

Create custom Freshservice ticket fields

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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.

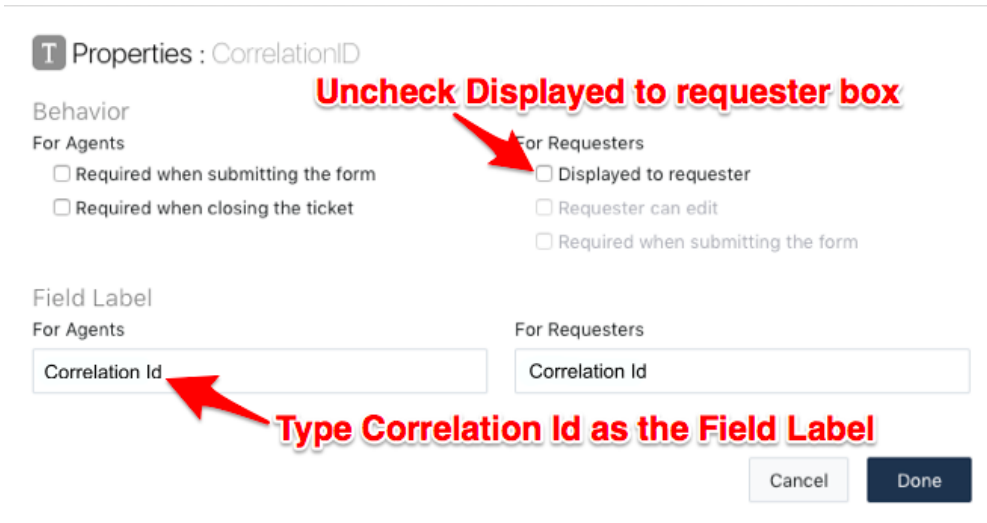
Prerequisites

⚠ 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.



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](#)

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