

# 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.

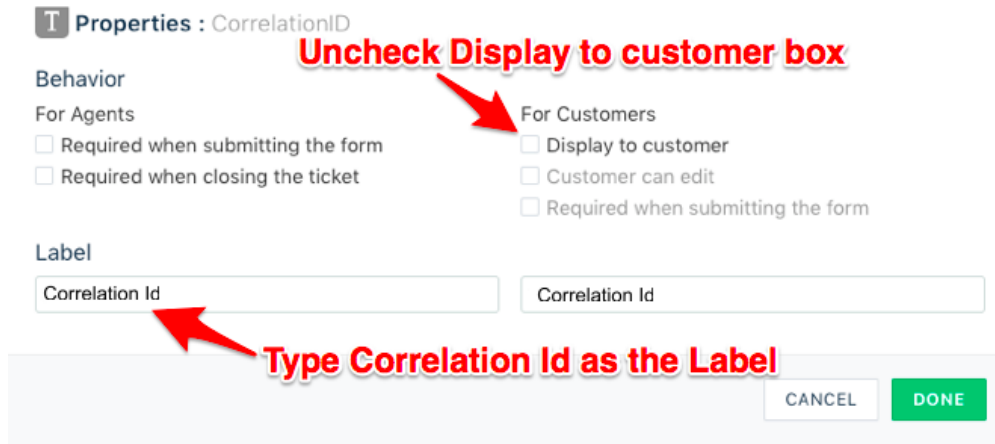
## Prerequisites

⚠ 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

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**  
**rv**ice, 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](#)