

Freshservice API Data Model

for use with Invantive SQL



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

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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 paradigm). 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.

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](#).

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

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 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 Version The V2 API of Freshservice is used. V1 APIs can be accessed using NativePlatformScalarRequests.

Usage Limits Invantive 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.

- 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	✓	✓	✓	

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

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
dow nload-error-429-too-many-requests-max-tries	Maximum number of tries w hen the w ebsite reports that too many requests have been made during a timeslot of one minute or one day.		10	✓	✓	✓	
dow nload-error-429-too-many-requests-sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen the w ebsite reports that too many requests have been made during a timeslot of one minute or one day.		10000	✓	✓	✓	
dow nload-error-429-too-many-requests-sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen the w ebsite reports that too many requests have been made during a timeslot of one minute or one day.		300000	✓	✓	✓	
dow nload-error-429-too-many-requests-sleep-multiplicator	Multiplication factor for sleep betw een retries w hen the w ebsite reports that too many requests have been made during a timeslot of one minute or one day.		2	✓	✓	✓	
dow nload-error-500-internal-server-error-max-tries	itgen_pae_dow nload_error_500_inte rnal_server_error_max_tries		10	✓	✓	✓	
dow nload-error-500-internal-server-error-sleep-initial-ms	itgen_pae_dow nload_error_500_inte rnal_server_error_sleep_initial_ms		10000	✓	✓	✓	
dow nload-error-500-internal-server-error-sleep-max-ms	itgen_pae_dow nload_error_500_inte rnal_server_error_sleep_max_ms		300000	✓	✓	✓	
dow nload-error-500-internal-server-error-sleep-multiplicator	itgen_pae_dow nload_error_500_inte rnal_server_error_sleep_multiplicato r		2	✓	✓	✓	
dow nload-error-502-server-unavailable-max-tries	Maximum number of tries w hen HTTP server reports a bad gatew ay during retrieval of data.		30	✓	✓	✓	
dow nload-error-502-server-unavailable-sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen HTTP server reports a bad gatew ay during retrieval of data.		10000	✓	✓	✓	
dow nload-error-502-server-unavailable-sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen HTTP server reports that a bad gatew ay during retrieval of data.		300000	✓	✓	✓	
dow nload-error-502-server-unavailable-sleep-multiplicator	Multiplication factor for sleep betw een retries HTTP server reports a bad gatew ay during retrieval of data.		2	✓	✓	✓	
dow nload-error-503-server-unavailable-max-tries	Maximum number of tries w hen HTTP server reports that the API server is unavailable during retrieval of data.		30	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's 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	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Drivers File	Set from Log On
dow nload-error-599-netw ork-connect-timeout-sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen the w ebsite reports a HTTP status 599.		300000	✓	✓	✓	
dow nload-error-599-netw ork-connect-timeout-sleep-multiplicator	Multiplication factor for sleep betw een retries w hen the w ebsite reports a HTTP status 599.		2	✓	✓	✓	
dow nload-error-argument-exception-max-tries	Maximum number of tries w hen an argument exception is returned w hen dow nloading a blob.		10	✓	✓	✓	
dow nload-error-argument-exception-sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen an argument exception is returned w hen dow nloading a blob.		10000	✓	✓	✓	
dow nload-error-argument-exception-sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen an argument exception is returned w hen dow nloading a blob.		300000	✓	✓	✓	
dow nload-error-argument-exception-sleep-multiplicator	Multiplication factor for sleep betw een retries w hen an argument exception is returned w hen dow nloading a blob.		2	✓	✓	✓	
dow nload-error-internet-dow n-max-tries	Maximum number of tries w hen the Internet connection seems dow n during retrieval of data.		10	✓	✓	✓	
dow nload-error-internet-dow n-sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen the Internet connection seems dow n during retrieval of data.		10000	✓	✓	✓	
dow nload-error-internet-dow n-sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen the Internet connection seems dow n during retrieval of data.		300000	✓	✓	✓	
dow nload-error-internet-dow n-sleep-multiplicator	Multiplication factor for sleep betw een retries w hen the Internet connection seems dow n during retrieval of data.		2	✓	✓	✓	
dow nload-error-io-exception-max-tries	Maximum number of tries w hen a netw ork I/O connection failure occurs during retrieval of data.		10	✓	✓	✓	
dow nload-error-io-exception-sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen a netw ork I/O connection failure occurs during retrieval of data.		10000	✓	✓	✓	
dow nload-error-io-exception-sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen a netw ork I/O connection failure occurs during retrieval of data.		300000	✓	✓	✓	
dow nload-error-io-exception-sleep-multiplicator	Multiplication factor for sleep betw een retries w hen a netw ork I/O connection failure occurs during retrieval of data.		2	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's File	Set from Log On
	connection failure occurs during retrieval of data.						
dow nload-error- json-exception-max- tries	Maximum number of tries w hen an invalid JSON body is returned.		3	✓	✓	✓	
dow nload-error- json-exception- sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen an invalid JSON body is returned.		1000	✓	✓	✓	
dow nload-error- json-exception- sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen an invalid JSON body is returned.		10000	✓	✓	✓	
dow nload-error- json-exception- sleep-multiplicator	Multiplication factor for sleep betw een retries w hen an invalid JSON body is returned.		2	✓	✓	✓	
dow nload-error- name-resolution- failure-max-tries	Maximum number of tries w hen the host name could not be resolved during retrieval of data.		5	✓	✓	✓	
dow nload-error- name-resolution- failure-sleep-initial- ms	Initial sleep in milliseconds betw een retries w hen the host name could not be resolved during retrieval of data.		5000	✓	✓	✓	
dow nload-error- name-resolution- failure-sleep-max- ms	Maximum sleep in milliseconds betw een retries w hen the host name could not be resolved during retrieval of data.		5000	✓	✓	✓	
dow nload-error- name-resolution- failure-sleep- multiplicator	itgen_pae_dow nload_error_iname_r esolution_failure_sleep_multiplicator		1	✓	✓	✓	
dow nload-error- other-exception- max-tries	Maximum number of tries w hen an unqualified error occurs during retrieval of data.		3	✓	✓	✓	
dow nload-error- other-exception- sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen an unqualified error occurs during retrieval of data.		10000	✓	✓	✓	
dow nload-error- other-exception- sleep-max-ms	Maximum sleep in milliseconds betw een retries w hen an unqualified error occurs during retrieval of data.		300000	✓	✓	✓	
dow nload-error- other-exception- sleep-multiplicator	Multiplication factor for sleep betw een retries w hen an unqualified error occurs during retrieval of data.		2	✓	✓	✓	
dow nload-error- socket-exception- max-tries	Maximum number of tries w hen the netw ork connection is forcible dropped during retrieval of data.		10	✓	✓	✓	
dow nload-error- socket-exception- sleep-initial-ms	Initial sleep in milliseconds betw een retries w hen the netw ork connection is forcible dropped during retrieval of data.		10000	✓	✓	✓	
dow nload-error- socket-exception-	Maximum sleep in milliseconds betw een retries w hen the netw ork		300000	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's 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	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's 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\Inventive\Cached\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	✓	✓	✓	

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	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's 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	✓	✓	✓	

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	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's 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	✓	✓	✓	

Code	Description	Origin	Default Value	Set from Connection String	Set from Set SQL-Statement	Set from Driver's 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	✓	✓	✓	

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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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

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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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.

ChangelImpacts: Freshservice Domain ChangelImpacts

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

Catalog: Freshservice

Schema: CodeValues

Label: Domain ChangelImpacts

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

Retrieve: true

View Columns

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

Name	Data Type	Label	Required	Documentation
code	string(240)	Code	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.

Name	Data Type	Label	Required	Documentation
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

Code	Description
1	Low
2	Medium
3	High
4	Very High

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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

Code	Description
0	Email
1	Form
2	Note
3	Status
4	Meta
5	Feedback
6	Forward_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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

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

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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'.

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

Code	Description
1	Awaiting 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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.

Name	Data Type	Label	Required	Documentation
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

Code	Description
1	Open
2	In progress
3	Completed

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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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.

Name	Data Type	Label	Required	Documentation
code	string(240)	Code	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

Code	Description
1	Requested
2	Delivered

Code	Description
3	Cancelled
4	Fulfilled
5	Partially Fulfilled

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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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

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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code w ithin the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Unique code w ithin the domain.

Name	Data Type	Label	Required	Documentation
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

Values

Code	Description
1	Email
10	Slack
2	Portal
3	Phone
4	Chat
5	Feedback widget
6	Yammer
7	AWS Cloudwatch
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	<input checked="" type="checkbox"/>	Unique code within the domain.
description	string(240)	Description	<input type="checkbox"/>	Meaning of the unique code within the domain.
domain	string(240)	Domain	<input checked="" type="checkbox"/>	Each domain defines a map of codes to values.
resource_code	string(240)	Resource Code	<input type="checkbox"/>	Resource code for internationalization.

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		<input type="checkbox"/>	
group_name	string		<input type="checkbox"/>	
member_id	int64		<input checked="" type="checkbox"/>	

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		<input checked="" type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
auto_ticket_assign	boolean		<input checked="" type="checkbox"/>	
business_hours_id	int64		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
escalate_to	int64		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
ocs_schedule_id	int64		<input type="checkbox"/>	
restricted	boolean		<input checked="" type="checkbox"/>	
unassigned_for	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	int64		<input type="checkbox"/>	

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 Invariantive 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		<input type="checkbox"/>	
agent_id	int64		<input type="checkbox"/>	ID of an agent.
agent_last_name	string		<input type="checkbox"/>	
assignment_scope	string		<input type="checkbox"/>	
role_id	int64		<input type="checkbox"/>	

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 Invariantive 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 Agents are shown below. Each column has an SQL data type.

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

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

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 Invariant 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		<input type="checkbox"/>	
agent_id	int64		<input type="checkbox"/>	ID of an agent.
agent_last_name	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	

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 Invariant 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		<input type="checkbox"/>	
body	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
created_by	int64		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
is_read	boolean		<input checked="" type="checkbox"/>	
send_email	boolean		<input checked="" type="checkbox"/>	
state	string		<input type="checkbox"/>	
title	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.

Name	Data Type	Label	Required	Documentation
visibility	string		<input type="checkbox"/>	
visible_from	datetime		<input type="checkbox"/>	
visible_till	datetime		<input type="checkbox"/>	
workspace_id	int64		<input type="checkbox"/>	

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 Invariantive 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		<input type="checkbox"/>	
category	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
installation_count	int64		<input type="checkbox"/>	
managed_by_id	int64		<input type="checkbox"/>	
name	string		<input type="checkbox"/>	
notes	string		<input type="checkbox"/>	
publisher_id	int64		<input type="checkbox"/>	
status	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
user_count	int64		<input type="checkbox"/>	
workspace_id	int64		<input type="checkbox"/>	

Assets

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 Assets are shown below. Each column has an SQL data type.

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

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

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		<input checked="" type="checkbox"/>	
asset_name	string		<input type="checkbox"/>	
source	string		<input checked="" type="checkbox"/>	

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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
parent_asset_type_id	int64		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
visible	boolean		<input checked="" type="checkbox"/>	

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.

Name	Data Type	Label	Required	Documentation
business_hour_id	int64		<input checked="" type="checkbox"/>	
business_hour_name	string		<input type="checkbox"/>	
holiday_date	string		<input type="checkbox"/>	
holiday_name	string		<input type="checkbox"/>	

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 Invariant 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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
friday_beginning_of_workday	string		<input type="checkbox"/>	
friday_end_of_workday	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
is_default	boolean		<input checked="" type="checkbox"/>	
monday_beginning_of_workday	string		<input type="checkbox"/>	
monday_end_of_workday	string		<input type="checkbox"/>	
name	string		<input type="checkbox"/>	
saturday_beginning_of_workday	string		<input type="checkbox"/>	
saturday_end_of_workday	string		<input type="checkbox"/>	
sunday_beginning_of_workday	string		<input type="checkbox"/>	
sunday_end_of_workday	string		<input type="checkbox"/>	
thursday_beginning_of_workday	string		<input type="checkbox"/>	
thursday_end_of_workday	string		<input type="checkbox"/>	
time_zone	string		<input type="checkbox"/>	
tuesday_beginning_of_workday	string		<input type="checkbox"/>	
tuesday_end_of_workday	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
wednesday_beginning_of_workday	string		<input type="checkbox"/>	
wednesday_end_of_workday	string		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
workspace_id	int64		<input type="checkbox"/>	

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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was 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		<input type="checkbox"/>	
content	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
folder_id	int64		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	ID of an agent.

Name	Data Type	Label	Required	Documentation
title	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	int64		<input type="checkbox"/>	

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		<input type="checkbox"/>	
approval_status	int16		<input type="checkbox"/>	
blackout_window_description	string		<input type="checkbox"/>	
blackout_window_end_date	datetime		<input type="checkbox"/>	
blackout_window_id	int64		<input type="checkbox"/>	
blackout_window_name	string		<input type="checkbox"/>	
blackout_window_start_date	datetime		<input type="checkbox"/>	
category	string		<input type="checkbox"/>	
change_type	int16		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
department_id	int64		<input type="checkbox"/>	
description_text	string		<input type="checkbox"/>	
description	string		<input type="checkbox"/>	
group_id	int64		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
impact	int16		<input type="checkbox"/>	
item_category	string		<input type="checkbox"/>	
maintenance_window_description	string		<input type="checkbox"/>	
maintenance_window_end_date	datetime		<input type="checkbox"/>	
maintenance_window_id	int64		<input type="checkbox"/>	
maintenance_window_name	string		<input type="checkbox"/>	
maintenance_window_start_date	datetime		<input type="checkbox"/>	
planned_end_date	datetime		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
planned_start_date	datetime		<input type="checkbox"/>	
priority	int16		<input type="checkbox"/>	
requester_id	int64		<input type="checkbox"/>	
risk	int16		<input type="checkbox"/>	
status	int16		<input type="checkbox"/>	
sub_category	string		<input type="checkbox"/>	
subject	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	int64		<input type="checkbox"/>	

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 Invariantive 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		<input type="checkbox"/>	
auto_renew	boolean		<input checked="" type="checkbox"/>	
contract_number	string		<input type="checkbox"/>	
contract_type_id	int64		<input type="checkbox"/>	
cost	decimal		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
delegatee_id	int64		<input type="checkbox"/>	
description	string		<input type="checkbox"/>	
end_date	datetime		<input type="checkbox"/>	
expiry_notified	boolean		<input checked="" type="checkbox"/>	
future_contract_id	int64		<input type="checkbox"/>	
has_associated_assets	boolean		<input checked="" type="checkbox"/>	
has_attachments	boolean		<input checked="" type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
notify_before	int16		<input type="checkbox"/>	
notify_expiry	boolean		<input checked="" type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
requester_id	int64		<input type="checkbox"/>	
start_date	datetime		<input type="checkbox"/>	
status	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
vendor_id	int64		<input type="checkbox"/>	
visible_to_id	int64		<input type="checkbox"/>	
workspace_id	int64		<input type="checkbox"/>	

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 Invariantive 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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
is_default	boolean		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
needs_approval	boolean		<input checked="" type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was 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 Invariantive 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 Departments are shown below. Each column has an SQL data type.

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

Name	Data Type	Label	Required	Documentation
systeembeheerder	string	Systeembeheerder	<input type="checkbox"/>	Custom field #0 of type custom_text.
telefoonnummer	string	Telefoonnummer	<input type="checkbox"/>	Custom field #0 of type custom_text.
updated_at	datetime		<input type="checkbox"/>	Date/time at w hich the record w as last updated.
zoeknaam	string	Zoeknaam	<input type="checkbox"/>	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		<input type="checkbox"/>	
address_country	string		<input type="checkbox"/>	
address_line_1	string		<input type="checkbox"/>	
address_line_2	string		<input type="checkbox"/>	
address_state	string		<input type="checkbox"/>	
address_zipcode	string		<input type="checkbox"/>	
contact_name	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at w hich the record w as created.
email	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
parent_location_id	int64		<input type="checkbox"/>	
phone	string		<input type="checkbox"/>	
primary_contact_id	int64		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at w hich the record w as last updated.

ProblemFormFieldChoices

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 ProblemFormFieldChoices are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
id	string		<input checked="" type="checkbox"/>	
problem_form_field_id	int64		<input checked="" type="checkbox"/>	
value	string		<input type="checkbox"/>	

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		<input type="checkbox"/>	Date/time at which the record was created.
default_field	boolean		<input type="checkbox"/>	
description	string		<input type="checkbox"/>	
field_type	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
label	string		<input type="checkbox"/>	
name	string		<input type="checkbox"/>	
required_for_closure	boolean		<input type="checkbox"/>	
required	boolean		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	string		<input type="checkbox"/>	

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 Invariant 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		<input type="checkbox"/>	
category	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
department_id	int64		<input type="checkbox"/>	
description_text	string		<input type="checkbox"/>	
description	string		<input type="checkbox"/>	
due_by	datetime		<input type="checkbox"/>	
group_id	int64		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
impact	int16		<input type="checkbox"/>	
item_category	string		<input type="checkbox"/>	
known_error	boolean		<input checked="" type="checkbox"/>	
priority	int16		<input type="checkbox"/>	
requester_id	int64		<input type="checkbox"/>	
status	int16		<input type="checkbox"/>	
sub_category	string		<input type="checkbox"/>	
subject	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was 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 Invariant 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 Products are shown below. Each column has an SQL data type.

Name	Data Type	Label	Required	Documentation
asset_type_id	int64		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
description_text	string		<input type="checkbox"/>	
description_type_id	int64		<input type="checkbox"/>	
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
manufacturer	string		<input type="checkbox"/>	
mode_of_procurement	string		<input type="checkbox"/>	
name	string		<input type="checkbox"/>	
status	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was 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 Invariantive 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		<input checked="" type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
description_custom_field	string	Description	<input type="checkbox"/>	Custom field #0 of type custom_text.
description	string		<input type="checkbox"/>	
end_date_custom_field	string	End Date	<input type="checkbox"/>	Custom field #0 of type custom_text.
end_date	datetime		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	ID of an agent.
key_custom_field	string	Project Key	<input type="checkbox"/>	Custom field #0 of type custom_text.
key	string		<input type="checkbox"/>	
manager_id_custom_field	string	Project Manager	<input type="checkbox"/>	Custom field #0 of type custom_text.

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

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		<input type="checkbox"/>	Date/time at w hich the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	ID of an agent.
name	string		<input type="checkbox"/>	
template_type	int16		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
visibility	int16		<input type="checkbox"/>	

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 Invariantive 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		<input type="checkbox"/>	
billing_same_as_shipping	boolean		<input checked="" type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
created_by	int64		<input type="checkbox"/>	
currency_code	string		<input type="checkbox"/>	
department_id	int64		<input type="checkbox"/>	
discount_percentage	int16		<input type="checkbox"/>	
expected_delivery_date	datetime		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
po_number	string		<input type="checkbox"/>	
shipping_address	string		<input type="checkbox"/>	
shipping_cost	decimal		<input type="checkbox"/>	
status	int16		<input type="checkbox"/>	
tax_percentage	int16		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
vendor_details	string		<input type="checkbox"/>	
vendor_id	int64		<input type="checkbox"/>	
workspace_id	int64		<input type="checkbox"/>	

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

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

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

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 Invariantive 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		<input type="checkbox"/>	Date/time at which the record was created.
id	int64		<input checked="" type="checkbox"/>	
primary_id	int64		<input type="checkbox"/>	
primary_type	string		<input type="checkbox"/>	
relationship_type_id	int64		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
secondary_id	int64		<input type="checkbox"/>	
secondary_type	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was 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 Invariantive 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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
downstream_impact	boolean		<input checked="" type="checkbox"/>	
downstream_relation	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
is_default	boolean		<input checked="" type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
upstream_impact	boolean		<input checked="" type="checkbox"/>	
upstream_relation	string		<input type="checkbox"/>	

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 Invariantive 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.

Name	Data Type	Label	Required	Documentation
agent_id	int64		<input type="checkbox"/>	
category	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
department_id	int64		<input type="checkbox"/>	
group_id	int64		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
item_category	string		<input type="checkbox"/>	
planned_end_date	datetime		<input type="checkbox"/>	
planned_start_date	datetime		<input type="checkbox"/>	
priority	int16		<input type="checkbox"/>	
release_type	int16		<input type="checkbox"/>	
status	int16		<input type="checkbox"/>	
sub_category	string		<input type="checkbox"/>	
subject	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
work_end_date	datetime		<input type="checkbox"/>	
work_start_date	datetime		<input type="checkbox"/>	
workspace_id	int64		<input type="checkbox"/>	

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

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	<input checked="" type="checkbox"/>		

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		<input type="checkbox"/>	
first_name	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
last_name	string		<input type="checkbox"/>	

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		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
type	string		<input type="checkbox"/>	

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.

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		<input checked="" type="checkbox"/>	
address	string		<input type="checkbox"/>	
background_information	string		<input type="checkbox"/>	
can_see_all_changes_from_associated_departments	boolean		<input checked="" type="checkbox"/>	
can_see_all_tickets_from_associated_departments	boolean		<input checked="" type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
external_id	string		<input type="checkbox"/>	
first_name	string		<input type="checkbox"/>	
has_logged_in	boolean		<input checked="" type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
is_agent	boolean		<input checked="" type="checkbox"/>	
job_title	string		<input type="checkbox"/>	
language	string		<input type="checkbox"/>	
last_name	string		<input type="checkbox"/>	
location_id	int64		<input type="checkbox"/>	
location_name	string		<input type="checkbox"/>	
mobile_phone_number	string		<input type="checkbox"/>	
primary_email	string		<input type="checkbox"/>	
reporting_manager_id	int64		<input type="checkbox"/>	
time_format	string		<input type="checkbox"/>	
time_zone	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
vip_user	boolean		<input checked="" type="checkbox"/>	
work_phone_number	string		<input type="checkbox"/>	

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.

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	<input checked="" type="checkbox"/>		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	<input type="checkbox"/>	Custom field #50000103641 of type custom_paragraph.
call_code	string	Call_code	<input type="checkbox"/>	Custom field #50000011369 of type custom_text.
categorie_aariverside	string	Categorie AaRiverside	<input type="checkbox"/>	Custom field #50000097751 of type nested_field.
categorie_facilitair	string	Categorie Facilitair	<input type="checkbox"/>	Custom field #50000010875 of type nested_field.
categorie_flex	string	Categorie Flex	<input type="checkbox"/>	Custom field #50000010876 of type nested_field.
categorie_nocore_intern	string	Categorie Nocore intern	<input type="checkbox"/>	Custom field #50000099436 of type custom_dropdown.
category	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
deleted	boolean		<input type="checkbox"/>	Set as true if the ticket is deleted/trashed. Deleted tickets will not be considered in any views except 'deleted' filter.

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

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

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 Invariantive 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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
position	int16		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	int64		<input type="checkbox"/>	

ServiceItems

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 ServiceItems are shown below. Each column has an SQL data type.

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

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.

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		<input checked="" type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	ID of an agent.
is_default	boolean		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
parent_entity	string		<input type="checkbox"/>	
position	int16		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	int64		<input type="checkbox"/>	

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 Invariantive 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		<input type="checkbox"/>	Date/time at which the record was created.
default_category	boolean		<input checked="" type="checkbox"/>	
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
position	int16		<input type="checkbox"/>	
untranslated_name	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was last updated.
workspace_id	int64		<input type="checkbox"/>	

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		<input type="checkbox"/>	
bytes_retrieved	int64		<input type="checkbox"/>	
created_at	datetime		<input checked="" type="checkbox"/>	
download_group_name	string		<input type="checkbox"/>	
download_uid	guid		<input type="checkbox"/>	
end_date_utc	datetime		<input type="checkbox"/>	
end_overall_date_last_updated_utc	datetime		<input type="checkbox"/>	
error_message	string		<input type="checkbox"/>	
first_date_last_updated_utc	datetime		<input type="checkbox"/>	
first_ticket_id	int64		<input type="checkbox"/>	
from_cache	boolean		<input type="checkbox"/>	
last_date_last_updated_utc	datetime		<input type="checkbox"/>	
last_ticket_id	int64		<input type="checkbox"/>	
max_date_last_updated_utc	datetime		<input type="checkbox"/>	
max_ticket_id	int64		<input type="checkbox"/>	
min_date_last_updated_utc	datetime		<input type="checkbox"/>	
min_ticket_id	int64		<input type="checkbox"/>	
page_number	int32		<input type="checkbox"/>	
page_registration_date_utc	datetime		<input type="checkbox"/>	
page_rows_added_count	int64		<input type="checkbox"/>	
page_rows_count	int64		<input type="checkbox"/>	
page_rows_overwritten_count	int64		<input type="checkbox"/>	
pages_retrieved	int32		<input type="checkbox"/>	
paging_code	string		<input type="checkbox"/>	
rows_retrieved	int64		<input type="checkbox"/>	
start_date_utc	datetime		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
start_overall_date_last_updated_utc	datetime		<input type="checkbox"/>	
success_flag	boolean		<input type="checkbox"/>	
table_name	string		<input checked="" type="checkbox"/>	
uid	guid		<input type="checkbox"/>	
updated_since_utc	datetime		<input type="checkbox"/>	
url	string		<input type="checkbox"/>	

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

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

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

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

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	<input type="checkbox"/>	Custom field #50000103641 of type custom_paragraph.
call_code	string	Call_code	<input type="checkbox"/>	Custom field #50000011369 of type custom_text.
categorie_aariverside	string	Categorie AaRiverside	<input type="checkbox"/>	Custom field #50000097751 of type nested_field.
categorie_facilitair	string	Categorie Facilitair	<input type="checkbox"/>	Custom field #50000010875 of type nested_field.
categorie_flex	string	Categorie Flex	<input type="checkbox"/>	Custom field #50000010876 of type nested_field.
categorie_nocore_intern	string	Categorie Nocore intern	<input type="checkbox"/>	Custom field #50000099436 of type custom_dropdown.
category	string		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
created_at	datetime		<input type="checkbox"/>	Date/time at w hich the record w as created.
deleted	boolean		<input type="checkbox"/>	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		<input type="checkbox"/>	
description_text	string		<input type="checkbox"/>	Plain text content of the ticket.
description	string		<input type="checkbox"/>	
due_by	datetime		<input type="checkbox"/>	Ticket due-by time.
email_config_id	int64		<input type="checkbox"/>	ID of email config w hich is used for this ticket.
fr_due_by	datetime		<input type="checkbox"/>	Timestamp that denotes w hen the first response is due.
fr_escalated	boolean		<input type="checkbox"/>	Set to true if the ticket has been escalated as the result of first response time being breached.
group_id	int64		<input type="checkbox"/>	ID of Group to w hich the ticket is assigned.
id	int64		<input checked="" type="checkbox"/>	Unique ID of the ticket.
impacted_locations	string	Impacted locations	<input type="checkbox"/>	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	<input type="checkbox"/>	Custom field #50000009057 of type custom_checkbox.
incorrect_ingeladen	string	Incorrect ingeladen	<input type="checkbox"/>	Custom field #50000011765 of type custom_dropdown n.
is_escalated	boolean		<input type="checkbox"/>	Set to true if an escalation w as sent.
item_category	string		<input type="checkbox"/>	
major_incident_type	string	Major incident type	<input type="checkbox"/>	Custom field #50000103640 of type custom_dropdown n.
no_of_customers_impacted	string	No. of customers impacted	<input type="checkbox"/>	Custom field #50000103643 of type custom_text.
priority	int16		<input type="checkbox"/>	Priority of the ticket.
requested_for_id	int64		<input type="checkbox"/>	
requester_id	string		<input type="checkbox"/>	User-id of the requester. For existing contacts, requester_id can be passed instead of email.
source	string		<input type="checkbox"/>	
spam	boolean		<input type="checkbox"/>	Set as true if the ticket is marked as spam.
stats_agent_responded_at	datetime		<input type="checkbox"/>	
stats_assigned_at	datetime		<input type="checkbox"/>	
stats_closed_at	datetime		<input type="checkbox"/>	
stats_first_assigned_at	datetime		<input type="checkbox"/>	
stats_first_resp_time_in_secs	int64		<input type="checkbox"/>	
stats_first_responded_at	datetime		<input type="checkbox"/>	

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

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.

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		<input type="checkbox"/>	
address_country	string		<input type="checkbox"/>	
address_line_1	string		<input type="checkbox"/>	
address_state	string		<input type="checkbox"/>	
address_zipcode	string		<input type="checkbox"/>	
contact_name	string		<input type="checkbox"/>	
created_at	datetime		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
email	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
mobile	string		<input type="checkbox"/>	
name	string		<input type="checkbox"/>	
phone	string		<input type="checkbox"/>	
primary_contact_id	int64		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	Date/time at which the record was 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 Invariantive 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		<input type="checkbox"/>	Date/time at which the record was created.
description	string		<input type="checkbox"/>	
id	int64		<input checked="" type="checkbox"/>	
name	string		<input type="checkbox"/>	
primary	boolean		<input checked="" type="checkbox"/>	
restricted	boolean		<input checked="" type="checkbox"/>	
state	string		<input type="checkbox"/>	

Name	Data Type	Label	Required	Documentation
template_name	string		<input type="checkbox"/>	
updated_at	datetime		<input type="checkbox"/>	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	<input checked="" type="checkbox"/>	Indicator whether a BLOB result is preferred over text.
BOL_RESPONSE_CACHE_MAX_AGE_SEC	int32	Response Cache Maximum Age (sec)	<input type="checkbox"/>	Maximum age in seconds of Bridge Online response cache entries to be used.
CONTENT_TYPE	string(240)	Content Type	<input type="checkbox"/>	
DATE_ENDED	datetime	End Date	<input checked="" type="checkbox"/>	
DATE_STARTED	datetime	Start Date	<input checked="" type="checkbox"/>	
DRY_RUN	boolean	Run without Actions	<input checked="" type="checkbox"/>	
DURATION_MS	int64	Duration (ms)	<input checked="" type="checkbox"/>	
ERROR_MESSAGE_CODE	string(30)	Error Message Code	<input type="checkbox"/>	
ERROR_MESSAGE_TEXT	string(32000)	Error Message Text	<input type="checkbox"/>	
FAIL_ON_ERROR	boolean	Fail on Error	<input checked="" type="checkbox"/>	Whether to raise an exception when processing the native

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)	<input type="checkbox"/>	Maximum age in seconds of HTTP disk cache entries to be used.
HTTP_DISK_CACHE_SAVE	boolean	Save HTTP Disk Cache	<input type="checkbox"/>	Whether results can be stored in HTTP disk cache.
HTTP_DISK_CACHE_USE	boolean	Use HTTP Disk Cache	<input type="checkbox"/>	Whether results can be fetched from HTTP disk cache.
HTTP_MEMORY_CACHE_MAX_AGE_SEC	int32	HTTP Memory Cache Maximum Age (sec)	<input type="checkbox"/>	Maximum age in seconds of HTTP memory cache entries to be used.
HTTP_MEMORY_CACHE_SAVE	boolean	Save HTTP Memory Cache	<input type="checkbox"/>	Whether results can be stored in HTTP memory cache.
HTTP_MEMORY_CACHE_USE	boolean	Use HTTP Memory Cache	<input type="checkbox"/>	Whether results can be fetched from HTTP memory cache.
HTTP_METHOD	string(30)	HTTP Method	<input type="checkbox"/>	
HTTP_STATUS_CODE	int32	HTTP Status Code	<input type="checkbox"/>	
ORIG_SYSTEM_GROUP	string(4000)	Original System Group	<input type="checkbox"/>	
ORIG_SYSTEM_REFERENCE	string(4000)	Original System Reference	<input type="checkbox"/>	
PAYLOAD_TEXT	string	Payload	<input type="checkbox"/>	
RESULT_BLOB	byte[]	Result BLOB	<input type="checkbox"/>	
RESULT_DATE_TIME_UTC	datetime	Result Date Time	<input type="checkbox"/>	
RESULT_NUMBER	decimal	Result Number	<input type="checkbox"/>	
RESULT_TEXT	string	Result Text	<input type="checkbox"/>	
SUCCESSFUL	boolean	Successful	<input checked="" type="checkbox"/>	
TIMEOUT_SEC	int32	Timeout (sec)	<input type="checkbox"/>	Timeout in seconds.
TRANSACTION_ID	int64	Transaction ID	<input checked="" type="checkbox"/>	Incrementing ID of the transaction.
URL	string(4000)	URL	<input type="checkbox"/>	

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 Invariantive 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.

Name	Data Type	Label	Required	Documentation
group_id	int64		<input checked="" type="checkbox"/>	
member_email	string		<input type="checkbox"/>	
member_first_name	string		<input type="checkbox"/>	
member_id	int64		<input checked="" type="checkbox"/>	
member_last_name	string		<input type="checkbox"/>	

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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