Freshservice node documentation

# Freshservice node#

Use the Freshservice node to automate work in Freshservice and integrate Freshservice with other applications. n8n has built-in support for a wide range of Freshdesk features, including creating, updating, deleting, and getting agent information and departments.

On this page, you'll find a list of operations the Freshservice node supports and links to more resources.

Credentials

Refer to Freshservice credentials for guidance on setting up authentication.

## Operations#

• Agent  
Create an agent  
Delete an agent  
Retrieve an agent  
Retrieve all agents  
Update an agent

• Create an agent

• Delete an agent

• Retrieve an agent

• Retrieve all agents

• Update an agent

• Agent Group  
Create an agent group  
Delete an agent group  
Retrieve an agent group  
Retrieve all agent groups  
Update an agent group

• Create an agent group

• Delete an agent group

• Retrieve an agent group

• Retrieve all agent groups

• Update an agent group

• Agent Role  
Retrieve an agent role  
Retrieve all agent roles

• Retrieve an agent role

• Retrieve all agent roles

• Announcement  
Create an announcement  
Delete an announcement  
Retrieve an announcement  
Retrieve all announcements  
Update an announcement

• Create an announcement

• Delete an announcement

• Retrieve an announcement

• Retrieve all announcements

• Update an announcement

• Asset Type  
Create an asset type  
Delete an asset type  
Retrieve an asset type  
Retrieve all asset types  
Update an asset type

• Create an asset type

• Delete an asset type

• Retrieve an asset type

• Retrieve all asset types

• Update an asset type

• Change  
Create a change  
Delete a change  
Retrieve a change  
Retrieve all changes  
Update a change

• Create a change

• Delete a change

• Retrieve a change

• Retrieve all changes

• Update a change

• Department  
Create a department  
Delete a department  
Retrieve a department  
Retrieve all departments  
Update a department

• Create a department

• Delete a department

• Retrieve a department

• Retrieve all departments

• Update a department

• Location  
Create a location  
Delete a location  
Retrieve a location  
Retrieve all locations  
Update a location

• Create a location

• Delete a location

• Retrieve a location

• Retrieve all locations

• Update a location

• Problem  
Create a problem  
Delete a problem  
Retrieve a problem  
Retrieve all problems  
Update a problem

• Create a problem

• Delete a problem

• Retrieve a problem

• Retrieve all problems

• Update a problem

• Product  
Create a product  
Delete a product  
Retrieve a product  
Retrieve all products  
Update a product

• Create a product

• Delete a product

• Retrieve a product

• Retrieve all products

• Update a product

• Release  
Create a release  
Delete a release  
Retrieve a release  
Retrieve all releases  
Update a release

• Create a release

• Delete a release

• Retrieve a release

• Retrieve all releases

• Update a release

• Requester  
Create a requester  
Delete a requester  
Retrieve a requester  
Retrieve all requesters  
Update a requester

• Create a requester

• Delete a requester

• Retrieve a requester

• Retrieve all requesters

• Update a requester

• Requester Group  
Create a requester group  
Delete a requester group  
Retrieve a requester group  
Retrieve all requester groups  
Update a requester group

• Create a requester group

• Delete a requester group

• Retrieve a requester group

• Retrieve all requester groups

• Update a requester group

• Software  
Create a software application  
Delete a software application  
Retrieve a software application  
Retrieve all software applications  
Update a software application

• Create a software application

• Delete a software application

• Retrieve a software application

• Retrieve all software applications

• Update a software application

• Ticket  
Create a ticket  
Delete a ticket  
Retrieve a ticket  
Retrieve all tickets  
Update a ticket

• Create a ticket

• Delete a ticket

• Retrieve a ticket

• Retrieve all tickets

• Update a ticket

## Templates and examples#

Browse Freshservice integration templates, or search all templates