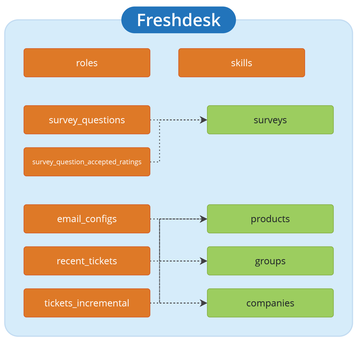
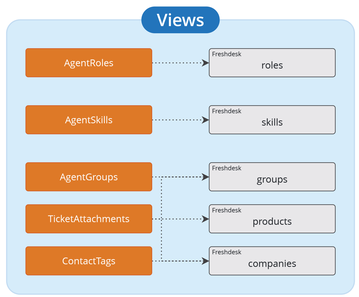
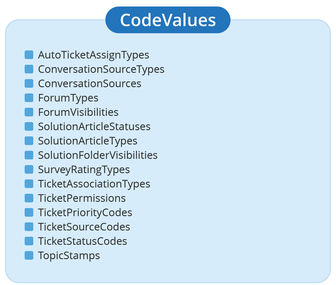
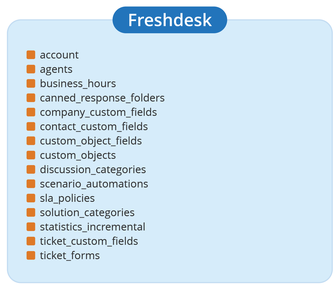
Freshdesk data model for use with Invantive UniversalSQL

Release 25.1.59-INTERNAL+5796 · 04-06-2026













Freshdesk

Authentication Authentication can be done using one of the following two alternatives: 1. Using the user log on code, password and company also used on the Freshdesk website. 2. Using an API key and company. Authentication using user log on code and password is recommended for general use. The company is the name before '.freshdesk.com' in the URL used

Notes

This data model declares no keys yet; the dotted relations are derived from column names.

Data dictionary

Every table and column of this data model is described with its documentation on documentation.invantive.eu, where the poster is also available in other languages.

Notes

The boxes are grouped by topic and coloured by category. A relation is drawn in the topic of the table holding the key; a box in pale grey is defined in another topic.

Topics

Freshdesk	1	**Tables without relations**	1
Views	1		

Legend

- Transactional
- Technical
- Defined in another topic
- Setup
- Hard-coded values
- Declared key
- Relation described in words
- Candidate derived from column names

Bold: a popular table
+Bulk, +Read: the table also exists as these variants
×n: n relations between the same tables

Generated from the metadata of Invantive UniversalSQL 25.1.59-INTERNAL+5796 on 04-06-2026. Every table links to its page with columns, keys and sample queries.

documentation.invantive.eu/en/datamodels/freshdesk