external_id	string		☐	
first_name_custom_field	string	First Name	☐	Custom field #50000005739 of type custom_text.
first_name	string		☐	
geslacht	string	Geslacht	☐	Custom field #50000008734 of type custom_text.
has_logged_in	boolean		☑	
id	int64		☑	ID of an agent.
job_title_custom_field	string	Title	☐	Custom field #50000005741 of type custom_text.
job_title	string		☐	

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Name	Data Type	Label	Required	Documentation
language_custom_field	string	Language	☐	Custom field #50000005750 of type custom_text.
language	string		☐	
last_active_at	datetime		☐	
last_login_at	datetime		☐	
last_name_custom_field	string	Last Name	☐	Custom field #50000005740 of type custom_text.
last_name	string		☐	
location_id_custom_field	string	Location	☐	Custom field #50000005751 of type custom_text.
location_id	int64		☐	
location_name	string		☐	
mobile_phone_number	string		☐	
mobile	string	Mobile Phone	☐	Custom field #50000005744 of type custom_text.
nocore_online_url	string	Nocore online URL	☐	Custom field #50000080936 of type custom_text.
occasional	boolean		☑	
phone	string	Work Phone	☐	Custom field #50000005743 of type custom_text.
reporting_manager_id	int64		☐	
reporting_manager	string	Reporting Manager	☐	Custom field #50000005747 of type custom_text.
scoreboard_points	string		☐	
signature	string		☐	
sla	string	SLA	☐	Custom field #50000010025 of type custom_text.
soort_gebruiker	string	Soort gebruiker	☐	Custom field #50000008735 of type custom_text.
soort_klant	string	Soort klant	☐	Custom field #50000008592 of type custom_text.
time_format_custom_field	string	Time Format	☐	Custom field #50000020648 of type custom_text.
time_format	string		☐	
time_zone_custom_field	string	Time Zone	☐	Custom field #50000005749 of type custom_text.
time_zone	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
vip_user_custom_field	string	Mark as VIP	☐	Custom field #50000080341 of type custom_text.
vip_user	boolean		☑	
w erktijden	string	Werktijden	☐	Custom field #50000008839 of type custom_text.
w ork_phone_number	string		☐	

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AgentWorkspaces

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
agent_first_name	string		☐	
agent_id	int64		☐	ID of an agent.
agent_last_name	string		☐	
id	int64		☑	

Announcements

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
body_html	string		☐	
body	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
created_by	int64		☐	
id	int64		☑	
is_read	boolean		☑	
send_email	boolean		☑	
state	string		☐	
title	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

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Name	Data Type	Label	Required	Documentation
visibility	string		☐	
visible_from	datetime		☐	
visible_till	datetime		☐	
w orkspace_id	int64		☐	

Applications

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
application_type	string		☐	
category	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	
installation_count	int64		☐	
managed_by_id	int64		☐	
name	string		☐	
notes	string		☐	
publisher_id	int64		☐	
status	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
user_count	int64		☐	
w orkspace_id	int64		☐	

Assets

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
agent_id	int64		☐	
asset_tag	string		☐	
asset_type_id	int64		☐	
assigned_on	datetime		☐	
author_type	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
created_by_source	string		☐	
created_by_user	int64		☐	
department_id	int64		☐	
discovery_enabled	boolean		☑	
display_id	int64		☐	
end_of_life	string		☐	
group_id	int64		☐	
id	int64		☑	
impact	string		☐	
last_updated_by_source	string		☐	
last_updated_by_user	int64		☐	
location_id	int64		☐	
name	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
usage_type	string		☐	
user_id	int64		☐	

AssetSources

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
asset_id	int64		☑	
asset_name	string		☐	
source	string		☑	

AssetTypes

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	
name	string		☐	
parent_asset_type_id	int64		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
visible	boolean		☑	

BusinessHourHolidays

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

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Name	Data Type	Label	Required	Documentation
business_hour_id	int64		☑	
business_hour_name	string		☐	
holiday_date	string		☐	
holiday_name	string		☐	

BusinessHours

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
friday_beginning_of_w orkday	string		☐	
friday_end_of_w orkday	string		☐	
id	int64		☑	
is_default	boolean		☑	
monday_beginning_of_w orkday	string		☐	
monday_end_of_w orkday	string		☐	
name	string		☐	
saturday_beginning_of_w orkday	string		☐	
saturday_end_of_w orkday	string		☐	
sunday_beginning_of_w orkday	string		☐	
sunday_end_of_w orkday	string		☐	
thursday_beginning_of_w orkday	string		☐	
thursday_end_of_w orkday	string		☐	
time_zone	string		☐	
tuesday_beginning_of_w orkday	string		☐	
tuesday_end_of_w orkday	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w ednesday_beginning_of_w orkda y	string		☐	
w ednesday_end_of_w orkday	string		☐	

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Name	Data Type	Label	Required	Documentation
w orkspace_id	int64		☐	

CABs

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	
name	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

CannedResponses

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
content_html	string		☐	
content	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
folder_id	int64		☐	
id	int64		☑	ID of an agent.

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Name	Data Type	Label	Required	Documentation
title	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

Changes

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
agent_id	int64		☐	
approval_status	int16		☐	
blackout_w indow _description	string		☐	
blackout_w indow _end_date	datetime		☐	
blackout_w indow _id	int64		☐	
blackout_w indow _name	string		☐	
blackout_w indow _start_date	datetime		☐	
category	string		☐	
change_type	int16		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
department_id	int64		☐	
description_text	string		☐	
description	string		☐	
group_id	int64		☐	
id	int64		☑	
impact	int16		☐	
item_category	string		☐	
maintenance_w indow _description	string		☐	
maintenance_w indow _end_date	datetime		☐	
maintenance_w indow _id	int64		☐	
maintenance_w indow _name	string		☐	
maintenance_w indow _start_date	datetime		☐	
planned_end_date	datetime		☐	

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Name	Data Type	Label	Required	Documentation
planned_start_date	datetime		☐	
priority	int16		☐	
requester_id	int64		☐	
risk	int16		☐	
status	int16		☐	
sub_category	string		☐	
subject	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

Contracts

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
approver_id	int64		☐	
auto_renew	boolean		☑	
contract_number	string		☐	
contract_type_id	int64		☐	
cost	decimal		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
delegatee_id	int64		☐	
description	string		☐	
end_date	datetime		☐	
expiry_notified	boolean		☑	
future_contract_id	int64		☐	
has_associated_assets	boolean		☑	
has_attachments	boolean		☑	
id	int64		☑	
name	string		☐	
notify_before	int16		☐	
notify_expiry	boolean		☑	

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Name	Data Type	Label	Required	Documentation
requester_id	int64		☐	
start_date	datetime		☐	
status	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
vendor_id	int64		☐	
visible_to_id	int64		☐	
w orkspace_id	int64		☐	

ContractTypes

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	
is_default	boolean		☑	
name	string		☐	
needs_approval	boolean		☑	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

Departments

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
aantal_users	string	Aantal users	☐	Custom field #0 of type custom_text.
adres	string	Adres	☐	Custom field #0 of type custom_text.
asp_klant	string	AZURE klant	☐	Custom field #0 of type custom_text.
asp_klantcode	string	Nocore online URL	☐	Custom field #0 of type custom_text.
created_at	datetime		☐	Date/time at w hich the record w as created.
datum_aangemaakt	string	Datum aangemaakt	☐	Custom field #0 of type custom_text.
debiteur_nummer	string	Debiteur nummer	☐	Custom field #0 of type custom_text.
description_custom_field	string	Omschrijving	☐	Custom field #0 of type custom_text.
description	string		☐	
domain_names	string	Domeinen voor deze afdeling	☐	Custom field #0 of type custom_text.
einddatum	string	Einddatum	☐	Custom field #0 of type custom_text.
facility_apps_gegevens	string	Facility Apps gegevens	☐	Custom field #0 of type custom_text.
geblokkeerd	string	Geblokkeerd	☐	Custom field #0 of type custom_text.
head_name_custom_field	string	Afdelingshoofd	☐	Custom field #0 of type custom_text.
head_name	string		☐	
head_user_id	int64		☐	
id	int64		☑	
loonbureau	string	Loonbureau	☐	Custom field #0 of type custom_text.
name_custom_field	string	Afdelingsnaam	☐	Custom field #0 of type custom_text.
name	string		☐	
nocore_online	string	Nocore Online	☐	Custom field #0 of type custom_text.
plaats	string	Plaats	☐	Custom field #0 of type custom_text.
prime_user_id	int64		☐	
prime_user_name_custom_field	string	Primaire gebruiker	☐	Custom field #0 of type custom_text.
prime_user_name	string		☐	
sla	string	SLA	☐	Custom field #0 of type custom_text.

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Name	Data Type	Label	Required	Documentation
systeembeheerder	string	Systeembeheerder	☐	Custom field #0 of type custom_text.
telefoonnummer	string	Telefoonnummer	☐	Custom field #0 of type custom_text.
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
zoeknaam	string	Zoeknaam	☐	Custom field #0 of type custom_text.

Locations

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
address_city	string		☐	
address_country	string		☐	
address_line_1	string		☐	
address_line_2	string		☐	
address_state	string		☐	
address_zipcode	string		☐	
contact_name	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
email	string		☐	
id	int64		☑	
name	string		☐	
parent_location_id	int64		☐	
phone	string		☐	
primary_contact_id	int64		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

ProblemFormFieldChoices

Catalog: Freshservice

Schema: Freshservice

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Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
id	string		☑	
problem_form_field_id	int64		☑	
value	string		☐	

ProblemFormFields

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at which the record was created.
default_field	boolean		☐	
description	string		☐	
field_type	string		☐	
id	int64		☑	
label	string		☐	
name	string		☐	
required_for_closure	boolean		☐	
required	boolean		☐	
updated_at	datetime		☐	Date/time at which the record was last updated.
workspace_id	string		☐	

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Problems

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
agent_id	int64		☐	
category	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
department_id	int64		☐	
description_text	string		☐	
description	string		☐	
due_by	datetime		☐	
group_id	int64		☐	
id	int64		☑	
impact	int16		☐	
item_category	string		☐	
know n_error	boolean		☑	
priority	int16		☐	
requester_id	int64		☐	
status	int16		☐	
sub_category	string		☐	
subject	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

Products

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
asset_type_id	int64		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
description_text	string		☐	
description_type_id	int64		☐	
description	string		☐	
id	int64		☑	
manufacturer	string		☐	
mode_of_procurement	string		☐	
name	string		☐	
status	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

ProjectsNewGen

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
archived	boolean		☑	
created_at	datetime		☐	Date/time at w hich the record w as created.
description_custom_field	string	Description	☐	Custom field #0 of type custom_text.
description	string		☐	
end_date_custom_field	string	End Date	☐	Custom field #0 of type custom_text.
end_date	datetime		☐	
id	int64		☑	ID of an agent.
key_custom_field	string	Project Key	☐	Custom field #0 of type custom_text.
key	string		☐	
manager_id_custom_field	string	Project Manager	☐	Custom field #0 of type custom_text.

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Name	Data Type	Label	Required	Documentation
manager_id	int64		☐	
name_custom_field	string	Name	☐	Custom field #0 of type custom_text.
name	string		☐	
priority_id_custom_field	string	Priority	☐	Custom field #0 of type custom_text.
priority_id	int64		☐	
project_type_custom_field	string	Project Type	☐	Custom field #0 of type custom_text.
project_type	int16		☐	
sprint_duration_custom_field	string	Sprint Duration (in days)	☐	Custom field #0 of type custom_text.
sprint_duration	int16		☐	
start_date_custom_field	string	Start Date	☐	Custom field #0 of type custom_text.
start_date	datetime		☐	
status_id_custom_field	string	Status	☐	Custom field #0 of type custom_text.
status_id	int64		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
visibility_custom_field	string	Privacy	☐	Custom field #0 of type custom_text.
visibility	int16		☐	

ProjectTemplates

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	ID of an agent.
name	string		☐	
template_type	int16		☐	

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Name	Data Type	Label	Required	Documentation
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
visibility	int16		☐	

PurchaseOrders

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
billing_address	string		☐	
billing_same_as_shipping	boolean		☑	
created_at	datetime		☐	Date/time at w hich the record w as created.
created_by	int64		☐	
currency_code	string		☐	
department_id	int64		☐	
discount_percentage	int16		☐	
expected_delivery_date	datetime		☐	
id	int64		☑	
name	string		☐	
po_number	string		☐	
shipping_address	string		☐	
shipping_cost	decimal		☐	
status	int16		☐	
tax_percentage	int16		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
vendor_details	string		☐	
vendor_id	int64		☐	
w orkspace_id	int64		☐	

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RecentTickets: Freshservice Tickets (Recent)

Catalog: Freshservice

Schema: Freshservice

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.

Table Columns

The columns of the table RecentTickets 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
business_impact	string	Business impact	☐	Custom field #50000103641 of type custom_paragraph.
call_code	string	Call_code	☐	Custom field #50000011369 of type custom_text.
categorie_aariverside	string	Categorie AaRiverside	☐	Custom field #50000097751 of type nested_field.
categorie_facilitair	string	Categorie Facilitair	☐	Custom field #50000010875 of type nested_field.
categorie_flex	string	Categorie Flex	☐	Custom field #50000010876 of type nested_field.
categorie_nocore_intern	string	Categorie Nocore intern	☐	Custom field #50000099436 of type custom_dropdown.
category	string		☐	
created_at	datetime		☐	Date/time at which the record was created.
deleted	boolean		☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.
department_id	int64		☐	
description_text	string		☐	Plain text content of the ticket.
description	string		☐	
due_by	datetime		☐	Ticket due-by time.
email_config_id	int64		☐	ID of email config which is used for this ticket.
fr_due_by	datetime		☐	Timestamp that denotes when the first response is due.
fr_escalated	boolean		☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64		☐	ID of Group to which the ticket is assigned.

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Name	Data Type	Label	Required	Documentation
id	int64		☑	Unique ID of the ticket.
impacted_locations	string	Impacted locations	☐	Custom field #50000103642 of type custom_text.
incident_alleen_zichtbaar_voor_mij_niet_voor_andere_collegas	boolean	Incident alleen zichtbaar voor mij, niet voor andere collega's	☐	Custom field #50000009057 of type custom_checkbox.
incorrect_ingeladen	string	Incorrect ingeladen	☐	Custom field #50000011765 of type custom_dropdown.
is_escalated	boolean		☐	Set to true if an escalation was sent.
item_category	string		☐	
major_incident_type	string	Major incident type	☐	Custom field #50000103640 of type custom_dropdown.
no_of_customers_impacted	string	No. of customers impacted	☐	Custom field #50000103643 of type custom_text.
priority	int16		☐	Priority of the ticket.
requested_for_id	int64		☐	
requester_email	string		☐	Email address of the requester.
requester_id	string		☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
requester_mobile	string		☐	
requester_name	string		☐	Name of the requester.
requester_phone	string		☐	Phone number of the requester.
source	string		☐	
spam	boolean		☐	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime		☐	
stats_assigned_at	datetime		☐	
stats_closed_at	datetime		☐	
stats_first_assigned_at	datetime		☐	
stats_first_resp_time_in_secs	int64		☐	
stats_first_responded_at	datetime		☐	
stats_group_escalated	boolean		☐	
stats_inbound_count	int64		☐	
stats_opened_at	datetime		☐	
stats_outbound_count	int64		☐	
stats_pending_since	datetime		☐	
stats_requester_responded_at	datetime		☐	
stats_resolution_time_in_secs	int64		☐	
stats_resolved_at	datetime		☐	
stats_status_updated_at	datetime		☐	
status	int16		☐	Status of the ticket.
sub_category	string		☐	

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Name	Data Type	Label	Required	Documentation
subcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 2 on custom field 'categorie_facilitair'.
subcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 2 on custom field 'categorie_flex'.
subcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 2 on custom field 'categorie_aariverside'.
subject	string		☐	Ticket subject.
subsubcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 3 on custom field 'categorie_facilitair'.
subsubcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 3 on custom field 'categorie_flex'.
subsubcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 3 on custom field 'categorie_aariverside'.
tasks_dependency_type	int16		☐	
type	string		☐	Helps categorize the ticket according to the different kinds of issues your support team deals with.
updated_at	datetime		☐	Date/time at which the record was last updated.
workspace_id	int64		☐	

Relationships

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at which the record was created.
id	int64		☑	
primary_id	int64		☐	
primary_type	string		☐	
relationship_type_id	int64		☐	

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Name	Data Type	Label	Required	Documentation
secondary_id	int64		☐	
secondary_type	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

RelationshipTypes

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
dow nstream_impact	boolean		☑	
dow nstream_relation	string		☐	
id	int64		☑	
is_default	boolean		☑	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
upstream_impact	boolean		☑	
upstream_relation	string		☐	

Releases

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

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Name	Data Type	Label	Required	Documentation
agent_id	int64		☐	
category	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
department_id	int64		☐	
group_id	int64		☐	
id	int64		☑	
item_category	string		☐	
planned_end_date	datetime		☐	
planned_start_date	datetime		☐	
priority	int16		☐	
release_type	int16		☐	
status	int16		☐	
sub_category	string		☐	
subject	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w ork_end_date	datetime		☐	
w ork_start_date	datetime		☐	
w orkspace_id	int64		☐	

RequesterGroupMembersById

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Parameters of Table Function

The following parameters can be used to control the behaviour of the table function RequesterGroupMembersById. 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

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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	int64	☑		

Columns of Table Function

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

Name	Data Type	Label	Required	Documentation
email	string		☐	
first_name	string		☐	
id	int64		☑	
last_name	string		☐	

RequesterGroups

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
description	string		☐	
id	int64		☑	
name	string		☐	
type	string		☐	

Requesters

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

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Table Columns

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

Name	Data Type	Label	Required	Documentation
active	boolean		☑	
address	string		☐	
background_information	string		☐	
can_see_all_changes_from_associated_departments	boolean		☑	
can_see_all_tickets_from_associated_departments	boolean		☑	
created_at	datetime		☐	Date/time at which the record was created.
external_id	string		☐	
first_name	string		☐	
has_logged_in	boolean		☑	
id	int64		☑	
is_agent	boolean		☑	
job_title	string		☐	
language	string		☐	
last_name	string		☐	
location_id	int64		☐	
location_name	string		☐	
mobile_phone_number	string		☐	
primary_email	string		☐	
reporting_manager_id	int64		☐	
time_format	string		☐	
time_zone	string		☐	
updated_at	datetime		☐	Date/time at which the record was last updated.
vip_user	boolean		☑	
work_phone_number	string		☐	

SearchTickets: Freshservice Search Tickets

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

Label: Search Tickets

Documentation:

Search for tickets using a query.

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

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Parameters of Table Function

The following parameters can be used to control the behaviour of the table function SearchTickets. 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
query	string	☑		Custom query matching Freshservice specifications, such as '(priority:3 OR priority:2) AND created_at:>'2022-01-01". The following fields to be used can be found on https://api.freshservice.com/#filter_tickets.

Columns of Table Function

The columns of the table function SearchTickets 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
business_impact	string	Business impact	☐	Custom field #50000103641 of type custom_paragraph.
call_code	string	Call_code	☐	Custom field #50000011369 of type custom_text.
categorie_aariverside	string	Categorie AaRiverside	☐	Custom field #50000097751 of type nested_field.
categorie_facilitair	string	Categorie Facilitair	☐	Custom field #50000010875 of type nested_field.
categorie_flex	string	Categorie Flex	☐	Custom field #50000010876 of type nested_field.
categorie_nocore_intern	string	Categorie Nocore intern	☐	Custom field #50000099436 of type custom_dropdown.
category	string		☐	
created_at	datetime		☐	Date/time at which the record was created.
deleted	boolean		☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.

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Name	Data Type	Label	Required	Documentation
department_id	int64		☐	
description_text	string		☐	Plain text content of the ticket.
description	string		☐	
due_by	datetime		☐	Ticket due-by time.
email_config_id	int64		☐	ID of email config which is used for this ticket.
fr_due_by	datetime		☐	Timestamp that denotes when the first response is due.
fr_escalated	boolean		☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64		☐	ID of Group to which the ticket is assigned.
id	int64		☑	Unique ID of the ticket.
impacted_locations	string	Impacted locations	☐	Custom field #50000103642 of type custom_text.
incident_alleen_zichtbaar_voor_mij_niet_voor_andere_collegas	boolean	Incident alleen zichtbaar voor mij, niet voor andere collega's	☐	Custom field #50000009057 of type custom_checkbox.
incorrect_ingeladen	string	Incorrect ingeladen	☐	Custom field #50000011765 of type custom_dropdown.
is_escalated	boolean		☐	Set to true if an escalation was sent.
item_category	string		☐	
major_incident_type	string	Major incident type	☐	Custom field #50000103640 of type custom_dropdown.
no_of_customers_impacted	string	No. of customers impacted	☐	Custom field #50000103643 of type custom_text.
priority	int16		☐	Priority of the ticket.
requested_for_id	int64		☐	
requester_id	string		☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
source	string		☐	
spam	boolean		☐	Set as true if the ticket is marked as spam.
status	int16		☐	Status of the ticket.
sub_category	string		☐	
subcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 2 on custom field 'categorie_facilitair'.
subcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 2 on custom field 'categorie_flex'.
subcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 2 on custom field 'categorie_aariverside'.
subject	string		☐	Ticket subject.

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Name	Data Type	Label	Required	Documentation
subsubcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 3 on custom field 'categorie_facilitair'.
subsubcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 3 on custom field 'categorie_flex'.
subsubcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 3 on custom field 'categorie_aariverside'.
tasks_dependency_type	int16		☐	
type	string		☐	Helps categorize the ticket according to the different kinds of issues your support team deals w ith.
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

ServiceCategories

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	
name	string		☐	
position	int16		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

ServiceItems

Catalog: Freshservice

Schema: Freshservice

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Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
agent_group_visibility	int16		☐	
allow_attachments	boolean		☐	
allow_quantity	boolean		☐	
category_id	int64		☐	
ci_type_id	int64		☐	
cost_visibility	boolean		☐	
create_child	boolean		☑	
created_at	datetime		☐	Date/time at which the record was created.
deleted	boolean		☑	
delivery_time_visibility	boolean		☐	
delivery_time	int16		☐	
display_id	int64		☐	
group_visibility	int16		☐	
icon_name	string		☐	
id	int64		☑	
is_bundle	boolean		☐	
item_type	int16		☐	
name	string		☐	
product_id	int64		☐	
quantity	int16		☐	
updated_at	datetime		☐	Date/time at which the record was last updated.
visibility	int16		☐	
workspace_id	int64		☐	

SlaPolicies

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

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Table Columns

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

Name	Data Type	Label	Required	Documentation
active	boolean		☑	
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	ID of an agent.
is_default	boolean		☑	
name	string		☐	
parent_entity	string		☐	
position	int16		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

SolutionCategories

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
default_category	boolean		☑	
description	string		☐	
id	int64		☑	
name	string		☐	
position	int16		☐	
untranslated_name	string		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

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StatisticsIncremental: Freshservice Statistics on Incremental Tables

Catalog: Freshservice

Schema: Freshservice

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 StatisticsIncremental 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	string		☐	
bytes_retrieved	int64		☐	
created_at	datetime		☑	
dow nload_group_name	string		☐	
dow nload_uid	guid		☐	
end_date_utc	datetime		☐	
end_overall_date_last_updated_utc	datetime		☐	
error_message	string		☐	
first_date_last_updated_utc	datetime		☐	
first_ticket_id	int64		☐	
from_cache	boolean		☐	
last_date_last_updated_utc	datetime		☐	
last_ticket_id	int64		☐	
max_date_last_updated_utc	datetime		☐	
max_ticket_id	int64		☐	
min_date_last_updated_utc	datetime		☐	
min_ticket_id	int64		☐	
page_number	int32		☐	
page_registration_date_utc	datetime		☐	
page_row s_added_count	int64		☐	
page_row s_count	int64		☐	
page_row s_overw ritten_count	int64		☐	
pages_retrieved	int32		☐	
paging_code	string		☐	
row s_retrieved	int64		☐	
start_date_utc	datetime		☐	

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Name	Data Type	Label	Required	Documentation
start_overall_date_last_updated_utc	datetime		☐	
success_flag	boolean		☐	
table_name	string		☑	
uid	guid		☐	
updated_since_utc	datetime		☐	
url	string		☐	

Tickets: Freshservice Tickets

Catalog: Freshservice

Schema: Freshservice

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
email	string	☐		Email address of requester.
filter	string	☐		Pre-defined filter: 'new_and_my_open', 'watching', 'spam' and 'deleted'.
requester_id	int64	☐		ID of requester.
type	string	☐		Type such as 'incident'.
updated_since	datetime	☐	01/01/1900 00:00:00	Limit to tickets updated since.
workspace_id	int64	☐		ID of workspace.

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Columns of Table Function

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
business_impact	string	Business impact	☐	Custom field #50000103641 of type custom_paragraph.
call_code	string	Call_code	☐	Custom field #50000011369 of type custom_text.
categorie_aariverside	string	Categorie AaRiverside	☐	Custom field #50000097751 of type nested_field.
categorie_facilitair	string	Categorie Facilitair	☐	Custom field #50000010875 of type nested_field.
categorie_flex	string	Categorie Flex	☐	Custom field #50000010876 of type nested_field.
categorie_nocore_intern	string	Categorie Nocore intern	☐	Custom field #50000099436 of type custom_dropdown.
category	string		☐	
created_at	datetime		☐	Date/time at which the record was created.
deleted	boolean		☐	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.
department_id	int64		☐	
description_text	string		☐	Plain text content of the ticket.
description	string		☐	
due_by	datetime		☐	Ticket due-by time.
email_config_id	int64		☐	ID of email config which is used for this ticket.
fr_due_by	datetime		☐	Timestamp that denotes when the first response is due.
fr_escalated	boolean		☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64		☐	ID of Group to which the ticket is assigned.
id	int64		☑	Unique ID of the ticket.
impacted_locations	string	Impacted locations	☐	Custom field #50000103642 of type custom_text.
incident_alleen_zichtbaar_voor_mij_niet_voor_andere_collegas	boolean	Incident alleen zichtbaar voor mij, niet voor andere collega's	☐	Custom field #50000009057 of type custom_checkbox.
incorrect_ingeladen	string	Incorrect ingeladen	☐	Custom field #50000011765 of type custom_dropdown.
is_escalated	boolean		☐	Set to true if an escalation was sent.
item_category	string		☐	

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Name	Data Type	Label	Required	Documentation
major_incident_type	string	Major incident type	☐	Custom field #50000103640 of type custom_dropdown.
no_of_customers_impacted	string	No. of customers impacted	☐	Custom field #50000103643 of type custom_text.
priority	int16		☐	Priority of the ticket.
requested_for_id	int64		☐	
requester_email	string		☐	Email address of the requester.
requester_id	string		☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
requester_mobile	string		☐	
requester_name	string		☐	Name of the requester.
requester_phone	string		☐	Phone number of the requester.
source	string		☐	
spam	boolean		☐	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime		☐	
stats_assigned_at	datetime		☐	
stats_closed_at	datetime		☐	
stats_first_assigned_at	datetime		☐	
stats_first_resp_time_in_secs	int64		☐	
stats_first_responded_at	datetime		☐	
stats_group_escalated	boolean		☐	
stats_inbound_count	int64		☐	
stats_opened_at	datetime		☐	
stats_outbound_count	int64		☐	
stats_pending_since	datetime		☐	
stats_requester_responded_at	datetime		☐	
stats_resolution_time_in_secs	int64		☐	
stats_resolved_at	datetime		☐	
stats_status_updated_at	datetime		☐	
status	int16		☐	Status of the ticket.
sub_category	string		☐	
subcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 2 on custom field 'categorie_facilitair'.
subcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 2 on custom field 'categorie_flex'.
subcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 2 on custom field 'categorie_aariverside'.
subject	string		☐	Ticket subject.
subsubcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 3 on custom field

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Name	Data Type	Label	Required	Documentation
				'categorie_facilitair'.
subsubcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 3 on custom field 'categorie_flex'.
subsubcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 3 on custom field 'categorie_aariverside'.
tasks_dependency_type	int16		☐	
type	string		☐	Helps categorize the ticket according to the different kinds of issues your support team deals with.
updated_at	datetime		☐	Date/time at which the record was last updated.
workspace_id	int64		☐	

TicketsIncremental: Freshservice Tickets (Incremental)

Catalog: Freshservice

Schema: Freshservice

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 TicketsIncremental 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
business_impact	string	Business impact	☐	Custom field #50000103641 of type custom_paragraph.
call_code	string	Call_code	☐	Custom field #50000011369 of type custom_text.
categorie_aariverside	string	Categorie AaRiverside	☐	Custom field #50000097751 of type nested_field.
categorie_facilitair	string	Categorie Facilitair	☐	Custom field #50000010875 of type nested_field.
categorie_flex	string	Categorie Flex	☐	Custom field #50000010876 of type nested_field.
categorie_nocore_intern	string	Categorie Nocore intern	☐	Custom field #50000099436 of type custom_dropdown.
category	string		☐	

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Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
deleted	boolean		☐	Set as true if the ticket is deleted/trashed. Deleted tickets w ill not be considered in any view s except 'deleted' filter.
department_id	int64		☐	
description_text	string		☐	Plain text content of the ticket.
description	string		☐	
due_by	datetime		☐	Ticket due-by time.
email_config_id	int64		☐	ID of email config w hich is used for this ticket.
fr_due_by	datetime		☐	Timestamp that denotes w hen the first response is due.
fr_escalated	boolean		☐	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64		☐	ID of Group to w hich the ticket is assigned.
id	int64		☑	Unique ID of the ticket.
impacted_locations	string	Impacted locations	☐	Custom field #50000103642 of type custom_text.
incident_alleen_zichtbaar_voor_mij_niet_voor_andere_collegas	boolean	Incident alleen zichtbaar voor mij, niet voor andere collega's	☐	Custom field #50000009057 of type custom_checkbox.
incorrect_ingeladen	string	Incorrect ingeladen	☐	Custom field #50000011765 of type custom_dropdow n.
is_escalated	boolean		☐	Set to true if an escalation w as sent.
item_category	string		☐	
major_incident_type	string	Major incident type	☐	Custom field #50000103640 of type custom_dropdow n.
no_of_customers_impacted	string	No. of customers impacted	☐	Custom field #50000103643 of type custom_text.
priority	int16		☐	Priority of the ticket.
requested_for_id	int64		☐	
requester_id	string		☐	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
source	string		☐	
spam	boolean		☐	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime		☐	
stats_assigned_at	datetime		☐	
stats_closed_at	datetime		☐	
stats_first_assigned_at	datetime		☐	
stats_first_resp_time_in_secs	int64		☐	
stats_first_responded_at	datetime		☐	

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Name	Data Type	Label	Required	Documentation
stats_group_escalated	boolean		☐	
stats_inbound_count	int64		☐	
stats_opened_at	datetime		☐	
stats_outbound_count	int64		☐	
stats_pending_since	datetime		☐	
stats_requester_responded_at	datetime		☐	
stats_resolution_time_in_secs	int64		☐	
stats_resolved_at	datetime		☐	
stats_status_updated_at	datetime		☐	
status	int16		☐	Status of the ticket.
sub_category	string		☐	
subcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 2 on custom field 'categorie_facilitair'.
subcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 2 on custom field 'categorie_flex'.
subcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 2 on custom field 'categorie_aariverside'.
subject	string		☐	Ticket subject.
subsubcategorie_facilitair	string	Categorie Facilitair	☐	Nested field #50000010875 level 3 on custom field 'categorie_facilitair'.
subsubcategorie_flex	string	Categorie Flex	☐	Nested field #50000010876 level 3 on custom field 'categorie_flex'.
subsubcategorie	string	Categorie AaRiverside	☐	Nested field #50000097751 level 3 on custom field 'categorie_aariverside'.
tasks_dependency_type	int16		☐	
type	string		☐	Helps categorize the ticket according to the different kinds of issues your support team deals w ith.
updated_at	datetime		☐	Date/time at w hich the record w as last updated.
w orkspace_id	int64		☐	

Vendors

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

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Table Columns

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

Name	Data Type	Label	Required	Documentation
address_city	string		☐	
address_country	string		☐	
address_line_1	string		☐	
address_state	string		☐	
address_zipcode	string		☐	
contact_name	string		☐	
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
email	string		☐	
id	int64		☑	
mobile	string		☐	
name	string		☐	
phone	string		☐	
primary_contact_id	int64		☐	
updated_at	datetime		☐	Date/time at w hich the record w as last updated.

Workspaces

Catalog: Freshservice

Schema: Freshservice

Primary Keys: id

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

Table Columns

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

Name	Data Type	Label	Required	Documentation
created_at	datetime		☐	Date/time at w hich the record w as created.
description	string		☐	
id	int64		☑	
name	string		☐	
primary	boolean		☑	
restricted	boolean		☑	
state	string		☐	

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Name	Data Type	Label	Required	Documentation
template_name	string		☐	
updated_at	datetime		☐	Date/time at which the record was last updated.

3.1.3 Schema: Native

3.1.3.1 Tables

NATIVEPLATFORMSCALARREQUESTS: Freshservice Native Platform Scalar Requests

{res:itgen_native_platform_scalar_requests_desc}

Catalog: Freshservice

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 Freshservice 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 Freshservice API server.

Retrieve: true

Insert: true

Update: false

Delete: false

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	boolean	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	string(240)	Content Type	☐	
DATE_ENDED	datetime	End Date	☑	
DATE_STARTED	datetime	Start Date	☑	
DRY_RUN	boolean	Run without Actions	☑	
DURATION_MS	int64	Duration (ms)	☑	
ERROR_MESSAGE_CODE	string(30)	Error Message Code	☐	
ERROR_MESSAGE_TEXT	string(32000)	Error Message Text	☐	
FAIL_ON_ERROR	boolean	Fail on Error	☑	Whether to raise an exception when processing the native

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Name	Data Type	Label	Required	Documentation
				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	boolean	Save HTTP Disk Cache	☐	Whether results can be stored in HTTP disk cache.
HTTP_DISK_CACHE_USE	boolean	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	boolean	Save HTTP Memory Cache	☐	Whether results can be stored in HTTP memory cache.
HTTP_MEMORY_CACHE_USE	boolean	Use HTTP Memory Cache	☐	Whether results can be fetched from HTTP memory cache.
HTTP_METHOD	string(30)	HTTP Method	☐	
HTTP_STATUS_CODE	int32	HTTP Status Code	☐	
ORIG_SYSTEM_GROUP	string(4000)	Original System Group	☐	
ORIG_SYSTEM_REFERENCE	string(4000)	Original System Reference	☐	
PAYLOAD_TEXT	string	Payload	☐	
RESULT_BLOB	byte[]	Result BLOB	☐	
RESULT_DATE_TIME_UTC	datetime	Result Date Time	☐	
RESULT_NUMBER	decimal	Result Number	☐	
RESULT_TEXT	string	Result Text	☐	
SUCCESSFUL	boolean	Succesful	☑	
TIMEOUT_SEC	int32	Timeout (sec)	☐	Timeout in seconds.
TRANSACTION_ID	int64	Transaction ID	☑	Incrementing ID of the transaction.
URL	string(4000)	URL	☐	

3.1.4 Schema: Views

3.1.4.1 Views

RequesterGroupMembers

Catalog: Freshservice

Schema: Views

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

View Columns

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

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Name	Data Type	Label	Required	Documentation
group_id	int64		☑	
member_email	string		☐	
member_first_name	string		☐	
member_id	int64		☑	
member_last_name	string		☐	

4 Package: dcr_metadata

4.1 Procedures

4.1.1 dcr_metadata.get_partitions: Freshservice Data container metadata package

Get all partitions.

Documentation:

List all partitions.

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