

Available Freshservice APIs

Resource	API endpoint	Export	Import
Agent groups	Create a group		X
	View a group	X	
	List all groups	X	
	Update a group		X
	Delete a group		X
Agent roles	View a role	X	
	List all roles	X	
Agents	List all agents	X	
	View an agent	X	
	Create an agent		X
	Update an agent		X
	Deactivate an agent		X
	Forget an agent		X
	Convert to requester		X
	List all agent fields	X	
	Reactivate an agent		X
AMS alerts	View an alert	X	
	View multiple alerts using filters	X	
	View all alert logs	X	
	Acknowledge an alert		X
	Resolve an alert		X
	Suppress an alert		X
	Unsuppress an alert		X
	Delete an alert		X
	Create an alert note		X
	View all alert notes	X	
	View an alert note	X	
	Update an alert note		X
	Delete an alert note		X
Announcements	Create an announcement		X
	View an announcement	X	
	List all announcements	X	
	Delete an announcement		X
	Edit an announcement		X
Approvals	Request approval for a service request		X
	List all ticket approvals	X	
	View an approval	X	
	Send reminder for an approval		X
	Create approval groups for a service request		X
	Update approval group in a service request		X
	List all ticket approval groups	X	
	Update approval chain rule for a service request		X
	List all change approvals	X	
	View a change approval	X	

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Resource	API endpoint	Export	Import
	Send reminder for a change approval		X
	Cancel a change approval		X
	Create an approval group for changes		X
	Update approval group in a change request		X
	List all approval groups within a change	X	
	List all approvals	X	
Asset types	List all asset types	X	
	View an asset type	X	
	Create an asset type		X
	Update an asset type		X
	Delete an asset type		X
	Delete an asset type		X
	List all fields of an asset type	X	
Assets	List all assets	X	
	View an asset	X	
	Filter assets	X	
	Create an asset		X
	Update an asset		X
	Delete an asset		X
	Restore an asset		X
	Delete an asset permanently		X
	Move an asset		X
	List all asset components	X	
	List all associated requests	X	
	List all associated contracts	X	
	Create relationships in bulk		X
	View a relationship	X	
	List all relationships in the account	X	
	List all relationships for an asset	X	
	Create a component		X
	Update a component		X
	Delete relationships in bulk		X
	Attachment	Download attachment	X
Download purchase order and contracts attachments		X	
List all attachments of a contract		X	
Audit logs	Audit log export		X
Business hours	View a business hours configuration	X	
	View list of business hours configurations	X	
CABs	Create a CAB		X
	List all CABs	X	
	View a CAB	X	
	Delete a CAB		X
	View list of canned response folders	X	
	Show a canned response folder	X	

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Resource	API endpoint	Export	Import
Canned responses	List all canned responses in a folder	X	
	View list of canned responses	X	
	Show a canned response	X	
Changes	Create a change		X
	View a change	X	
	View list of changes	X	
	Update a change		X
	Move a change		X
	Delete a change		X
	Restore a change		X
	Change fields API	X	
	Create a note		X
	View a note	X	
	View all notes	X	
	Update a note		X
	Delete a note		X
	Create a time entry		X
	View a time entry	X	
	List all time entries	X	
	Delete a time entry		X
	Create a task		X
	View a task	X	
	View all tasks	X	
	Update a task		X
	Delete a task		X
Update a time entry		X	
Update approval chain rule for a change			X
Client fields	List all client fields	X	
Collaborate	Trigger email for a major incident		X
	Retrieve specific emails using ID	X	
	Retrieve emails related to a ticket	X	
Contracts	List all contract types	X	
	List all fields of a contract type	X	
	View a contract	X	
	Move a contract		X
	Create a contract		X
	Create a contract with associated assets		X
	Update a contract		X
	List all associated assets of a contract	X	
List all contracts	X		
Conversations	Create a reply		X
	Create a note		X
	Update a conversation		X
	Delete a conversation		X

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Resource	API endpoint	Export	Import
	Delete a conversation attachment		X
	List all conversations of a ticket	X	
CSAT response	Retrieve CSAT response of a ticket	X	
Custom objects	View list of custom objects	X	
	Show a custom object	X	
	Create new custom object record		X
	List all records of a custom object	X	
	Update custom object record		X
	Delete custom object record		X
Delegation	View a delegation	X	
	Delete a delegation		X
	Create a delegation		X
	Update a delegation		X
Departments	Create a department		X
	View a department	X	
	List all departments	X	
	Filter departments	X	
	Update a department		X
	Delete a department		X
	List all department fields	X	
Employee offboarding	View offboarding form fields	X	
	Create an offboarding request		X
	View all offboarding requests	X	
	View an offboarding request	X	
	View offboarding tickets	X	
	View all onboarding requests	X	
	View an onboarding request	X	
	View onboarding tickets	X	
	Create an onboarding request		X
	View onboarding form fields	X	
	View an onboarding request	X	
	View onboarding tickets	X	
Journeys	View list of published journeys configs	X	
	View journey initiator config form fields	X	
	Create a journey request		X
	View a journey request	X	
	Filter journey requests		X
	View list of journey requests	X	
	Delete a journey request		X
View journey request activities	X		
Locations	List all locations	X	
	View a location	X	
	Create a location		X
	Update a location		X

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Resource	API endpoint	Export	Import	
	Delete a location		X	
On-call escalation policies	Create an escalation policy		X	
	Update an escalation policy		X	
	View an escalation policy	X		
	Delete an escalation policy		X	
	Reorder an escalation policy		X	
On-call schedules	Create a schedule		X	
	Update a schedule		X	
	View all schedules	X		
	View a schedule	X		
	Delete a schedule		X	
On-call shift events	View oncall calendar events for a user	X		
	Export oncall calendar events for a user	X		
	View who is oncall	X		
On-call shifts	Create a shift		X	
	Update a shift		X	
	View all shifts	X		
	Delete a shift		X	
	Create/update/delete an override		X	
Post-incident report templates	Delete a post-incident report template		X	
	Create new templates for post-incident reports		X	
	Get post-incident report templates by ID	X		
	Get all post-incident report templates	X		
	Enable template for post-incident reports		X	
	Set template as primary for post-incident reports		X	
Problems	Export the post-incident report template		X	
	Problem: Tasks	View all problem tasks	X	
		View a problem task	X	
		Create a problem task		X
		Update a problem task		X
		Delete a problem task		X
Problems	List all problems	X		
	View a problem	X		
	Create a problem		X	
	Update a problem		X	
	Delete a problem		X	
	Move a problem		X	
	Restore a problem		X	
	Create a note		X	
	View a note	X		
	View all notes	X		
Update a note		X		
Delete a note		X		
Create a time entry		X		

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Resource	API endpoint	Export	Import
	View a time entry	X	
	List all time entries	X	
	Delete a time entry		X
	Update a time entry		X
	List all problem fields	X	
Products	List all products	X	
	View a product	X	
	Create a product		X
	Update a product		X
	Delete a product		X
Project tasks	Create a project task		X
	Update a project task		X
	View a project task	X	
	List all project tasks	X	
	Delete a project task		X
	List all project tasks	X	
Project tasks new gen	Create a project task		X
	Create a project task		X
	Create a project task		X
	Create a project task		X
	Custom objects API	X	
	Create a project task		X
	Escalation policy API	X	
	Custom objects API	X	
	Folder API		X
	Shift API	X	
	Folder API		X
	Create a project task		X
	Update a project task		X
	View a project task	X	
	List all project tasks	X	
	Filter all project tasks	X	
	Delete a project task		X
	View project task type fields	X	
	View project task types	X	
	View project task priorities	X	
	View project task statuses	X	
	Create associations		X
	View associations	X	
	Delete association		X
	Create note		X
	View notes	X	
Update note		X	
Delete note		X	

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Resource	API endpoint	Export	Import
	Delete attachment of a note		X
	Delete attachment of a task		X
Projects	Create a project		X
	Create a project		X
	Update a project		X
	View a project	X	
	List all projects	X	
	Delete a project		X
	Archive a project		X
	Restore a project		X
		Update a project	
Projects new gen	View a project	X	
	List all projects	X	
	Delete a project		X
	Archive a project		X
	Restore a project		X
	View project fields	X	
	View project templates	X	
	Add members		X
	Create associations		X
	View associations	X	
	Delete association		X
	Delete attachment of a project		X
	View project versions	X	
	View project sprints	X	
	View project memberships	X	
	Purchase orders	List all purchase orders	X
View a purchase order		X	
Create a new purchase order			X
Update a purchase order			X
Delete a purchase order			X
Move a purchase order			X
Relationship types	List all relationship types	X	
	Create a release		X
	View a release	X	
	Move a release		X
	Delete a release		X
	View list of releases	X	
	Restore a release		X
	Release API	X	
	Create a note		X
	View a note	X	
	View all notes	X	
	Update a note		X

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Resource	API endpoint	Export	Import
Releases	Delete a note		X
	Create a time entry		X
	View a time entry	X	
	List all time entries	X	
	Delete a time entry		X
	Create a task		X
	View a task	X	
	View all tasks	X	
	Update a task		X
	Delete a task		X
	Update a release		X
	Update a time entry		X
	Requesters	List all requesters	X
View a requester		X	
Create a requester			X
Update a requester			X
Deactivate a requester			X
List all requester fields		X	
Forget a requester			X
Convert to agent			X
Merge requesters			X
Reactivate a requester/contact			X
User assignment history		X	
Requesters groups	List all requester groups	X	
	Add requester to requester group		X
	Delete requester from requester group		X
	Create a requester group		X
	View a requester group	X	
	Update a requester group		X
	Delete a requester group		X
	List requester/contact group members	X	
Service catalog	View a service item	X	
	View list of service items	X	
	Search service items	X	
	View list of service categories	X	
Service catalog shared fields	Create service catalog item		X
	Update a service catalog item		X
	Delete a service catalog item		X
	List all shared fields based on search	X	
	Create a shared field		X
	Update shared fields		X
	Delete shared fields		X
	Retrieve shared fields data	X	
Archive shared fields		X	

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Resource	API endpoint	Export	Import
	Unarchive shared fields		X
Service request	View requested items of a service request	X	
	Create a service request		X
	Add catalog item to existing service request		X
SLA policies	View list of SLAs	X	
Software	Create a software		X
	Update a software		X
	View a software	X	
	List all licenses	X	
	Delete a software		X
	Add users to a software in bulk		X
	View a software user	X	
	Move a software		X
	List all users of a software	X	
	Update users of a software in bulk		X
	Remove users from a software in bulk		X
	Add a device to a software		X
	List all installations of a software	X	
	Remove devices from a software in bulk		X
	List all relationships for a software	X	
	List all software	X	
	Delete multiple software		X
Solution article	Create solution article		X
	Create secondary language article		X
	Create article with attachment		X
	Send article to approval		X
	Update solution article		X
	View solution article	X	
	View list of solution article	X	
	Delete solution article		X
Search solution articles	X		
Solution category	Create solution category		X
	Update solution category		X
	View solution category	X	
	Delete solution category		X
	View list of solution categories	X	
Solution folder	Create solution folder		X
	Create solution folder with approval		X
	Update solution folder		X
	View solution folder	X	
	Delete solution folder		X
	View solution sub folders	X	
	View list of solution folder	X	
	List all incidents	X	

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Resource	API endpoint	Export	Import
Status page incidents	View an incident	X	
	Create an incident		X
	Update an incident		X
	Delete an incident		X
	List all updates for an incident	X	
	Create incident update		X
	Edit an incident update		X
	Delete an incident update		X
	List all incident statuses	X	
Status page maintenances	List all maintenances	X	
	Create a maintenance from a change		X
	Update a maintenance from a change		X
	View a maintenance from a change	X	
	Delete a maintenance from a change		X
	Create a maintenance from a maintenance window		X
	Update a maintenance from a maintenance window		X
	View a maintenance from a maintenance window	X	
	Delete a maintenance from a maintenance window		X
	List all maintenance statuses	X	
	Create a maintenance update from a change		X
	Update a maintenance update from a change		X
	List all maintenance updates from a change	X	
	Delete a maintenance update from a change		X
	Create a maintenance update from a maintenance window		X
	Update a maintenance update from a maintenance window		X
	List all maintenance updates from a maintenance window	X	
	Delete a maintenance update from a maintenance window		X
Status page service components	View a service component	X	
	List all service components	X	
Status page subscribers	List all subscribers	X	
	View a subscriber	X	
	Create a subscriber		X
	Update a subscriber		X
	Delete a subscriber		X
	List all tickets	X	
	View a ticket	X	
	Create a ticket		X
	Update a ticket		X
	Delete a ticket		X
	Filter tickets	X	
	Move a ticket		X
	Delete a ticket attachment		X
	Restore a ticket		X
	Create a child ticket		X

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Resource	API endpoint	Export	Import
Tickets	Ticket object	X	
	Get ticket activities	X	
	Create a time entry		X
	View a time entry	X	
	List all time entries of a ticket	X	
	Update a time entry		X
	Delete a time entry		X
	Create a source		X
	Update requested items of a service request		X
	Cancel an approval		X
	Send reminder for an approval		X
	View a task	X	
	Promote an incident to a major incident		X
	Demote an incident from a major incident		X
	CSAT response	X	
	List all status pages	X	
	Tickets: Tasks	View all ticket tasks	X
View a ticket task		X	
Create a tickets task			X
Update a tickets task			X
Delete a ticket task			X
User assignment history	User assignment history	X	
Vendors	List all vendors	X	
	View a vendor	X	
	Create a vendor		X
	Update a vendor		X
	Delete a vendor		X
Workspaces	List all workspaces	X	
	View a workspace	X	
	Create client		X
	Filter clients	X	
	Update a client		X
	Delete a client		X