

# Create custom Freshservice ticket fields



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

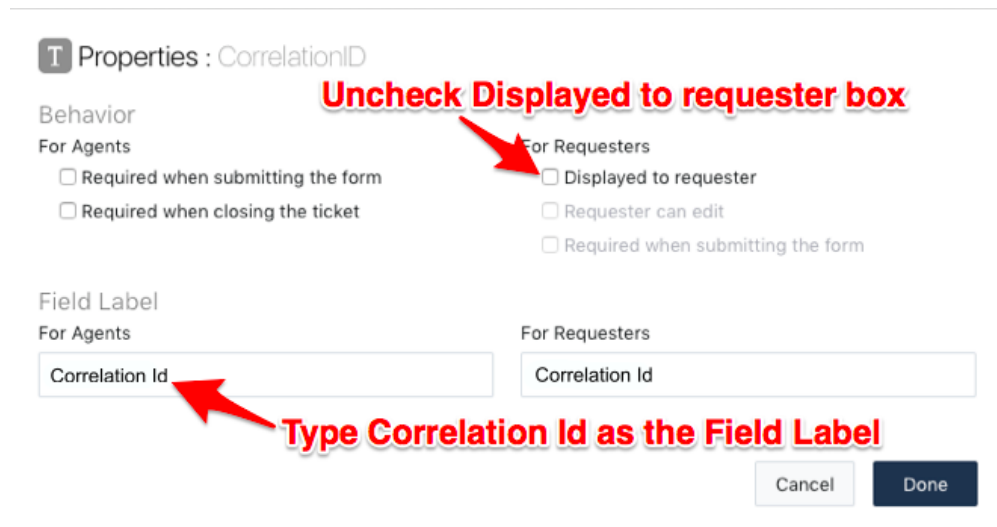
## Prerequisites

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

## Procedure

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

1. Log into Freshservice 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 **Displayed to requester** box. Then, type **Correlation Id** as the Field Name (under For Agents) 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 Requesters**

- ☐ Displayed to requester
- ☐ Requester can edit
- ☐ Required when submitting the form

**Field Label**



**For Agents**

Correlation Id

**For Requesters**

Correlation Id

Cancel Done

4. At the top of the screen under Ticket Fields, click  to create a Dropdown field.
5. Uncheck the **Displayed to requester** box. Then, type **Updated Via** as the Field Name (under For Agents) and click  **Add item** to add 3 status choices: **Freshservice**, **Webservice**, 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 Requesters

- ☐ Displayed to requester
- ☐ Requester can edit
- ☐ Required when submitting the form

**Uncheck Displayed to requester box**

### Field Label

#### For Agents




Updated Via

#### For Requesters

Updated Via

**Type Updated Via as the Field Label**

### Status choices

-  Freshservice
-  Webservice
-  Note

 Add Item

**Click to add status choices**

Cancel

Done

## Next step

[Create Perspectium Inserts ServiceNow workflow](#)