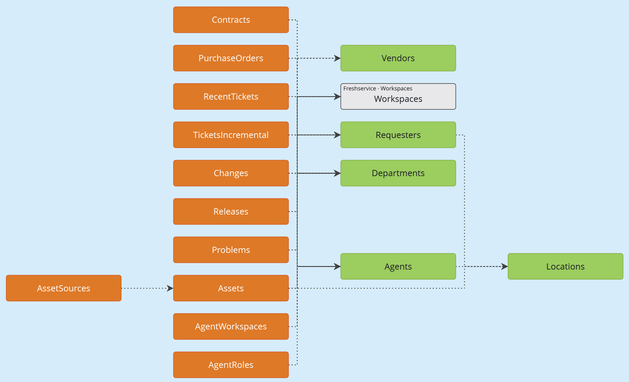
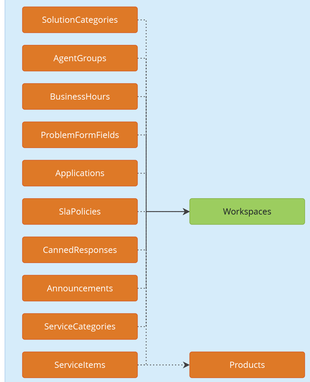
Freshservice data model for use with Invantive UniversalSQL

Release 24.0.491-PROD+5130 · 11-12-2024

Freshservice · Departments



Freshservice · Workspaces



CodeValues

- ApplicationStatuses
- ApplicationTypes
- ApprovalStatuses
- ApprovalTypes
- AssetImpacts
- AssetUsageTypes
- BackgroundJobStatuses
- ChangeImpacts
- ChangePriorities
- ChangeRisks
- ChangeStatuses
- ChangeTypes
- ConversationSourceTypes
- CustomFieldTypes
- LookupDatasources
- OffboardingRequestStatuses
- OnboardingRequestStatuses
- ProductProcurementModes
- ProductStatuses
- ProjectPriorities
- ProjectStatuses
- ProjectTypes
- ProjectVisibilities
- ServiceRequestStages
- SolutionFolderVisibilities
- TicketPriorities
- TicketSourceTypes
- TicketStatuses

Freshservice

- AgentGroupMembers
- AssetTypes
- BusinessHourHolidays
- CABs
- ContractTypes
- ProblemFormFieldChoices
- ProjectTemplates
- ProjectsNewGen
- RelationshipTypes
- Relationships
- RequesterGroups
- StatisticsIncremental

Native

- NATIVEPLATFORMSCALARREQUESTS

Views

- RequesterGroupMembers

Freshservice

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 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

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

Freshservice · Departments 1
Freshservice · Workspaces 1
Tables without relations 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 keys between the same tables

Generated from the metadata of Invantive UniversalSQL 24.0.491-PROD+5130 on 11-12-2024. Every table links to its page with columns, keys and sample queries.

documentation.invantive.eu/en/datamodels/freshservice