

Create custom Freshdesk ticket fields



To enable a Freshdesk service integration with ServiceNow, 2 custom fields will need to be created for tickets: **Correlation Id** and **Updated Via**. These fields must be created for Freshdesk tickets so that fields can properly be mapped between Freshdesk and ServiceNow when records are sent through the Perspectium Mesh.

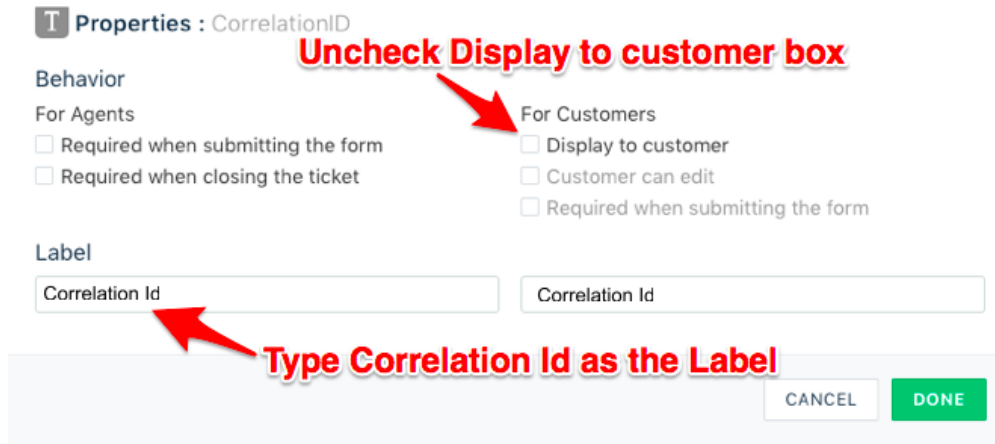
Prerequisites

⚠ You must have the Freshdesk **Admin** role to complete the procedure described below.

Procedure

To create custom ticket fields for your Freshdesk service integration, follow these steps:

1. Log into Freshdesk and navigate to  **Admin** > **Form Fields** (under **General Settings**).
2. Under the Ticket Fields tab, click  to create a Single Line Text field.
3. Uncheck the **Display to customer** box. Then, type **Correlation Id** as the Label and click **Done** to finish creating this custom field.



T Properties : CorrelationID

Behavior

For Agents

☐ Required when submitting the form

☐ Required when closing the ticket

For Customers

☐ Display to customer

☐ Customer can edit

☐ Required when submitting the form

Label



Correlation Id

Correlation Id

Uncheck Display to customer box

Type Correlation Id as the Label

CANCEL DONE

4. At the top of the screen under Ticket Fields, click  to create a Dropdown field.
5. Uncheck the **Display to customer** box. Then, type **Updated Via** as the Label and click  **Add item** to add 3 status choices: **Freshdesk**, **Webse**
rvise, and **Note**. Finally, click **Done** to finish creating this custom field.



Properties : Updated Via

Behavior

For Agents

- ☐ Required when submitting the form
- ☐ Required when closing the ticket

For Customers

- ☐ Display to customer
- ☐ Customer can edit
- ☐ Required when submitting the form

Uncheck Display to customer box

Label

Updated Via

Updated Via

Dropdown Items

- ☐ Freshdesk
- ☐ Webservice
- ☐ None

Type Updated Via as the Label



Add Item

Click to add status choices

CANCEL

DONE

Next step

[Create Freshdesk Dispatch'r rules](#)