# Title: LCAD - v2 Payload from Freshsales to Central

**Central Topic name**: freshsales-v2.

If you have doubts, Please reach out to [Vijayaragavan Venkatarathinam](https://confluence.freshworks.com/display/~vijayaragavan.venkatarathinam) [Prakash Thiyagarajan](https://confluence.freshworks.com/display/~prakash.thiyagarajan)

### Lead create

**lead create** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"lead\_create",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Lead",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"create",  
 "action\_epoch":1552559280.869798,  
 "uuid":"d7cb6c44464311e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T10:28:00Z",  
 "product\_push\_timestamp":"2019-03-14T10:28:00Z",  
 "entity\_name":"lead",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "first\_name":{  
 "label":"First name",  
 "type":"text",  
 "value":null  
 },  
 "last\_name":{  
 "label":"Last name",  
 "type":"text",  
 "value":"lead name"  
 },  
 "job\_title":{  
 "label":"Job title",  
 "type":"text",  
 "value":"software developer"  
 },  
 "department":{  
 "label":"Department",  
 "type":"text",  
 "value":"development"  
 },  
 "has\_authority":{  
 "label":"Has authority",  
 "type":"checkbox",  
 "value":false  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "work\_number":{  
 "label":"Work",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "mobile\_number":{  
 "label":"Mobile",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"tamilnadu"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666666"  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"India"  
 },  
 "lead\_stage\_id":{  
 "label":"prospect stage",  
 "type":"dropdown",  
 "value":1  
 },  
 "time\_zone":{  
 "label":"Time zone",  
 "type":"dropdown",  
 "value":"American Samoa"  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":1  
 },  
 "do\_not\_disturb":{  
 "label":"Do not disturb",  
 "type":"checkbox",  
 "value":false  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "keyword":{  
 "label":"Keyword",  
 "type":"text",  
 "value":"sales"  
 },  
 "medium":{  
 "label":"Medium",  
 "type":"text",  
 "value":"internet"  
 },  
 "emails":{  
 "label":"Emails",  
 "type":"group\_field",  
 "value":[  
 {  
 "id":3,  
 "lead\_id":8,  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_primary":true,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T15:58:00+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 }  
 ]  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_reason\_id":{  
 "label":"Unqualified reason",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_score":{  
 "label":"prospect score",  
 "type":"number",  
 "value":0  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:01+05:30"  
 },  
 "web\_form\_ids":{  
 "label":"Web forms",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_seen":{  
 "label":"Last seen",  
 "type":"date\_time",  
 "value":null  
 },  
 "email\_status":{  
 "label":"Email status",  
 "type":"dropdown",  
 "value":"Active"  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:00+05:30"  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:00+05:30"  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":1,  
 "name":"lead",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T15:58:00+05:30"  
 }  
 ]  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "lead\_quality":{  
 "label":"prospect quality",  
 "type":"dropdown",  
 "value":"Cold"  
 },  
 "id":8,  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T15:58:01+05:30"  
 },  
 "name":{  
 "label":"Name",  
 "dom\_type":"text",  
 "value":"lead name"  
 },  
 "unqualified\_from":null,  
 "stage\_updated\_time":"2019-03-14T15:58:00+05:30",  
 "contact\_id":null,  
 "sales\_account\_id":null,  
 "deal\_id":null,  
 "is\_converted":false,  
 "converted\_by":null,  
 "merged\_to":0,  
 "status":1,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "is\_deleted":false,  
 "import\_id":null,  
 "converted\_time":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "company":{  
 "name":{  
 "label":"Company name",  
 "dom\_type":"text",  
 "value":"freshworks"  
 },  
 "address":{  
 "label":"Company address",  
 "dom\_type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"Company city",  
 "dom\_type":"text",  
 "value":"chennai"  
 },  
 "state":{  
 "label":"Company state",  
 "dom\_type":"text",  
 "value":"tamilnadu"  
 },  
 "zipcode":{  
 "label":"Company zipcode",  
 "dom\_type":"text",  
 "value":"666666"  
 },  
 "country":{  
 "label":"Company country",  
 "dom\_type":"text",  
 "value":"India"  
 },  
 "number\_of\_employees":{  
 "label":"Number of employees",  
 "dom\_type":"dropdown",  
 "value":1001  
 },  
 "annual\_revenue":{  
 "label":"Company annual revenue",  
 "dom\_type":"decimal",  
 "value":999999999  
 },  
 "website":{  
 "label":"Company website",  
 "dom\_type":"url",  
 "value":"www.freshworks.com"  
 },  
 "phone":{  
 "label":"Company phone",  
 "dom\_type":"phone\_number",  
 "value":"999999999"  
 },  
 "industry\_type\_id":{  
 "label":"Industry type",  
 "dom\_type":"dropdown",  
 "value":60  
 },  
 "business\_type\_id":{  
 "label":"Business type",  
 "dom\_type":"dropdown",  
 "value":1  
 }  
 },  
 "deal":{  
 "name":{  
 "label":"Deal name",  
 "dom\_type":"text",  
 "value":"sample deal"  
 },  
 "currency\_id":{  
 "label":"Deal Currency",  
 "dom\_type":"dropdown",  
 "value":2  
 },  
 "amount":{  
 "label":"Deal value",  
 "dom\_type":"decimal",  
 "value":"999999.0"  
 },  
 "base\_currency\_amount":{  
 "label":"Deal value in Base Currency",  
 "dom\_type":"decimal",  
 "value":"52766.9151"  
 },  
 "expected\_close":{  
 "label":"Deal expected close date",  
 "dom\_type":"date",  
 "value":"2019-03-16"  
 },  
 "deal\_product\_id":{  
 "label":"Product",  
 "dom\_type":"dropdown",  
 "value":null  
 }  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_decimal",  
 "label":"Lead convert carry forward decimal",  
 "type":"decimal",  
 "value":20,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_paragraph",  
 "label":"Lead convert carry forward paragraph",  
 "type":"paragraph",  
 "value":"paragraph text area",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_dropdown",  
 "label":"Lead convert carry forward dropdown",  
 "type":"dropdown",  
 "value":"choice 1",  
 "column":"cf\_str02",  
 "choice\_id":"190314101822239882"  
 },  
 {  
 "name":"cf\_radio\_data",  
 "label":"radio data",  
 "type":"radio",  
 "value":"no",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_sample\_field\_for\_multi\_select\_lead",  
 "label":"Sample field for multi select lead",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1;choice 2",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_date\_time",  
 "label":"Lead convert carry forward date time",  
 "type":"date\_time",  
 "value":"2019-03-14T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_checkbox",  
 "label":"Lead convert carry forward checkbox",  
 "type":"checkbox",  
 "value":true,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_lookup\_field",  
 "label":"lookup field",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_lead\_convert\_existing\_data\_overridden\_contact\_text",  
 "label":"Lead convert existing data overridden contact text",  
 "type":"text",  
 "value":"sample text",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "lead\_stage":{  
 "id":1,  
 "name":"New",  
 "position":1,  
 "choice\_type":5  
 },  
 "source":{  
 "id":1,  
 "name":"Web",  
 "position":1  
 },  
 "territory":null,  
 "lead\_reason":null,  
 "campaign":null,  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 }  
 }  
}

**Lead update**

**lead update** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"lead\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Lead",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552565311.557508,  
 "uuid":"e25d57e0465111e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:08:31Z",  
 "product\_push\_timestamp":"2019-03-14T12:08:31Z",  
 "entity\_name":"lead",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "first\_name":{  
 "label":"First name",  
 "type":"text",  
 "value":null  
 },  
 "last\_name":{  
 "label":"Last name",  
 "type":"text",  
 "value":"lead name modified"  
 },  
 "job\_title":{  
 "label":"Job title",  
 "type":"text",  
 "value":"sr.software developer"  
 },  
 "department":{  
 "label":"Department",  
 "type":"text",  
 "value":"development dept"  
 },  
 "has\_authority":{  
 "label":"Has authority",  
 "type":"checkbox",  
 "value":true  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "work\_number":{  
 "label":"Work",  
 "type":"phone\_number",  
 "value":"+919999999998"  
 },  
 "mobile\_number":{  
 "label":"Mobile",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"new chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"tamilnadu state"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666665"  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"India"  
 },  
 "lead\_stage\_id":{  
 "label":"prospect stage",  
 "type":"dropdown",  
 "value":2  
 },  
 "time\_zone":{  
 "label":"Time zone",  
 "type":"dropdown",  
 "value":"International Date Line West"  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":2  
 },  
 "do\_not\_disturb":{  
 "label":"Do not disturb",  
 "type":"checkbox",  
 "value":true  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "keyword":{  
 "label":"Keyword",  
 "type":"text",  
 "value":"sales agent"  
 },  
 "medium":{  
 "label":"Medium",  
 "type":"text",  
 "value":"Internet"  
 },  
 "emails":{  
 "label":"Emails",  
 "type":"group\_field",  
 "value":[  
 {  
 "id":20,  
 "lead\_id":8,  
 "email":"sample3@gmail.com",  
 "is\_primary":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T17:38:31+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 },  
 {  
 "id":17,  
 "lead\_id":8,  
 "email":"sample1@gmail.com",  
 "is\_primary":true,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T17:38:31+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 },  
 {  
 "id":19,  
 "lead\_id":8,  
 "email":"sample@gmail.com",  
 "is\_primary":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T17:38:31+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 }  
 ]  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_reason\_id":{  
 "label":"Unqualified reason",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_score":{  
 "label":"prospect score",  
 "type":"number",  
 "value":40  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:01+05:30"  
 },  
 "web\_form\_ids":{  
 "label":"Web forms",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_seen":{  
 "label":"Last seen",  
 "type":"date\_time",  
 "value":null  
 },  
 "email\_status":{  
 "label":"Email status",  
 "type":"dropdown",  
 "value":"Active"  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":"2019-03-14T17:00:00+05:30"  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:00+05:30"  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T17:38:31+05:30"  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":"Task"  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":1,  
 "name":"lead",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T15:58:00+05:30"  
 },  
 {  
 "id":3,  
 "name":"contact",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T17:38:30+05:30",  
 "updated\_at":"2019-03-14T17:38:30+05:30"  
 }  
 ]  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":"1"  
 },  
 "lead\_quality":{  
 "label":"prospect quality",  
 "type":"dropdown",  
 "value":"Warm"  
 },  
 "id":8,  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T15:58:01+05:30"  
 },  
 "name":{  
 "label":"Name",  
 "dom\_type":"text",  
 "value":"lead name modified"  
 },  
 "unqualified\_from":null,  
 "stage\_updated\_time":"2019-03-14T17:38:31+05:30",  
 "contact\_id":null,  
 "sales\_account\_id":null,  
 "deal\_id":null,  
 "is\_converted":false,  
 "converted\_by":null,  
 "merged\_to":0,  
 "status":1,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "is\_deleted":false,  
 "import\_id":null,  
 "converted\_time":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "company":{  
 "name":{  
 "label":"Company name",  
 "dom\_type":"text",  
 "value":"FRESHWORKS"  
 },  
 "address":{  
 "label":"Company address",  
 "dom\_type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"Company city",  
 "dom\_type":"text",  
 "value":"Chennai"  
 },  
 "state":{  
 "label":"Company state",  
 "dom\_type":"text",  
 "value":"Tamilnadu"  
 },  
 "zipcode":{  
 "label":"Company zipcode",  
 "dom\_type":"text",  
 "value":"666665"  
 },  
 "country":{  
 "label":"Company country",  
 "dom\_type":"text",  
 "value":"India"  
 },  
 "number\_of\_employees":{  
 "label":"Number of employees",  
 "dom\_type":"dropdown",  
 "value":5001  
 },  
 "annual\_revenue":{  
 "label":"Company annual revenue",  
 "dom\_type":"decimal",  
 "value":9999999999  
 },  
 "website":{  
 "label":"Company website",  
 "dom\_type":"url",  
 "value":"www.freshworks.com"  
 },  
 "phone":{  
 "label":"Company phone",  
 "dom\_type":"phone\_number",  
 "value":"999999999"  
 },  
 "industry\_type\_id":{  
 "label":"Industry type",  
 "dom\_type":"dropdown",  
 "value":60  
 },  
 "business\_type\_id":{  
 "label":"Business type",  
 "dom\_type":"dropdown",  
 "value":1  
 }  
 },  
 "deal":{  
 "name":{  
 "label":"Deal name",  
 "dom\_type":"text",  
 "value":"sample deal updated"  
 },  
 "currency\_id":{  
 "label":"Deal Currency",  
 "dom\_type":"dropdown",  
 "value":1  
 },  
 "amount":{  
 "label":"Deal value",  
 "dom\_type":"decimal",  
 "value":"9999999.0"  
 },  
 "base\_currency\_amount":{  
 "label":"Deal value in Base Currency",  
 "dom\_type":"decimal",  
 "value":"9999999.0"  
 },  
 "expected\_close":{  
 "label":"Deal expected close date",  
 "dom\_type":"date",  
 "value":"2019-03-17"  
 },  
 "deal\_product\_id":{  
 "label":"Product",  
 "dom\_type":"dropdown",  
 "value":null  
 }  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_decimal",  
 "label":"Lead convert carry forward decimal",  
 "type":"decimal",  
 "value":200,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_paragraph",  
 "label":"Lead convert carry forward paragraph",  
 "type":"paragraph",  
 "value":"paragraph text area modified",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_dropdown",  
 "label":"Lead convert carry forward dropdown",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314101822239968"  
 },  
 {  
 "name":"cf\_radio\_data",  
 "label":"radio data",  
 "type":"radio",  
 "value":"yes",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_sample\_field\_for\_multi\_select\_lead",  
 "label":"Sample field for multi select lead",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_date\_time",  
 "label":"Lead convert carry forward date time",  
 "type":"date\_time",  
 "value":"2019-03-15T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_checkbox",  
 "label":"Lead convert carry forward checkbox",  
 "type":"checkbox",  
 "value":false,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_lookup\_field",  
 "label":"lookup field",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_lead\_convert\_existing\_data\_overridden\_contact\_text",  
 "label":"Lead convert existing data overridden contact text",  
 "type":"text",  
 "value":"sample text overridden",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "lead\_stage":{  
 "id":2,  
 "name":"Contacted",  
 "position":2,  
 "choice\_type":2  
 },  
 "source":{  
 "id":2,  
 "name":"Organic Search",  
 "position":2  
 },  
 "territory":null,  
 "lead\_reason":null,  
 "campaign":null,  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "last\_name":[  
 "lead name",  
 "lead name modified"  
 ],  
 "lead\_stage\_id":[  
 1,  
 2  
 ],  
 "job\_title":[  
 "software developer",  
 "sr.software developer"  
 ],  
 "tags":{  
 "added": [  
 {   
 "id": 3,  
 "name": "contact"  
 }  
 ],  
 "removed": [  
 {  
 "id": "2",  
 "name": "prospect"  
 }  
 ]  
 },  
 "department":[  
 "development",  
 "development dept"  
 ],  
 "emails":{  
 "added": [  
 {  
 "id": 20,  
 "value": "sample2@gmail.com",  
 "is\_primary": false,  
 "\_destroy": false  
 }  
 ],  
 "removed": [  
 {  
 "id": 18,  
 "value": "sample4@gmail.com",  
 "is\_primary": false,  
 "\_destroy": false  
 }  
 ],  
 "changed": [  
 [  
 {  
 "id": 17,  
 "value": "sample@gmail.com",  
 "is\_primary": true,  
 "\_destroy": false  
 },  
 {  
 "id": 17,  
 "value": "sample1@gmail.com",  
 "is\_primary": true,  
 "\_destroy": false  
 }  
 ],  
 [  
 {  
 "id": 19,  
 "value": "sample1@gmail.com",  
 "is\_primary": false,  
 "\_destroy": false  
 },  
 {  
 "id": 19,  
 "value": "sample@gmail.com",  
 "is\_primary": false,  
 "\_destroy": false  
 }  
 ]  
 ]  
 },  
 "work\_number":[  
 "+919999999999",  
 "+919999999998"  
 ],  
 "has\_authority":[  
 false,  
 true  
 ],  
 "do\_not\_disturb":[  
 false,  
 true  
 ],  
 "time\_zone":[  
 "American Samoa",  
 "International Date Line West"  
 ],  
 "city":[  
 "chennai",  
 "new chennai"  
 ],  
 "state":[  
 "tamilnadu",  
 "tamilnadu state"  
 ],  
 "zipcode":[  
 "666666",  
 "666665"  
 ],  
 "lead\_source\_id":[  
 1,  
 2  
 ],  
 "medium":[  
 "internet",  
 "Internet"  
 ],  
 "keyword":[  
 "sales",  
 "sales agent"  
 ],  
 "active\_sales\_sequences":[  
 "1",  
 "1"  
 ],  
 "updated\_at":[  
 "2019-03-14T17:17:31+05:30",  
 "2019-03-14T17:38:31+05:30"  
 ],  
 "stage\_updated\_time":[  
 "2019-03-14T15:58:00+05:30",  
 "2019-03-14T17:38:31+05:30"  
 ],  
 "company":{  
 "name":[  
 "freshworks",  
 "FRESHWORKS"  
 ],  
 "city":[  
 "chennai",  
 "Chennai"  
 ],  
 "state":[  
 "tamilnadu",  
 "Tamilnadu"  
 ],  
 "zipcode":[  
 "666666",  
 "666665"  
 ],  
 "number\_of\_employees":[  
 1001,  
 5001  
 ],  
 "annual\_revenue":[  
 999999999.0,  
 9999999999.0  
 ]  
 },  
 "deal":{  
 "name":[  
 "sample deal",  
 "sample deal updated"  
 ],  
 "currency\_id":[  
 2,  
 1  
 ],  
 "amount":[  
 999999.0,  
 9999999.0  
 ],  
 "expected\_close":[  
 "2019-03-16",  
 "2019-03-17"  
 ],  
 "base\_currency\_amount":[  
 52766.9151,  
 9999999.0  
 ]  
 },  
 "custom\_fields":{  
 "cf\_lead\_convert\_carry\_forward\_decimal":[  
 20.0,  
 200.0  
 ],  
 "cf\_lead\_convert\_carry\_forward\_paragraph":[  
 "paragraph text area",  
 "paragraph text area modified"  
 ],  
 "cf\_lead\_convert\_carry\_forward\_dropdown":[  
 "choice 1",  
 "choice 2"  
 ],  
 "cf\_radio\_data":[  
 "no",  
 "yes"  
 ],  
 "cf\_sample\_field\_for\_multi\_select\_lead":[  
 ";choice 1;choice 2;",  
 "choice 1"  
 ],  
 "cf\_lead\_convert\_carry\_forward\_date\_time":[  
 "2019-03-14T00:00:00+05:30",  
 "2019-03-15T00:00:00+05:30"  
 ],  
 "cf\_lead\_convert\_carry\_forward\_checkbox":[  
 true,  
 false  
 ],  
 "cf\_lead\_convert\_existing\_data\_overridden\_contact\_text":[  
 "sample text",  
 "sample text overridden"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Lead delete**

**lead delete** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"lead\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Lead",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552565543.3216882,  
 "uuid":"6c81bf7e465211e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:12:23Z",  
 "product\_push\_timestamp":"2019-03-14T12:12:23Z",  
 "entity\_name":"lead",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "first\_name":{  
 "label":"First name",  
 "type":"text",  
 "value":null  
 },  
 "last\_name":{  
 "label":"Last name",  
 "type":"text",  
 "value":"lead name modified"  
 },  
 "job\_title":{  
 "label":"Job title",  
 "type":"text",  
 "value":"sr.software developer"  
 },  
 "department":{  
 "label":"Department",  
 "type":"text",  
 "value":"development dept"  
 },  
 "has\_authority":{  
 "label":"Has authority",  
 "type":"checkbox",  
 "value":true  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "work\_number":{  
 "label":"Work",  
 "type":"phone\_number",  
 "value":"+919999999998"  
 },  
 "mobile\_number":{  
 "label":"Mobile",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"new chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"tamilnadu state"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666665"  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"India"  
 },  
 "lead\_stage\_id":{  
 "label":"prospect stage",  
 "type":"dropdown",  
 "value":2  
 },  
 "time\_zone":{  
 "label":"Time zone",  
 "type":"dropdown",  
 "value":"International Date Line West"  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":2  
 },  
 "do\_not\_disturb":{  
 "label":"Do not disturb",  
 "type":"checkbox",  
 "value":true  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "keyword":{  
 "label":"Keyword",  
 "type":"text",  
 "value":"sales agent"  
 },  
 "medium":{  
 "label":"Medium",  
 "type":"text",  
 "value":"Internet"  
 },  
 "emails":{  
 "label":"Emails",  
 "type":"group\_field",  
 "value":[  
 {  
 "id":3,  
 "lead\_id":8,  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_primary":true,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T17:38:31+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 }  
 ]  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_reason\_id":{  
 "label":"Unqualified reason",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_score":{  
 "label":"prospect score",  
 "type":"number",  
 "value":40  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:01+05:30"  
 },  
 "web\_form\_ids":{  
 "label":"Web forms",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_seen":{  
 "label":"Last seen",  
 "type":"date\_time",  
 "value":null  
 },  
 "email\_status":{  
 "label":"Email status",  
 "type":"dropdown",  
 "value":"Active"  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":"2019-03-14T17:00:00+05:30"  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T15:58:00+05:30"  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T17:42:23+05:30"  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":"Task"  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":1,  
 "name":"lead",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T15:58:00+05:30"  
 },  
 {  
 "id":2,  
 "name":"contact",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T17:38:30+05:30",  
 "updated\_at":"2019-03-14T17:38:30+05:30"  
 }  
 ]  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":"1"  
 },  
 "lead\_quality":{  
 "label":"prospect quality",  
 "type":"dropdown",  
 "value":"Warm"  
 },  
 "id":8,  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T15:58:01+05:30"  
 },  
 "name":{  
 "label":"Name",  
 "dom\_type":"text",  
 "value":"lead name modified"  
 },  
 "unqualified\_from":null,  
 "stage\_updated\_time":"2019-03-14T17:38:31+05:30",  
 "contact\_id":null,  
 "sales\_account\_id":null,  
 "deal\_id":null,  
 "is\_converted":false,  
 "converted\_by":null,  
 "merged\_to":0,  
 "status":2,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "is\_deleted":true,  
 "import\_id":null,  
 "converted\_time":null,  
 "avatar":null,  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "company":{  
 "name":{  
 "label":"Company name",  
 "dom\_type":"text",  
 "value":"FRESHWORKS"  
 },  
 "address":{  
 "label":"Company address",  
 "dom\_type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"Company city",  
 "dom\_type":"text",  
 "value":"Chennai"  
 },  
 "state":{  
 "label":"Company state",  
 "dom\_type":"text",  
 "value":"Tamilnadu"  
 },  
 "zipcode":{  
 "label":"Company zipcode",  
 "dom\_type":"text",  
 "value":"666665"  
 },  
 "country":{  
 "label":"Company country",  
 "dom\_type":"text",  
 "value":"India"  
 },  
 "number\_of\_employees":{  
 "label":"Number of employees",  
 "dom\_type":"dropdown",  
 "value":5001  
 },  
 "annual\_revenue":{  
 "label":"Company annual revenue",  
 "dom\_type":"decimal",  
 "value":9999999999  
 },  
 "website":{  
 "label":"Company website",  
 "dom\_type":"url",  
 "value":"www.freshworks.com"  
 },  
 "phone":{  
 "label":"Company phone",  
 "dom\_type":"phone\_number",  
 "value":"999999999"  
 },  
 "industry\_type\_id":{  
 "label":"Industry type",  
 "dom\_type":"dropdown",  
 "value":60  
 },  
 "business\_type\_id":{  
 "label":"Business type",  
 "dom\_type":"dropdown",  
 "value":1  
 }  
 },  
 "deal":{  
 "name":{  
 "label":"Deal name",  
 "dom\_type":"text",  
 "value":"sample deal updated"  
 },  
 "currency\_id":{  
 "label":"Deal Currency",  
 "dom\_type":"dropdown",  
 "value":1  
 },  
 "amount":{  
 "label":"Deal value",  
 "dom\_type":"decimal",  
 "value":"9999999.0"  
 },  
 "base\_currency\_amount":{  
 "label":"Deal value in Base Currency",  
 "dom\_type":"decimal",  
 "value":"9999999.0"  
 },  
 "expected\_close":{  
 "label":"Deal expected close date",  
 "dom\_type":"date",  
 "value":"2019-03-17"  
 },  
 "deal\_product\_id":{  
 "label":"Product",  
 "dom\_type":"dropdown",  
 "value":null  
 }  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_decimal",  
 "label":"Lead convert carry forward decimal",  
 "type":"decimal",  
 "value":200,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_paragraph",  
 "label":"Lead convert carry forward paragraph",  
 "type":"paragraph",  
 "value":"paragraph text area modified",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_dropdown",  
 "label":"Lead convert carry forward dropdown",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314101822239968"  
 },  
 {  
 "name":"cf\_radio\_data",  
 "label":"radio data",  
 "type":"radio",  
 "value":"yes",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_sample\_field\_for\_multi\_select\_lead",  
 "label":"Sample field for multi select lead",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_date\_time",  
 "label":"Lead convert carry forward date time",  
 "type":"date\_time",  
 "value":"2019-03-15T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_checkbox",  
 "label":"Lead convert carry forward checkbox",  
 "type":"checkbox",  
 "value":false,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_lookup\_field",  
 "label":"lookup field",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_lead\_convert\_existing\_data\_overridden\_contact\_text",  
 "label":"Lead convert existing data overridden contact text",  
 "type":"text",  
 "value":"sample text overridden",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "lead\_stage":{  
 "id":2,  
 "name":"Contacted",  
 "position":2,  
 "choice\_type":2  
 },  
 "source":{  
 "id":2,  
 "name":"Organic Search",  
 "position":2  
 },  
 "territory":null,  
 "lead\_reason":null,  
 "campaign":null,  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "active\_sales\_sequences":[  
 "1",  
 ";1;"  
 ],  
 "updated\_at":[  
 "2019-03-14T17:38:31+05:30",  
 "2019-03-14T17:42:23+05:30"  
 ],  
 "status":[  
 1,  
 2  
 ],  
 "is\_deleted":[  
 false,  
 true  
 ],  
 "custom\_fields":{  
 "cf\_sample\_field\_for\_multi\_select\_lead":[  
 "choice 1",  
 ";choice 1;"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Lead destroy**

**Lead destroy** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"lead\_destroy",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Lead",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"destroy",  
 "action\_epoch":1552565748.603198,  
 "uuid":"e6dd3442465211e982c0645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:15:48Z",  
 "product\_push\_timestamp":"2019-03-14T12:15:48Z",  
 "entity\_name": "lead",  
 "event\_info":{  
 "ip\_address":null  
 },  
 "model\_properties":{  
 "id":8  
 }  
 }  
}

**Contact create**

**contact create** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"contact\_create",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Contact",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"create",  
 "action\_epoch":1552566685.3507059,  
 "uuid":"15358d06465511e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:31:25Z",  
 "product\_push\_timestamp":"2019-03-14T12:31:25Z",  
 "entity\_name": "contact",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "first\_name":{  
 "label":"First name",  
 "type":"text",  
 "value":null  
 },  
 "last\_name":{  
 "label":"Last name",  
 "type":"text",  
 "value":"sample contact"  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "email\_status":{  
 "label":"Email status",  
 "type":"dropdown",  
 "value":"Active"  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":2,  
 "name":"contact",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T17:38:30+05:30",  
 "updated\_at":"2019-03-14T17:38:30+05:30"  
 }  
 ]  
 },  
 "job\_title":{  
 "label":"Job title",  
 "type":"text",  
 "value":"software developer"  
 },  
 "department":{  
 "label":"Department",  
 "type":"text",  
 "value":"freshsales"  
 },  
 "emails":{  
 "label":"Emails",  
 "type":"group\_field",  
 "value":[  
 {  
 "id":2,  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_primary":true,  
 "created\_at":"2019-03-14T18:01:24+05:30",  
 "updated\_at":"2019-03-14T18:01:24+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 }  
 ]  
 },  
 "work\_number":{  
 "label":"Work",  
 "type":"phone\_number",  
 "value":"9999999999"  
 },  
 "mobile\_number":{  
 "label":"Mobile",  
 "type":"phone\_number",  
 "value":"9999999999"  
 },  
 "contact\_status\_id":{  
 "label":"Status",  
 "type":"dropdown",  
 "value":2  
 },  
 "has\_authority":{  
 "label":"Has authority",  
 "type":"checkbox",  
 "value":false  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"india"  
 },  
 "time\_zone":{  
 "label":"Time zone",  
 "type":"dropdown",  
 "value":"Chennai"  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"tamilnadu"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666666"  
 },  
 "do\_not\_disturb":{  
 "label":"Do not disturb",  
 "type":"checkbox",  
 "value":false  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":1  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "medium":{  
 "label":"Medium",  
 "type":"text",  
 "value":"internet"  
 },  
 "keyword":{  
 "label":"Keyword",  
 "type":"text",  
 "value":"prospect"  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "web\_form\_ids":{  
 "label":"Web forms",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:01:24+05:30"  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "lead\_score":{  
 "label":"prospect score",  
 "type":"number",  
 "value":0  
 },  
 "lead\_quality":{  
 "label":"prospect quality",  
 "type":"dropdown",  
 "value":"Cold"  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "last\_seen":{  
 "label":"Last seen",  
 "type":"date\_time",  
 "value":null  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:01:24+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:01:25+05:30"  
 },  
 "id":5,  
 "is\_deleted":false,  
 "open\_deals\_amount":{  
 "label":"Open deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "name":{  
 "label":"Name",  
 "dom\_type":"text",  
 "value":"sample contact"  
 },  
 "merged\_to":0,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:01:25+05:30"  
 },  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "won\_deals\_amount":{  
 "label":"Won deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "sales\_account\_ids":[  
 1  
 ],  
 "import\_id":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_lead\_convert\_existing\_data\_overridden\_contact\_decimal",  
 "label":"Lead convert existing data overridden contact decimal",  
 "type":"decimal",  
 "value":89,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_contact\_description",  
 "label":"Contact description",  
 "type":"paragraph",  
 "value":"description of contact",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_radio\_buttons",  
 "label":"radio buttons",  
 "type":"radio",  
 "value":"choice 1",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_radio\_options",  
 "label":"checkbox",  
 "type":"checkbox",  
 "value":true,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_multiselect\_field",  
 "label":"multiselect field",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1;choice 2",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_lookup\_field",  
 "label":"lookup field",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_contacted\_date",  
 "label":"contacted date",  
 "type":"date\_time",  
 "value":"2019-03-15T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_choices",  
 "label":"choices",  
 "type":"dropdown",  
 "value":"choice 1",  
 "column":"cf\_str02",  
 "choice\_id":"190314122218353897"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_text",  
 "label":"Lead convert carry forward text",  
 "type":"text",  
 "value":"details needed",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "source":{  
 "id":1,  
 "name":"Web",  
 "position":1  
 },  
 "contact\_status":{  
 "id":2,  
 "name":"Prospect",  
 "position":2  
 },  
 "campaign":null,  
 "sales\_accounts":[  
 {  
 "id":1,  
 "name":"Widgetz.io (sample)"  
 }  
 ],  
 "territory":null,  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 }  
 }  
}

**Contact update**

**contact update** Expand source

{  
 "account\_id": "1578991848",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "contact\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Contact",  
 "actor": {  
 "id": 6,  
 "name": "tu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ha",  
 "email": "varshithatls@gmail.com",  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*",  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "language": "en",  
 "time\_zone": "Chennai",  
 "is\_active": true,  
 "deal\_pipeline\_id": 1,  
 "is\_forgotten": false,  
 "created\_at": "2020-01-16T09:24:05Z",  
 "updated\_at": "2020-01-16T09:24:05Z",  
 "type": "user"  
 },  
 "action": "update",  
 "action\_epoch": 1586326097.599255,  
 "uuid": "56f54cac795f11ea8ec8645aede8cdbd",  
 "account\_full\_domain": "varshitha.freshsales-dev.com",  
 "event\_timestamp": "2020-04-08T06:08:17.599Z",  
 "product\_push\_timestamp": "2020-04-08T06:08:23.841Z",  
 "entity\_name": "contact",  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "first\_name": {  
 "label": "First name",  
 "type": "text",  
 "value": "first name value"  
 },  
 "last\_name": {  
 "label": "Last name",  
 "type": "text",  
 "value": "last name value"  
 },  
 "owner\_id": {  
 "label": "Owner",  
 "type": "dropdown",  
 "value": 6  
 },  
 "recent\_note": {  
 "label": "Recent note",  
 "type": "paragraph",  
 "value": null  
 },  
 "tags": {  
 "label": "Tags",  
 "type": "auto\_complete",  
 "value": [  
 {  
 "id": 3,  
 "name": "tag1",  
 "created\_at": "2020-04-08T06:08:16Z",  
 "updated\_at": "2020-04-08T06:08:16Z",  
 "is\_public": true,  
 "creator\_id": 6,  
 "tag\_type\_id": 1,  
 "\_association\_id": 10  
 },  
 {  
 "id": 4,  
 "name": "tag2",  
 "created\_at": "2020-04-08T06:08:16Z",  
 "updated\_at": "2020-04-08T06:08:16Z",  
 "is\_public": true,  
 "creator\_id": 6,  
 "tag\_type\_id": 1,  
 "\_association\_id": 11  
 }  
 ]  
 },  
 "job\_title": {  
 "label": "Job title",  
 "type": "text",  
 "value": "SE"  
 },  
 "department": {  
 "label": "Department",  
 "type": "text",  
 "value": "Development"  
 },  
 "emails": {  
 "label": "Emails",  
 "type": "group\_field",  
 "value": [  
 {  
 "id": 17,  
 "contact\_id": 23,  
 "email": "freshworks@gmail.com",  
 "is\_primary": true,  
 "created\_at": "2020-04-08T06:00:55Z",  
 "updated\_at": "2020-04-08T06:08:17Z",  
 "unsubscribe": false,  
 "email\_status": 1,  
 "label\_id": null  
 }  
 ]  
 },  
 "work\_number": {  
 "label": "Work",  
 "type": "phone\_number",  
 "value": "+917700000000"  
 },  
 "mobile\_number": {  
 "label": "Mobile",  
 "type": "phone\_number",  
 "value": null  
 },  
 "contact\_status\_id": {  
 "label": "Status",  
 "type": "dropdown",  
 "value": null  
 },  
 "has\_authority": {  
 "label": "Has authority",  
 "type": "checkbox",  
 "value": false  
 },  
 "country": {  
 "label": "Country",  
 "type": "text",  
 "value": "India"  
 },  
 "time\_zone": {  
 "label": "Time zone",  
 "type": "dropdown",  
 "value": "American Samoa"  
 },  
 "address": {  
 "label": "Address",  
 "type": "text",  
 "value": "chennai"  
 },  
 "city": {  
 "label": "City",  
 "type": "text",  
 "value": "chennai"  
 },  
 "state": {  
 "label": "State",  
 "type": "text",  
 "value": "tamilnadu"  
 },  
 "zipcode": {  
 "label": "Zipcode",  
 "type": "text",  
 "value": "600000"  
 },  
 "do\_not\_disturb": {  
 "label": "Do not disturb",  
 "type": "checkbox",  
 "value": false  
 },  
 "facebook": {  
 "label": "Facebook",  
 "type": "text",  
 "value": "www.google.com"  
 },  
 "twitter": {  
 "label": "Twitter",  
 "type": "text",  
 "value": "www.google.com"  
 },  
 "linkedin": {  
 "label": "LinkedIn",  
 "type": "text",  
 "value": "www.google.com"  
 },  
 "territory\_id": {  
 "label": "Territory",  
 "type": "dropdown",  
 "value": 1  
 },  
 "lead\_source\_id": {  
 "label": "Source",  
 "type": "dropdown",  
 "value": 2  
 },  
 "campaign\_id": {  
 "label": "Campaign",  
 "type": "dropdown",  
 "value": null  
 },  
 "medium": {  
 "label": "Medium",  
 "type": "text",  
 "value": "phone"  
 },  
 "keyword": {  
 "label": "Keyword",  
 "type": "text",  
 "value": "keyword1"  
 },  
 "last\_contacted": {  
 "label": "Last contacted time",  
 "type": "date\_time",  
 "value": null  
 },  
 "web\_form\_ids": {  
 "label": "Web forms",  
 "type": "multi\_select\_dropdown",  
 "value": null  
 },  
 "last\_contacted\_mode": {  
 "label": "Last contacted mode",  
 "type": "dropdown",  
 "value": null  
 },  
 "last\_contacted\_via\_chat": {  
 "label": "Last contacted via chat",  
 "type": "date\_time",  
 "value": null  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2020-04-08T06:00:55Z"  
 },  
 "last\_contacted\_sales\_activity\_mode": {  
 "label": "Last activity type",  
 "type": "dropdown",  
 "value": null  
 },  
 "active\_sales\_sequences": {  
 "label": "Active sales sequences",  
 "type": "multi\_select\_dropdown",  
 "value": null  
 },  
 "last\_contacted\_via\_sales\_activity": {  
 "label": "Last activity date",  
 "type": "date\_time",  
 "value": null  
 },  
 "lead\_score": {  
 "label": "Lead score",  
 "type": "number",  
 "value": 0  
 },  
 "lead\_quality": {  
 "label": "Lead quality",  
 "type": "dropdown",  
 "value": "Cold"  
 },  
 "completed\_sales\_sequences": {  
 "label": "Completed sales sequences",  
 "type": "multi\_select\_dropdown",  
 "value": null  
 },  
 "last\_seen": {  
 "label": "Last seen",  
 "type": "date\_time",  
 "value": null  
 },  
 "updater\_id": {  
 "label": "Updated by",  
 "type": "dropdown",  
 "value": 6  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2020-04-08T06:08:16Z"  
 },  
 "last\_assigned\_at": {  
 "label": "Last assigned at",  
 "type": "date\_time",  
 "value": "2020-04-08T06:00:56Z"  
 },  
 "id": 23,  
 "is\_deleted": false,  
 "open\_deals\_amount": {  
 "label": "Open deals amount",  
 "dom\_type": "decimal",  
 "value": "0.0"  
 },  
 "name": {  
 "label": "Name",  
 "dom\_type": "text",  
 "value": "first name value last name value"  
 },  
 "merged\_to": 0,  
 "status": "Active",  
 "first\_assigned\_at": {  
 "label": "First assigned at",  
 "dom\_type": "date\_time",  
 "value": "2020-04-08T06:00:56Z"  
 },  
 "first\_contacted": {  
 "label": "First contacted",  
 "dom\_type": "date\_time",  
 "value": null  
 },  
 "won\_deals\_amount": {  
 "label": "Won deals amount",  
 "dom\_type": "decimal",  
 "value": "0.0"  
 },  
 "import\_csv\_id": {  
 "label": "Import label",  
 "dom\_type": "text",  
 "value": null  
 },  
 "sales\_account\_ids": [  
 5,  
 16  
 ],  
 "import\_id": null,  
 "avatar": null,  
 "team\_user\_ids": [],  
 "email\_status": "Active",  
 "creator\_id": {  
 "label": "Created by",  
 "type": "dropdown",  
 "value": 6  
 },  
 "custom\_fields": [  
 {  
 "name": "cf\_ownwer",  
 "label": "ownwer",  
 "type": "text",  
 "value": null,  
 "column": "cf\_str01"  
 },  
 {  
 "name": "cf\_sample\_dropdown",  
 "label": "sample dropdown",  
 "type": "dropdown",  
 "value": "d1",  
 "column": "cf\_bigint52",  
 "choice\_id": "1000000239"  
 },  
 {  
 "name": "cf\_check1",  
 "label": "check1",  
 "type": "checkbox",  
 "value": true,  
 "column": "cf\_boolean01"  
 },  
 {  
 "name": "cf\_sample\_text",  
 "label": "sample text",  
 "type": "text",  
 "value": "text value",  
 "column": "cf\_str03"  
 },  
 {  
 "name": "cf\_sample\_number",  
 "label": "sample number",  
 "type": "decimal",  
 "value": 123,  
 "column": "cf\_decimal01"  
 },  
 {  
 "name": "cf\_sample\_dropdown\_choices",  
 "label": "sample dropdown choices",  
 "type": "dropdown",  
 "value": "drop choice1",  
 "column": "cf\_bigint54",  
 "choice\_id": "1000000961"  
 },  
 {  
 "name": "cf\_sample\_check\_box",  
 "label": "sample check box",  
 "type": "checkbox",  
 "value": true,  
 "column": "cf\_boolean02"  
 },  
 {  
 "name": "cf\_sample\_radio",  
 "label": "sample radio",  
 "type": "radio",  
 "value": "radio choice 1",  
 "column": "cf\_bigint55",  
 "choice\_id": "1000000963"  
 },  
 {  
 "name": "cf\_sample\_date\_picker",  
 "label": "sample date picker",  
 "type": "date\_time",  
 "value": "2020-04-27T18:30:00Z",  
 "column": "cf\_datetime01"  
 },  
 {  
 "name": "cf\_default\_lookup",  
 "label": "default lookup",  
 "type": "auto\_complete",  
 "value": {  
 "id": 5,  
 "model": "sales\_account"  
 },  
 "column": "cf\_bigint01"  
 },  
 {  
 "name": "cf\_sample\_formula\_field",  
 "label": "sample formula field",  
 "type": "text",  
 "value": "chennai",  
 "column": "cf\_str06"  
 },  
 {  
 "name": "cf\_custom\_module\_lookup",  
 "label": "custom module lookup",  
 "type": "auto\_complete",  
 "value": {  
 "id": 3,  
 "model": "custom\_module1"  
 },  
 "column": "cf\_bigint02"  
 }  
 ]  
 },  
 "associations": {  
 "owner": {  
 "id": 6,  
 "name": "tu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ha",  
 "type": "user",  
 "email": "varshithatls@gmail.com",  
 "is\_active": true,  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "time\_zone": "Chennai",  
 "created\_at": "2020-01-16T09:24:05Z",  
 "updated\_at": "2020-01-16T09:24:05Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*"  
 },  
 "source": {  
 "id": 2,  
 "name": "Organic Search",  
 "position": 2  
 },  
 "contact\_status": null,  
 "campaign": null,  
 "territory": {  
 "id": 1,  
 "name": "sample1",  
 "position": 1  
 },  
 "updater": {  
 "id": 6,  
 "name": "tu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ha",  
 "type": "user",  
 "email": "varshithatls@gmail.com",  
 "is\_active": true,  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "time\_zone": "Chennai",  
 "created\_at": "2020-01-16T09:24:05Z",  
 "updated\_at": "2020-01-16T09:24:05Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*"  
 },  
 "team\_users": [],  
 "sales\_accounts": [  
 {  
 "\_association\_id": 17,  
 "id": 5,  
 "name": "sample",  
 "is\_primary": true  
 },  
 {  
 "\_association\_id": 18,  
 "id": 16,  
 "name": "sample1",  
 "is\_primary": false  
 }  
 ],  
 "creator": {  
 "id": 6,  
 "name": "tu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ha",  
 "type": "user",  
 "email": "varshithatls@gmail.com",  
 "is\_active": true,  
 "work\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "mobile\_number": "\*\*\*\*\*\*\*\*\*\*",  
 "time\_zone": "Chennai",  
 "created\_at": "2020-01-16T09:24:05Z",  
 "updated\_at": "2020-01-16T09:24:05Z",  
 "deal\_pipeline\_id": 1,  
 "job\_title": "\*\*\*\*\*\*\*\*\*\*"  
 },  
 "sales\_account": [  
 {  
 "id": 5,  
 "name": "sample"  
 }  
 ],  
 "custom\_module1": [  
 {  
 "id": 3,  
 "name": "custom module record 1"  
 }  
 ]  
 },  
 "changes": {  
 "model\_changes": {  
 "time\_zone": [  
 null,  
 "American Samoa"  
 ],  
 "address": [  
 null,  
 "chennai"  
 ],  
 "city": [  
 null,  
 "chennai"  
 ],  
 "state": [  
 null,  
 "tamilnadu"  
 ],  
 "zipcode": [  
 null,  
 "600000"  
 ],  
 "country": [  
 null,  
 "india"  
 ],  
 "facebook": [  
 null,  
 "www.google.com"  
 ],  
 "twitter": [  
 null,  
 "www.google.com"  
 ],  
 "linkedin": [  
 null,  
 "www.google.com"  
 ],  
 "territory\_id": [  
 null,  
 1  
 ],  
 "lead\_source\_id": [  
 null,  
 2  
 ],  
 "medium": [  
 null,  
 "phone"  
 ],  
 "keyword": [  
 null,  
 "keyword1"  
 ],  
 "updated\_at": [  
 "2020-04-08T06:00:55Z",  
 "2020-04-08T06:08:16Z"  
 ],  
 "emails": {  
 "removed": [  
 {  
 "id": 16,  
 "value": "t@gmail.com",  
 "is\_primary": false,  
 "\_destroy": true  
 }  
 ],  
 "changed": [  
 [  
 {  
 "id": 17,  
 "value": "vt@gmail.com",  
 "is\_primary": true,  
 "\_destroy": false  
 },  
 {  
 "id": 17,  
 "value": "freshworks@gmail.com",  
 "is\_primary": true,  
 "\_destroy": false  
 }  
 ]  
 ]  
 },  
 "tags": {  
 "added": [  
 {  
 "\_association\_id": 10,  
 "id": 3,  
 "name": "tag1"  
 },  
 {  
 "\_association\_id": 11,  
 "id": 4,  
 "name": "tag2"  
 }  
 ]  
 },  
 "custom\_fields": {  
 "cf\_default\_lookup": [  
 16,  
 5  
 ],  
 "cf\_sample\_formula\_field": [  
 null,  
 "chennai"  
 ]  
 }  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

**Contact delete**

**contact delete** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"contact\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Contact",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552567258.888221,  
 "uuid":"6b106eca465611e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:40:58Z",  
 "product\_push\_timestamp":"2019-03-14T12:40:59Z",  
 "entity\_name": "contact",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "first\_name":{  
 "label":"First name",  
 "type":"text",  
 "value":null  
 },  
 "last\_name":{  
 "label":"Last name",  
 "type":"text",  
 "value":"sample contact updated"  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "email\_status":{  
 "label":"Email status",  
 "type":"dropdown",  
 "value":"Active"  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":3,  
 "name":"account",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:20:26+05:30",  
 "updated\_at":"2019-03-14T18:20:26+05:30"  
 }  
 ]  
 },  
 "job\_title":{  
 "label":"Job title",  
 "type":"text",  
 "value":"sr.software developer"  
 },  
 "department":{  
 "label":"Department",  
 "type":"text",  
 "value":"freshsales team"  
 },  
 "emails":{  
 "label":"Emails",  
 "type":"group\_field",  
 "value":[  
 {  
 "id":2,  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_primary":true,  
 "created\_at":"2019-03-14T18:01:24+05:30",  
 "updated\_at":"2019-03-14T18:09:34+05:30",  
 "unsubscribe":false,  
 "email\_status":1  
 }  
 ]  
 },  
 "work\_number":{  
 "label":"Work",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "mobile\_number":{  
 "label":"Mobile",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "contact\_status\_id":{  
 "label":"Status",  
 "type":"dropdown",  
 "value":3  
 },  
 "has\_authority":{  
 "label":"Has authority",  
 "type":"checkbox",  
 "value":true  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"India"  
 },  
 "time\_zone":{  
 "label":"Time zone",  
 "type":"dropdown",  
 "value":"Islamabad"  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"Chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"Tamilnadu"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666665"  
 },  
 "do\_not\_disturb":{  
 "label":"Do not disturb",  
 "type":"checkbox",  
 "value":true  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":2  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "medium":{  
 "label":"Medium",  
 "type":"text",  
 "value":"Internet"  
 },  
 "keyword":{  
 "label":"Keyword",  
 "type":"text",  
 "value":"converted"  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "web\_form\_ids":{  
 "label":"Web forms",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:01:24+05:30"  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "lead\_score":{  
 "label":"prospect score",  
 "type":"number",  
 "value":0  
 },  
 "lead\_quality":{  
 "label":"prospect quality",  
 "type":"dropdown",  
 "value":"Cold"  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "last\_seen":{  
 "label":"Last seen",  
 "type":"date\_time",  
 "value":null  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:10:58+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:01:25+05:30"  
 },  
 "id":5,  
 "is\_deleted":true,  
 "open\_deals\_amount":{  
 "label":"Open deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "name":{  
 "label":"Name",  
 "dom\_type":"text",  
 "value":"sample contact updated"  
 },  
 "merged\_to":0,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:01:25+05:30"  
 },  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "won\_deals\_amount":{  
 "label":"Won deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "sales\_account\_ids":[  
 1  
 ],  
 "import\_id":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_lead\_convert\_existing\_data\_overridden\_contact\_decimal",  
 "label":"Lead convert existing data overridden contact decimal",  
 "type":"decimal",  
 "value":90,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_contact\_description",  
 "label":"Contact description",  
 "type":"paragraph",  
 "value":"description of contact",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_radio\_buttons",  
 "label":"radio buttons",  
 "type":"radio",  
 "value":"choice 2",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_radio\_options",  
 "label":"checkbox",  
 "type":"checkbox",  
 "value":false,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_multiselect\_field",  
 "label":"multiselect field",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_lookup\_field",  
 "label":"lookup field",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_contacted\_date",  
 "label":"contacted date",  
 "type":"date\_time",  
 "value":"2019-03-16T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_choices",  
 "label":"choices",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314122218353963"  
 },  
 {  
 "name":"cf\_lead\_convert\_carry\_forward\_text",  
 "label":"Lead convert carry forward text",  
 "type":"text",  
 "value":"details needed",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "source":{  
 "id":2,  
 "name":"Organic Search",  
 "position":2  
 },  
 "contact\_status":{  
 "id":3,  
 "name":"Customer",  
 "position":3  
 },  
 "campaign":null,  
 "sales\_accounts":[  
 {  
 "id":1,  
 "name":"Widgetz.io (sample)"  
 }  
 ],  
 "territory":null,  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "updated\_at":[  
 "2019-03-14T18:09:34+05:30",  
 "2019-03-14T18:10:58+05:30"  
 ],  
 "is\_deleted":[  
 false,  
 true  
 ],  
 "custom\_fields":{  
 "cf\_multiselect\_field":[  
 "choice 1",  
 ";choice 1;"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Contact destroy**

**Contact destroy** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"contact\_destroy",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Contact",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"destroy",  
 "action\_epoch":1552567340.899852,  
 "uuid":"9bf26728465611e982c0645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:42:20Z",  
 "product\_push\_timestamp":"2019-03-14T12:42:20Z",  
 "entity\_name": "contact",  
 "event\_info":{  
 "ip\_address":null  
 },  
 "model\_properties":{  
 "id":5  
 }  
 }  
}

**Sales account create**

**sales account create** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"sales\_account\_create",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"SalesAccount",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"create",  
 "action\_epoch":1552567826.227443,  
 "uuid":"bd398730465711e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:50:26Z",  
 "product\_push\_timestamp":"2019-03-14T12:50:26Z",  
 "entity\_name": "sales\_account",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "name":{  
 "label":"Name",  
 "type":"text",  
 "value":"freshworks"  
 },  
 "parent\_sales\_account\_id":{  
 "label":"Parent company",  
 "type":"auto\_complete",  
 "value":1  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "number\_of\_employees":{  
 "label":"Number of employees",  
 "type":"dropdown",  
 "value":501  
 },  
 "annual\_revenue":{  
 "label":"Annual revenue",  
 "type":"decimal",  
 "value":999999  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":3,  
 "name":"account",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:20:26+05:30",  
 "updated\_at":"2019-03-14T18:20:26+05:30"  
 }  
 ]  
 },  
 "website":{  
 "label":"Website",  
 "type":"url",  
 "value":"www.freshworks.com"  
 },  
 "phone":{  
 "label":"Phone",  
 "type":"phone\_number",  
 "value":"9999999999"  
 },  
 "industry\_type\_id":{  
 "label":"Industry type",  
 "type":"dropdown",  
 "value":60  
 },  
 "business\_type\_id":{  
 "label":"Business type",  
 "type":"dropdown",  
 "value":1  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"tamilnadu"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666666"  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"india"  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:26+05:30"  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":null  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:26+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:27+05:30"  
 },  
 "id":3,  
 "is\_deleted":false,  
 "open\_deals\_amount":{  
 "label":"Open deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "merged\_to":0,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:20:27+05:30"  
 },  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "won\_deals\_amount":{  
 "label":"Won deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "parent\_owner\_id":1,  
 "parent\_territory\_id":null,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "import\_id":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_text",  
 "label":"text",  
 "type":"text",  
 "value":"related data",  
 "column":"cf\_str01"  
 },  
 {  
 "name":"cf\_paragraph\_sample",  
 "label":"paragraph sample",  
 "type":"paragraph",  
 "value":"sample paragraph text",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_number\_field\_sample",  
 "label":"number field sample",  
 "type":"decimal",  
 "value":90,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_sample\_radio",  
 "label":"sample radio",  
 "type":"radio",  
 "value":"yes",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_prospect",  
 "label":"prospect",  
 "type":"checkbox",  
 "value":false,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_lookup",  
 "label":"lookup",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_multiselect\_field",  
 "label":"multiselect field",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_contacted\_at",  
 "label":"contacted at",  
 "type":"date\_time",  
 "value":"2019-03-15T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_sample\_dropdown",  
 "label":"sample dropdown",  
 "type":"dropdown",  
 "value":"choice 1",  
 "column":"cf\_str02",  
 "choice\_id":"190314124604633518"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "territory":null,  
 "industry\_type":{  
 "id":60,  
 "name":"Software",  
 "position":60  
 },  
 "business\_type":{  
 "id":1,  
 "name":"Analyst",  
 "position":1  
 },  
 "parent\_sales\_account":{  
 "id":1,  
 "name":"Widgetz.io (sample)"  
 },  
 "updater":null,  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 }  
 }  
}

**Sales account update**

**sales account update** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"sales\_account\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"SalesAccount",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552568156.051208,  
 "uuid":"81d0a146465811e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:55:56Z",  
 "product\_push\_timestamp":"2019-03-14T12:55:56Z",  
 "entity\_name": "sales\_account",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "name":{  
 "label":"Name",  
 "type":"text",  
 "value":"FRESHWORKS"  
 },  
 "parent\_sales\_account\_id":{  
 "label":"Parent company",  
 "type":"auto\_complete",  
 "value":1  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "number\_of\_employees":{  
 "label":"Number of employees",  
 "type":"dropdown",  
 "value":501  
 },  
 "annual\_revenue":{  
 "label":"Annual revenue",  
 "type":"decimal",  
 "value":9999999  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":3,  
 "name":"account",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:20:26+05:30",  
 "updated\_at":"2019-03-14T18:20:26+05:30"  
 },  
 {  
 "id":4,  
 "name":"company",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:25:55+05:30",  
 "updated\_at":"2019-03-14T18:25:55+05:30"  
 }  
 ]  
 },  
 "website":{  
 "label":"Website",  
 "type":"url",  
 "value":"https://www.freshworks.com"  
 },  
 "phone":{  
 "label":"Phone",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "industry\_type\_id":{  
 "label":"Industry type",  
 "type":"dropdown",  
 "value":60  
 },  
 "business\_type\_id":{  
 "label":"Business type",  
 "type":"dropdown",  
 "value":2  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"Chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"Tamilnadu"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666667"  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"INDIA"  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:26+05:30"  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:25:55+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:27+05:30"  
 },  
 "id":3,  
 "is\_deleted":false,  
 "open\_deals\_amount":{  
 "label":"Open deals amount",  
 "dom\_type":"decimal",  
 "value":"22.0"  
 },  
 "merged\_to":0,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:20:27+05:30"  
 },  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "won\_deals\_amount":{  
 "label":"Won deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "parent\_owner\_id":1,  
 "parent\_territory\_id":null,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "import\_id":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_text",  
 "label":"text",  
 "type":"text",  
 "value":"related data",  
 "column":"cf\_str01"  
 },  
 {  
 "name":"cf\_paragraph\_sample",  
 "label":"paragraph sample",  
 "type":"paragraph",  
 "value":"sample paragraph text",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_number\_field\_sample",  
 "label":"number field sample",  
 "type":"decimal",  
 "value":90,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_sample\_radio",  
 "label":"sample radio",  
 "type":"radio",  
 "value":"no",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_prospect",  
 "label":"prospect",  
 "type":"checkbox",  
 "value":true,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_lookup",  
 "label":"lookup",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_multiselect\_field",  
 "label":"multiselect field",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1;choice 2",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_contacted\_at",  
 "label":"contacted at",  
 "type":"date\_time",  
 "value":"2019-03-17T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_sample\_dropdown",  
 "label":"sample dropdown",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314124604633591"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "territory":null,  
 "industry\_type":{  
 "id":60,  
 "name":"Software",  
 "position":60  
 },  
 "business\_type":{  
 "id":2,  
 "name":"Competitor",  
 "position":2  
 },  
 "parent\_sales\_account":{  
 "id":1,  
 "name":"Widgetz.io (sample)"  
 },  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "name":[  
 "freshworks",  
 "FRESHWORKS"  
 ],  
 "annual\_revenue":[  
 999999.0,  
 9999999.0  
 ],  
 "website":[  
 "www.freshworks.com",  
 "https://www.freshworks.com"  
 ],  
 "phone":[  
 "9999999999",  
 "+919999999999"  
 ],  
 "business\_type\_id":[  
 1,  
 2  
 ],  
 "city":[  
 "chennai",  
 "Chennai"  
 ],  
 "state":[  
 "tamilnadu",  
 "Tamilnadu"  
 ],  
 "zipcode":[  
 "666666",  
 "666667"  
 ],  
 "country":[  
 "india",  
 "INDIA"  
 ],  
 "updater\_id":[  
 null,  
 1  
 ],  
 "updated\_at":[  
 "2019-03-14T18:20:26+05:30",  
 "2019-03-14T18:25:55+05:30"  
 ],  
 "tags":{  
 "added":[  
 {  
 "id": 4,  
 "name": "company"  
 }  
 ],  
 "removed":[  
 {  
 "id":1,  
 "name": "lead"  
 }  
 ]  
 },  
 "custom\_fields":{  
 "cf\_sample\_radio":[  
 "yes",  
 "no"  
 ],  
 "cf\_prospect":[  
 false,  
 true  
 ],  
 "cf\_multiselect\_field":[  
 ";choice 1;",  
 ";choice 1;choice 2;"  
 ],  
 "cf\_contacted\_at":[  
 "2019-03-15T00:00:00+05:30",  
 "2019-03-17T00:00:00+05:30"  
 ],  
 "cf\_sample\_dropdown":[  
 "choice 1",  
 "choice 2"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Sales account delete**

**sales account delete** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"sales\_account\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"SalesAccount",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552568235.874485,  
 "uuid":"b164b316465811e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:57:15Z",  
 "product\_push\_timestamp":"2019-03-14T12:57:15Z",  
 "entity\_name": "sales\_account",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "name":{  
 "label":"Name",  
 "type":"text",  
 "value":"FRESHWORKS"  
 },  
 "parent\_sales\_account\_id":{  
 "label":"Parent company",  
 "type":"auto\_complete",  
 "value":1  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "number\_of\_employees":{  
 "label":"Number of employees",  
 "type":"dropdown",  
 "value":501  
 },  
 "annual\_revenue":{  
 "label":"Annual revenue",  
 "type":"decimal",  
 "value":9999999  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":3,  
 "name":"account",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:20:26+05:30",  
 "updated\_at":"2019-03-14T18:20:26+05:30"  
 },  
 {  
 "id":4,  
 "name":"company",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:25:55+05:30",  
 "updated\_at":"2019-03-14T18:25:55+05:30"  
 }  
 ]  
 },  
 "website":{  
 "label":"Website",  
 "type":"url",  
 "value":"https://www.freshworks.com"  
 },  
 "phone":{  
 "label":"Phone",  
 "type":"phone\_number",  
 "value":"+919999999999"  
 },  
 "industry\_type\_id":{  
 "label":"Industry type",  
 "type":"dropdown",  
 "value":60  
 },  
 "business\_type\_id":{  
 "label":"Business type",  
 "type":"dropdown",  
 "value":2  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "address":{  
 "label":"Address",  
 "type":"text",  
 "value":null  
 },  
 "city":{  
 "label":"City",  
 "type":"text",  
 "value":"Chennai"  
 },  
 "state":{  
 "label":"State",  
 "type":"text",  
 "value":"Tamilnadu"  
 },  
 "zipcode":{  
 "label":"Zipcode",  
 "type":"text",  
 "value":"666667"  
 },  
 "country":{  
 "label":"Country",  
 "type":"text",  
 "value":"INDIA"  
 },  
 "facebook":{  
 "label":"Facebook",  
 "type":"text",  
 "value":null  
 },  
 "twitter":{  
 "label":"Twitter",  
 "type":"text",  
 "value":null  
 },  
 "linkedin":{  
 "label":"LinkedIn",  
 "type":"text",  
 "value":null  
 },  
 "last\_contacted":{  
 "label":"Last contacted time",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_mode":{  
 "label":"Last contacted mode",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_via\_chat":{  
 "label":"Last contacted via chat",  
 "type":"date\_time",  
 "value":null  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:26+05:30"  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:27:15+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:20:27+05:30"  
 },  
 "id":3,  
 "is\_deleted":true,  
 "open\_deals\_amount":{  
 "label":"Open deals amount",  
 "dom\_type":"decimal",  
 "value":"22.0"  
 },  
 "merged\_to":0,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:20:27+05:30"  
 },  
 "first\_contacted":{  
 "label":"First contacted",  
 "dom\_type":"date\_time",  
 "value":null  
 },  
 "won\_deals\_amount":{  
 "label":"Won deals amount",  
 "dom\_type":"decimal",  
 "value":"0.0"  
 },  
 "parent\_owner\_id":1,  
 "parent\_territory\_id":null,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "import\_id":null,  
 "avatar":"https://lh3.googleusercontent.com/-BomfmRA2WqA/Vi4cXSJzXPI/AAAAAAAAABg/LO4MyF96ZQ4/w140-h140-p/Image1.png",  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_text",  
 "label":"text",  
 "type":"text",  
 "value":"related data",  
 "column":"cf\_str01"  
 },  
 {  
 "name":"cf\_paragraph\_sample",  
 "label":"paragraph sample",  
 "type":"paragraph",  
 "value":"sample paragraph text",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_number\_field\_sample",  
 "label":"number field sample",  
 "type":"decimal",  
 "value":90,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_sample\_radio",  
 "label":"sample radio",  
 "type":"radio",  
 "value":"no",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_prospect",  
 "label":"prospect",  
 "type":"checkbox",  
 "value":true,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_lookup",  
 "label":"lookup",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_multiselect\_field",  
 "label":"multiselect field",  
 "type":"multi\_select\_dropdown",  
 "value":"choice 1;choice 2",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_contacted\_at",  
 "label":"contacted at",  
 "type":"date\_time",  
 "value":"2019-03-17T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_sample\_dropdown",  
 "label":"sample dropdown",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314124604633591"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "territory":null,  
 "industry\_type":{  
 "id":60,  
 "name":"Software",  
 "position":60  
 },  
 "business\_type":{  
 "id":2,  
 "name":"Competitor",  
 "position":2  
 },  
 "parent\_sales\_account":{  
 "id":1,  
 "name":"Widgetz.io (sample)"  
 },  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "updated\_at":[  
 "2019-03-14T18:25:55+05:30",  
 "2019-03-14T18:27:15+05:30"  
 ],  
 "is\_deleted":[  
 false,  
 true  
 ],  
 "custom\_fields":{  
 "cf\_multiselect\_field":[  
 "choice 1;choice 2",  
 ";choice 1;choice 2;"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Sales account destroy**

**Sales account destroy** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"sales\_account\_destroy",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"SalesAccount",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"destroy",  
 "action\_epoch":1552568387.349387,  
 "uuid":"0badeef0465911e982c0645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T12:59:47Z",  
 "product\_push\_timestamp":"2019-03-14T12:59:47Z",  
 "entity\_name":"sales\_account",  
 "event\_info":{  
 "ip\_address":null  
 },  
 "model\_properties":{  
 "id":3  
 }  
 }  
}

**Deal create**

**deal create** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"deal\_create",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Deal",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"create",  
 "action\_epoch":1552568723.475415,  
 "uuid":"d406b1f2465911e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T13:05:23Z",  
 "product\_push\_timestamp":"2019-03-14T13:05:23Z",  
 "entity\_name":"deal",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "name":{  
 "label":"Name",  
 "type":"text",  
 "value":"deal"  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_pipeline\_id":{  
 "label":"custom deal pipeline",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_stage\_id":{  
 "label":"custom deal stage",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_reason\_id":{  
 "label":"Lost reason",  
 "type":"dropdown",  
 "value":null  
 },  
 "closed\_date":{  
 "label":"Closed date",  
 "type":"date",  
 "value":null  
 },  
 "sales\_account\_id":{  
 "label":"company name",  
 "type":"auto\_complete",  
 "value":4  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":5,  
 "name":"deal",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T18:35:23+05:30",  
 "updated\_at":"2019-03-14T18:35:23+05:30"  
 }  
 ]  
 },  
 "deal\_product\_id":{  
 "label":"Product",  
 "type":"dropdown",  
 "value":null  
 },  
 "currency\_id":{  
 "label":"Currency",  
 "type":"dropdown",  
 "value":2  
 },  
 "amount":{  
 "label":"custom deal value",  
 "type":"decimal",  
 "value":"0.0"  
 },  
 "base\_currency\_amount":{  
 "label":"custom deal value in Base Currency",  
 "type":"decimal",  
 "value":"0.0"  
 },  
 "deal\_payment\_status\_id":{  
 "label":"Payment status",  
 "type":"dropdown",  
 "value":2  
 },  
 "expected\_close":{  
 "label":"Expected close date",  
 "type":"date",  
 "value":"2019-03-30"  
 },  
 "probability":{  
 "label":"Probability (%)",  
 "type":"decimal",  
 "value":90  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "deal\_type\_id":{  
 "label":"Type",  
 "type":"dropdown",  
 "value":3  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":1  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "age":{  
 "label":"Age (in days)",  
 "type":"number",  
 "value":null  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:23+05:30"  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:23+05:30"  
 },  
 "web\_form\_id":{  
 "label":"Web form",  
 "type":"dropdown",  
 "value":null  
 },  
 "upcoming\_activities\_time":{  
 "label":"Upcoming activities",  
 "type":"date\_time",  
 "value":null  
 },  
 "stage\_updated\_time":{  
 "label":"custom deal stage updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:23+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:24+05:30"  
 },  
 "expected\_deal\_value":{  
 "label":"Expected deal value",  
 "type":"decimal",  
 "value":"0.0"  
 },  
 "id":11,  
 "lost\_from":null,  
 "is\_deleted":false,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:35:24+05:30"  
 },  
 "won\_from":null,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "contact\_ids":[  
 1  
 ],  
 "import\_id":null,  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_custom\_number",  
 "label":"custom number",  
 "type":"decimal",  
 "value":90,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_radio",  
 "label":"radio",  
 "type":"radio",  
 "value":"yes",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_contacted\_custom\_field",  
 "label":"contacted custom field",  
 "type":"date\_time",  
 "value":"2019-03-15T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_lookup",  
 "label":"lookup",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_custom\_multiselect",  
 "label":"custom multiselect",  
 "type":"multi\_select\_dropdown",  
 "value":"sample 1;sample 2",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_checkbox\_1",  
 "label":"checkbox 1",  
 "type":"checkbox",  
 "value":true,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_custom\_dropdown",  
 "label":"custom dropdown",  
 "type":"dropdown",  
 "value":"choice 1",  
 "column":"cf\_str02",  
 "choice\_id":"190314130247765398"  
 },  
 {  
 "name":"cf\_custom\_paragraph",  
 "label":"custom paragraph",  
 "type":"paragraph",  
 "value":"sample paragraph",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_custom\_text",  
 "label":"custom text",  
 "type":"text",  
 "value":"sample text",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "source":{  
 "id":1,  
 "name":"Web",  
 "position":1  
 },  
 "campaign":null,  
 "sales\_account":{  
 "id":4,  
 "name":"freshworks"  
 },  
 "deal\_pipeline":{  
 "id":1,  
 "name":"Default Pipeline",  
 "position":1,  
 "is\_default":true  
 },  
 "territory":null,  
 "deal\_type":{  
 "id":3,  
 "name":"Existing Business-Upgrade",  
 "position":3  
 },  
 "deal\_reason":null,  
 "contacts":[  
 {  
 "id":1,  
 "display\_name":"James Sampleton (sample)",  
 "email":"jamessampleton@gmail.com"  
 }  
 ],  
 "deal\_product":null,  
 "deal\_payment\_status":{  
 "id":2,  
 "name":"Online",  
 "position":2  
 },  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 }  
 }  
}

**Deal update**

**Deal update** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"deal\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Deal",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552568940.461052,  
 "uuid":"555c142c465a11e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T13:09:00Z",  
 "product\_push\_timestamp":"2019-03-14T13:09:00Z",  
 "entity\_name":"deal",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "name":{  
 "label":"Name",  
 "type":"text",  
 "value":"valued deal"  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_pipeline\_id":{  
 "label":"custom deal pipeline",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_stage\_id":{  
 "label":"custom deal stage",  
 "type":"dropdown",  
 "value":3  
 },  
 "deal\_reason\_id":{  
 "label":"Lost reason",  
 "type":"dropdown",  
 "value":null  
 },  
 "closed\_date":{  
 "label":"Closed date",  
 "type":"date",  
 "value":null  
 },  
 "sales\_account\_id":{  
 "label":"company name",  
 "type":"auto\_complete",  
 "value":4  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":6,  
 "name":"value",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T15:58:00+05:30"  
 }  
 ]  
 },  
 "deal\_product\_id":{  
 "label":"Product",  
 "type":"dropdown",  
 "value":null  
 },  
 "currency\_id":{  
 "label":"Currency",  
 "type":"dropdown",  
 "value":1  
 },  
 "amount":{  
 "label":"custom deal value",  
 "type":"decimal",  
 "value":"95.0"  
 },  
 "base\_currency\_amount":{  
 "label":"custom deal value in Base Currency",  
 "type":"decimal",  
 "value":"95.0"  
 },  
 "deal\_payment\_status\_id":{  
 "label":"Payment status",  
 "type":"dropdown",  
 "value":2  
 },  
 "expected\_close":{  
 "label":"Expected close date",  
 "type":"date",  
 "value":"2019-03-24"  
 },  
 "probability":{  
 "label":"Probability (%)",  
 "type":"decimal",  
 "value":100  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "deal\_type\_id":{  
 "label":"Type",  
 "type":"dropdown",  
 "value":3  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":1  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "age":{  
 "label":"Age (in days)",  
 "type":"number",  
 "value":null  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:23+05:30"  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:39:00+05:30"  
 },  
 "web\_form\_id":{  
 "label":"Web form",  
 "type":"dropdown",  
 "value":null  
 },  
 "upcoming\_activities\_time":{  
 "label":"Upcoming activities",  
 "type":"date\_time",  
 "value":"2019-03-17T12:30:00+05:30"  
 },  
 "stage\_updated\_time":{  
 "label":"custom deal stage updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:39:00+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:24+05:30"  
 },  
 "expected\_deal\_value":{  
 "label":"Expected deal value",  
 "type":"decimal",  
 "value":"0.0"  
 },  
 "id":11,  
 "lost\_from":null,  
 "is\_deleted":false,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:35:24+05:30"  
 },  
 "won\_from":null,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "contact\_ids":[  
 1  
 ],  
 "import\_id":null,  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_custom\_number",  
 "label":"custom number",  
 "type":"decimal",  
 "value":99,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_radio",  
 "label":"radio",  
 "type":"radio",  
 "value":"no",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_contacted\_custom\_field",  
 "label":"contacted custom field",  
 "type":"date\_time",  
 "value":"2019-03-30T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_lookup",  
 "label":"lookup",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_custom\_multiselect",  
 "label":"custom multiselect",  
 "type":"multi\_select\_dropdown",  
 "value":"sample 1",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_checkbox\_1",  
 "label":"checkbox 1",  
 "type":"checkbox",  
 "value":false,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_custom\_dropdown",  
 "label":"custom dropdown",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314130247765489"  
 },  
 {  
 "name":"cf\_custom\_paragraph",  
 "label":"custom paragraph",  
 "type":"paragraph",  
 "value":"sample paragraph details",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_custom\_text",  
 "label":"custom text",  
 "type":"text",  
 "value":"sample",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "source":{  
 "id":1,  
 "name":"Web",  
 "position":1  
 },  
 "campaign":null,  
 "sales\_account":{  
 "id":4,  
 "name":"freshworks"  
 },  
 "deal\_pipeline":{  
 "id":1,  
 "name":"Default Pipeline",  
 "position":1,  
 "is\_default":true  
 },  
 "territory":null,  
 "deal\_type":{  
 "id":3,  
 "name":"Existing Business-Upgrade",  
 "position":3  
 },  
 "deal\_reason":null,  
 "contacts":[  
 {  
 "id":1,  
 "display\_name":"James Sampleton (sample)",  
 "email":"jamessampleton@gmail.com"  
 }  
 ],  
 "deal\_product":null,  
 "deal\_payment\_status":{  
 "id":2,  
 "name":"Online",  
 "position":2  
 },  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "name":[  
 "deal",  
 "valued deal"  
 ],  
 "deal\_stage\_id":[  
 1,  
 3  
 ],  
 "currency\_id":[  
 2,  
 1  
 ],  
 "amount":[  
 0.0,  
 95.0  
 ],  
 "base\_currency\_amount":[  
 0.0,  
 95.0  
 ],  
 "expected\_close":[  
 "2019-03-30",  
 "2019-03-24"  
 ],  
 "probability":[  
 90.0,  
 100.0  
 ],  
 "updater\_id":[  
 -1,  
 1  
 ],  
 "updated\_at":[  
 "2019-03-14T18:36:00+05:30",  
 "2019-03-14T18:39:00+05:30"  
 ],  
 "stage\_updated\_time":[  
 "2019-03-14T18:35:23+05:30",  
 "2019-03-14T18:39:00+05:30"  
 ],  
 "expected\_deal\_value":[  
 0.0,  
 95.0  
 ],  
 "tags":{  
 "added": [  
 {  
 "id" : 6,  
 "name": "value"  
 }  
 ],  
 "removed": [  
 {  
 "id" : 5,  
 "name": "deal"  
 }  
 ]  
 },  
 "contacts":{  
 "added": [  
 {  
 "id": 1,  
 "display\_name": "James Sampleton (sample)",  
 "email": "jamessampleton@gmail.com"  
 }  
 ],  
 "removed": [  
 {  
 "id":2,  
 "display\_name": "Sample"  
 "email": "sample@gmail.com"  
 }  
 ]  
 },  
 "custom\_fields":{  
 "cf\_custom\_number":[  
 90.0,  
 99.0  
 ],  
 "cf\_radio":[  
 "yes",  
 "no"  
 ],  
 "cf\_contacted\_custom\_field":[  
 "2019-03-15T00:00:00+05:30",  
 "2019-03-30T00:00:00+05:30"  
 ],  
 "cf\_custom\_multiselect":[  
 ";sample 1;sample 2;",  
 ";sample 1;"  
 ],  
 "cf\_checkbox\_1":[  
 true,  
 false  
 ],  
 "cf\_custom\_dropdown":[  
 "choice 1",  
 "choice 2"  
 ],  
 "cf\_custom\_paragraph":[  
 "sample paragraph",  
 "sample paragraph details"  
 ],  
 "cf\_custom\_text":[  
 "sample text",  
 "sample"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Deal delete**

**Deal delete**  Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"deal\_update",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Deal",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"update",  
 "action\_epoch":1552569151.076669,  
 "uuid":"d2e57a14465a11e9bb61645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T13:12:31Z",  
 "product\_push\_timestamp":"2019-03-14T13:12:31Z",  
 "entity\_name":"deal",  
 "event\_info":{  
 "ip\_address":"127.0.0.1"  
 },  
 "model\_properties":{  
 "name":{  
 "label":"Name",  
 "type":"text",  
 "value":"valued deal"  
 },  
 "owner\_id":{  
 "label":"Owner",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_pipeline\_id":{  
 "label":"custom deal pipeline",  
 "type":"dropdown",  
 "value":1  
 },  
 "deal\_stage\_id":{  
 "label":"custom deal stage",  
 "type":"dropdown",  
 "value":3  
 },  
 "deal\_reason\_id":{  
 "label":"Lost reason",  
 "type":"dropdown",  
 "value":null  
 },  
 "closed\_date":{  
 "label":"Closed date",  
 "type":"date",  
 "value":null  
 },  
 "sales\_account\_id":{  
 "label":"company name",  
 "type":"auto\_complete",  
 "value":4  
 },  
 "tags":{  
 "label":"Tags",  
 "type":"auto\_complete",  
 "value":[  
 {  
 "id":6,  
 "name":"value",  
 "is\_deleted":false,  
 "created\_at":"2019-03-14T15:58:00+05:30",  
 "updated\_at":"2019-03-14T15:58:00+05:30"  
 }  
 ]  
 },  
 "deal\_product\_id":{  
 "label":"Product",  
 "type":"dropdown",  
 "value":null  
 },  
 "currency\_id":{  
 "label":"Currency",  
 "type":"dropdown",  
 "value":1  
 },  
 "amount":{  
 "label":"custom deal value",  
 "type":"decimal",  
 "value":"95.0"  
 },  
 "base\_currency\_amount":{  
 "label":"custom deal value in Base Currency",  
 "type":"decimal",  
 "value":"95.0"  
 },  
 "deal\_payment\_status\_id":{  
 "label":"Payment status",  
 "type":"dropdown",  
 "value":2  
 },  
 "expected\_close":{  
 "label":"Expected close date",  
 "type":"date",  
 "value":"2019-03-24"  
 },  
 "probability":{  
 "label":"Probability (%)",  
 "type":"decimal",  
 "value":100  
 },  
 "territory\_id":{  
 "label":"Territory",  
 "type":"dropdown",  
 "value":null  
 },  
 "deal\_type\_id":{  
 "label":"Type",  
 "type":"dropdown",  
 "value":3  
 },  
 "lead\_source\_id":{  
 "label":"Source",  
 "type":"dropdown",  
 "value":1  
 },  
 "campaign\_id":{  
 "label":"Campaign",  
 "type":"dropdown",  
 "value":null  
 },  
 "last\_contacted\_sales\_activity\_mode":{  
 "label":"Last activity type",  
 "type":"dropdown",  
 "value":null  
 },  
 "age":{  
 "label":"Age (in days)",  
 "type":"number",  
 "value":null  
 },  
 "recent\_note":{  
 "label":"Recent note",  
 "type":"paragraph",  
 "value":null  
 },  
 "last\_contacted\_via\_sales\_activity":{  
 "label":"Last activity date",  
 "type":"date\_time",  
 "value":null  
 },  
 "active\_sales\_sequences":{  
 "label":"Active sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "completed\_sales\_sequences":{  
 "label":"Completed sales campaigns",  
 "type":"multi\_select\_dropdown",  
 "value":null  
 },  
 "created\_at":{  
 "label":"Created at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:23+05:30"  
 },  
 "updater\_id":{  
 "label":"Updated by",  
 "type":"dropdown",  
 "value":1  
 },  
 "updated\_at":{  
 "label":"Updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:42:31+05:30"  
 },  
 "web\_form\_id":{  
 "label":"Web form",  
 "type":"dropdown",  
 "value":null  
 },  
 "upcoming\_activities\_time":{  
 "label":"Upcoming activities",  
 "type":"date\_time",  
 "value":"2019-03-17T12:30:00+05:30"  
 },  
 "stage\_updated\_time":{  
 "label":"custom deal stage updated at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:39:00+05:30"  
 },  
 "last\_assigned\_at":{  
 "label":"Last assigned at",  
 "type":"date\_time",  
 "value":"2019-03-14T18:35:24+05:30"  
 },  
 "expected\_deal\_value":{  
 "label":"Expected deal value",  
 "type":"decimal",  
 "value":"0.0"  
 },  
 "id":11,  
 "lost\_from":null,  
 "is\_deleted":true,  
 "first\_assigned\_at":{  
 "label":"First assigned at",  
 "dom\_type":"date\_time",  
 "value":"2019-03-14T18:35:24+05:30"  
 },  
 "won\_from":null,  
 "import\_csv\_id":{  
 "label":"Import label",  
 "dom\_type":"text",  
 "value":null  
 },  
 "contact\_ids":[  
 1  
 ],  
 "import\_id":null,  
 "creator\_id":{  
 "label":"Created by",  
 "type":"dropdown",  
 "value":1  
 },  
 "custom\_fields":[  
 {  
 "name":"cf\_custom\_number",  
 "label":"custom number",  
 "type":"decimal",  
 "value":99,  
 "column":"cf\_decimal01"  
 },  
 {  
 "name":"cf\_radio",  
 "label":"radio",  
 "type":"radio",  
 "value":"no",  
 "column":"cf\_str03"  
 },  
 {  
 "name":"cf\_contacted\_custom\_field",  
 "label":"contacted custom field",  
 "type":"date\_time",  
 "value":"2019-03-30T00:00:00+05:30",  
 "column":"cf\_datetime01"  
 },  
 {  
 "name":"cf\_lookup",  
 "label":"lookup",  
 "type":"auto\_complete",  
 "value":null,  
 "column":"cf\_bigint01"  
 },  
 {  
 "name":"cf\_custom\_multiselect",  
 "label":"custom multiselect",  
 "type":"multi\_select\_dropdown",  
 "value":"sample 1",  
 "column":"cf\_text02"  
 },  
 {  
 "name":"cf\_checkbox\_1",  
 "label":"checkbox 1",  
 "type":"checkbox",  
 "value":false,  
 "column":"cf\_boolean01"  
 },  
 {  
 "name":"cf\_custom\_dropdown",  
 "label":"custom dropdown",  
 "type":"dropdown",  
 "value":"choice 2",  
 "column":"cf\_str02",  
 "choice\_id":"190314130247765489"  
 },  
 {  
 "name":"cf\_custom\_paragraph",  
 "label":"custom paragraph",  
 "type":"paragraph",  
 "value":"sample paragraph details",  
 "column":"cf\_text01"  
 },  
 {  
 "name":"cf\_custom\_text",  
 "label":"custom text",  
 "type":"text",  
 "value":"sample",  
 "column":"cf\_str01"  
 }  
 ]  
 },  
 "associations":{  
 "owner":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "source":{  
 "id":1,  
 "name":"Web",  
 "position":1  
 },  
 "campaign":null,  
 "sales\_account":{  
 "id":4,  
 "name":"freshworks"  
 },  
 "deal\_pipeline":{  
 "id":1,  
 "name":"Default Pipeline",  
 "position":1,  
 "is\_default":true  
 },  
 "territory":null,  
 "deal\_type":{  
 "id":3,  
 "name":"Existing Business-Upgrade",  
 "position":3  
 },  
 "deal\_reason":null,  
 "contacts":[  
 {  
 "id":1,  
 "display\_name":"James Sampleton (sample)",  
 "email":"jamessampleton@gmail.com"  
 }  
 ],  
 "deal\_product":null,  
 "deal\_payment\_status":{  
 "id":2,  
 "name":"Online",  
 "position":2  
 },  
 "updater":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 },  
 "creator":{  
 "id":1,  
 "name":"Sales Agent",  
 "type":"user",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "is\_active":true,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "time\_zone":"Chennai",  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "deal\_pipeline\_id":1,  
 "job\_title":null  
 }  
 },  
 "changes":{  
 "model\_changes":{  
 "updated\_at":[  
 "2019-03-14T18:39:00+05:30",  
 "2019-03-14T18:42:31+05:30"  
 ],  
 "is\_deleted":[  
 false,  
 true  
 ],  
 "custom\_fields":{  
 "cf\_custom\_multiselect":[  
 "sample 1",  
 ";sample 1;"  
 ]  
 }  
 },  
 "system\_changes":{  
  
 },  
 "misc\_changes":{  
  
 }  
 }  
 }  
}

**Deal destroy**

**Deal destroy** Expand source

{  
 "account\_id":"1552398266",  
 "pod":"useast1-pod1",  
 "region":"us-east-1",  
 "payload\_type":"deal\_destroy",  
 "payload\_version":"2.0",  
 "payload":{  
 "model":"Deal",  
 "actor":{  
 "id":1,  
 "name":"Sales Agent",  
 "email":"lakshmisai.varshitha@freshworks.com",  
 "job\_title":null,  
 "work\_number":"+919999999999",  
 "mobile\_number":null,  
 "language":"en",  
 "time\_zone":"Chennai",  
 "is\_active":true,  
 "access\_scope":"global",  
 "deal\_pipeline\_id":1,  
 "report\_access":true,  
 "report\_export":true,  
 "is\_forgotten":false,  
 "created\_at":"2019-03-12T19:14:26+05:30",  
 "updated\_at":"2019-03-12T19:15:34+05:30",  
 "type":"user"  
 },  
 "action":"destroy",  
 "action\_epoch":1552569336.3831968,  
 "uuid":"4159011e465b11e982c0645aede8cdbd",  
 "account\_full\_domain":"varshitha.freshsales-dev.com",  
 "event\_timestamp":"2019-03-14T13:15:36Z",  
 "product\_push\_timestamp":"2019-03-14T13:15:36Z",  
 "entity\_name":"deal",  
 "event\_info":{  
 "ip\_address":null  
 },  
 "model\_properties":{  
 "id":11  
 }  
 }  
}

### **CPQ**

#### **Product Create**

**Product Create** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "product\_create",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Product",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "create",  
 "action\_epoch": 1662540424.459325,  
 "uuid": "a5bf981a2e8911ed866b1a9b0c68b1c6",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T08:47:04.459Z",  
 "product\_push\_timestamp": "2022-09-07T08:47:04.525Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "product",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "name": {  
 "label": "Name",  
 "type": "text",  
 "value": "Samsung"  
 },  
 "category": {  
 "label": "Category",  
 "type": "dropdown",  
 "value": "Hardware"  
 },  
 "product\_code": {  
 "label": "Product code",  
 "type": "text",  
 "value": "S11"  
 },  
 "sku\_number": {  
 "label": "SKU number",  
 "type": "text",  
 "value": "MOSA12309"  
 },  
 "parent\_product": {  
 "label": "Parent product",  
 "type": "auto\_complete",  
 "value": {  
 "id": 547920,  
 "model": "product"  
 }  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2023-01-05T00:00:00Z"  
 },  
 "is\_active": {  
 "label": "Active",  
 "type": "checkbox",  
 "value": true  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:47:04Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:47:04Z"  
 },  
 "description": {  
 "label": "Description",  
 "type": "paragraph",  
 "value": "Extra 2GB RAM"  
 },  
 "id": 547921,  
 "is\_deleted": false,  
 "import\_csv\_id": null,  
 "import\_id": null,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "product\_pricings": [],  
 "creator": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "owner": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "updater": null  
 }  
 }  
}

#### **Product Update**

**product update** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "product\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Product",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1662541001.1247478,  
 "uuid": "fd78701c2e8a11edab4ea2d593be8841",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T08:56:41.124Z",  
 "product\_push\_timestamp": "2022-09-07T08:56:41.507Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "product",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "name": {  
 "label": "Name",  
 "type": "text",  
 "value": "Apple"  
 },  
 "category": {  
 "label": "Category",  
 "type": "dropdown",  
 "value": "Hardware"  
 },  
 "product\_code": {  
 "label": "Product code",  
 "type": "text",  
 "value": "A01"  
 },  
 "sku\_number": {  
 "label": "SKU number",  
 "type": "text",  
 "value": "A12309"  
 },  
 "parent\_product": {  
 "label": "Parent product",  
 "type": "auto\_complete",  
 "value": {  
 "id": 547920,  
 "model": "product"  
 }  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2023-01-05T00:00:00Z"  
 },  
 "is\_active": {  
 "label": "Active",  
 "type": "checkbox",  
 "value": true  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:47:04Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:56:41Z"  
 },  
 "description": {  
 "label": "Description",  
 "type": "paragraph",  
 "value": "Extra Security"  
 },  
 "id": 547921,  
 "is\_deleted": false,  
 "import\_csv\_id": null,  
 "import\_id": null,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "product\_pricings": [  
 {  
 "\_association\_id": 547921,  
 "id": 216234,  
 "currency\_code": "USD",  
 "unit\_price": "569.5",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T04:54:44.000-04:00"  
 }  
 ],  
 "creator": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "owner": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "updater": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 }  
 },  
 "changes": {  
 "model\_changes": {  
 "name": [  
 "Samsung",  
 "Apple"  
 ],  
 "product\_code": [  
 "S11",  
 "A01"  
 ],  
 "sku\_number": [  
 "MOSA12309",  
 "A12309"  
 ],  
 "description": [  
 "Extra 2GB RAM",  
 "Extra Security"  
 ],  
 "updated\_at": [  
 "2022-09-07T08:54:44Z",  
 "2022-09-07T08:56:41Z"  
 ]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

#### **Product Update with pricings**

**update with product pricings** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "product\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Product",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1662540884.2199657,  
 "uuid": "b7ca2f422e8a11edab4ea2d593be8841",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T08:54:44.219Z",  
 "product\_push\_timestamp": "2022-09-07T08:54:44.762Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "product",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "name": {  
 "label": "Name",  
 "type": "text",  
 "value": "Samsung"  
 },  
 "category": {  
 "label": "Category",  
 "type": "dropdown",  
 "value": "Hardware"  
 },  
 "product\_code": {  
 "label": "Product code",  
 "type": "text",  
 "value": "S11"  
 },  
 "sku\_number": {  
 "label": "SKU number",  
 "type": "text",  
 "value": "MOSA12309"  
 },  
 "parent\_product": {  
 "label": "Parent product",  
 "type": "auto\_complete",  
 "value": {  
 "id": 547920,  
 "model": "product"  
 }  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2023-01-05T00:00:00Z"  
 },  
 "is\_active": {  
 "label": "Active",  
 "type": "checkbox",  
 "value": true  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:47:04Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:54:44Z"  
 },  
 "description": {  
 "label": "Description",  
 "type": "paragraph",  
 "value": "Extra 2GB RAM"  
 },  
 "id": 547921,  
 "is\_deleted": false,  
 "import\_csv\_id": null,  
 "import\_id": null,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "product\_pricings": [  
 {  
 "\_association\_id": 547921,  
 "id": 216234,  
 "currency\_code": "USD",  
 "unit\_price": "569.5",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T04:54:44.000-04:00"  
 }  
 ],  
 "creator": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "owner": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "updater": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 }  
 },  
 "changes": {  
 "model\_changes": {  
 "updater\_id": [  
 null,  
 523562  
 ],  
 "updated\_at": [  
 "2022-09-07T08:47:04Z",  
 "2022-09-07T08:54:44Z"  
 ],  
 "product\_pricings": {  
 "added": [  
 {  
 "\_association\_id": 547921,  
 "id": 216234,  
 "currency\_code": "USD",  
 "unit\_price": "569.5",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T08:54:44Z"  
 }  
 ]  
 }  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

#### **Product delete**

**Product delete** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "product\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Product",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1662541155.908918,  
 "uuid": "59baa0482e8b11eda3a75abbeb1dea68",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T08:59:15.908Z",  
 "product\_push\_timestamp": "2022-09-07T08:59:15.975Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "product",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "name": {  
 "label": "Name",  
 "type": "text",  
 "value": "Apple"  
 },  
 "category": {  
 "label": "Category",  
 "type": "dropdown",  
 "value": "Hardware"  
 },  
 "product\_code": {  
 "label": "Product code",  
 "type": "text",  
 "value": "A01"  
 },  
 "sku\_number": {  
 "label": "SKU number",  
 "type": "text",  
 "value": "A12309"  
 },  
 "parent\_product": {  
 "label": "Parent product",  
 "type": "auto\_complete",  
 "value": {  
 "id": 547920,  
 "model": "product"  
 }  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2023-01-05T00:00:00Z"  
 },  
 "is\_active": {  
 "label": "Active",  
 "type": "checkbox",  
 "value": true  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:47:04Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T08:59:15Z"  
 },  
 "description": {  
 "label": "Description",  
 "type": "paragraph",  
 "value": "Extra Security"  
 },  
 "id": 547921,  
 "is\_deleted": true,  
 "import\_csv\_id": null,  
 "import\_id": null,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "product\_pricings": [  
 {  
 "\_association\_id": 547921,  
 "id": 216234,  
 "currency\_code": "USD",  
 "unit\_price": "569.5",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T04:54:44.000-04:00"  
 }  
 ],  
 "creator": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "owner": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 },  
 "updater": {  
 "id": 523562,  
 "name": "Abinaya S",  
 "type": "user",  
 "email": "abinaya.srinivasan@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US & Canada)",  
 "created\_at": "2022-08-29T08:59:50Z",  
 "updated\_at": "2022-09-07T08:40:13Z",  
 "deal\_pipeline\_id": 322010,  
 "job\_title": "Engineer",  
 "uuid": "487542400479676806"  
 }  
 },  
 "changes": {  
 "model\_changes": {  
 "updated\_at": [  
 "2022-09-07T08:56:41Z",  
 "2022-09-07T08:59:15Z"  
 ],  
 "is\_deleted": [  
 false,  
 true  
 ]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

#### **Cpq Document create**

**document create** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "cpq\_document\_create",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "CpqDocument",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "create",  
 "action\_epoch": 1662541959.6580164,  
 "uuid": "38cc86602e8d11eda8ed4e0929314601",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T09:12:39.658Z",  
 "product\_push\_timestamp": "2022-09-07T09:12:39.834Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "cpq\_document",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "display\_name": {  
 "label": "Document name",  
 "type": "text",  
 "value": "new doc"  
 },  
 "document\_number": {  
 "label": "Document number",  
 "type": "text",  
 "value": "DOC-1"  
 },  
 "document\_type": {  
 "label": "Document type",  
 "type": "dropdown",  
 "value": 1019868749  
 },  
 "cpq\_document\_template\_name": {  
 "label": "Document template",  
 "type": "dropdown",  
 "value": "document copy"  
 },  
 "deal\_id": {  
 "label": "Deal",  
 "type": "auto\_complete",  
 "value": {  
 "id": 6796197,  
 "model": "deal"  
 }  
 },  
 "sales\_account\_id": {  
 "label": "Account",  
 "type": "auto\_complete",  
 "value": {  
 "id": 5135558,  
 "model": "sales\_account"  
 }  
 },  
 "contact\_id": {  
 "label": "Primary contact",  
 "type": "auto\_complete",  
 "value": {  
 "id": 8441389,  
 "model": "contact"  
 }  
 },  
 "amount": {  
 "label": "Document value",  
 "type": "decimal",  
 "value": "677.0"  
 },  
 "base\_currency\_amount": {  
 "label": "Document value in base currency",  
 "type": "decimal",  
 "value": "677.0"  
 },  
 "currency\_code": {  
 "label": "Document currency",  
 "type": "dropdown",  
 "value": "USD"  
 },  
 "stage": {  
 "label": "Document stage",  
 "type": "dropdown",  
 "value": 1019868753  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2022-09-22T00:00:00Z"  
 },  
 "shipping\_address": {  
 "label": "Shipping address",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_city": {  
 "label": "Shipping city",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_state": {  
 "label": "Shipping state",  
 "type": "text",  
 "value": "Maharashtra"  
 },  
 "shipping\_zipcode": {  
 "label": "Shipping zipcode",  
 "type": "text",  
 "value": "600006"  
 },  
 "shipping\_country": {  
 "label": "Shipping country",  
 "type": "text",  
 "value": "India"  
 },  
 "billing\_address": {  
 "label": "Billing address",  
 "type": "text",  
 "value": "604-5854 Beckford St."  
 },  
 "billing\_city": {  
 "label": "Billing city",  
 "type": "text",  
 "value": "Glendale"  
 },  
 "billing\_state": {  
 "label": "Billing state",  
 "type": "text",  
 "value": "Arizona"  
 },  
 "billing\_zipcode": {  
 "label": "Billing zipcode",  
 "type": "text",  
 "value": "100652"  
 },  
 "billing\_country": {  
 "label": "Billing country",  
 "type": "text",  
 "value": "USA"  
 },  
 "owner\_id": {  
 "label": "Owner",  
 "type": "auto\_complete",  
 "value": {  
 "id": 523562,  
 "model": "user"  
 }  
 },  
 "territory\_id": {  
 "label": "Territory",  
 "type": "dropdown",  
 "value": 818551  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:12:39Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:12:39Z"  
 },  
 "id": 153150,  
 "display\_id": 1,  
 "display\_id\_prefix": "DOC",  
 "is\_deal\_primary": false,  
 "cpq\_document\_template\_id": 168209,  
 "template\_version\_reference": null,  
 "is\_deleted": false,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "cpq\_document\_product\_associations": []  
 }  
 }  
}

#### **Cpq document Update**

**document update** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "cpq\_document\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "CpqDocument",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1662542151.1132436,  
 "uuid": "aaea79aa2e8d11ed866b1a9b0c68b1c6",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T09:15:51.113Z",  
 "product\_push\_timestamp": "2022-09-07T09:15:51.152Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "cpq\_document",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "display\_name": {  
 "label": "Document name",  
 "type": "text",  
 "value": "new doc"  
 },  
 "document\_number": {  
 "label": "Document number",  
 "type": "text",  
 "value": "DOC-1"  
 },  
 "document\_type": {  
 "label": "Document type",  
 "type": "dropdown",  
 "value": 1019868749  
 },  
 "cpq\_document\_template\_name": {  
 "label": "Document template",  
 "type": "dropdown",  
 "value": "document copy"  
 },  
 "deal\_id": {  
 "label": "Deal",  
 "type": "auto\_complete",  
 "value": {  
 "id": 6891801,  
 "model": "deal"  
 }  
 },  
 "sales\_account\_id": {  
 "label": "Account",  
 "type": "auto\_complete",  
 "value": {  
 "id": 5212715,  
 "model": "sales\_account"  
 }  
 },  
 "contact\_id": {  
 "label": "Primary contact",  
 "type": "auto\_complete",  
 "value": {  
 "id": 8597857,  
 "model": "contact"  
 }  
 },  
 "amount": {  
 "label": "Document value",  
 "type": "decimal",  
 "value": "0.0"  
 },  
 "base\_currency\_amount": {  
 "label": "Document value in base currency",  
 "type": "decimal",  
 "value": "0.0"  
 },  
 "currency\_code": {  
 "label": "Document currency",  
 "type": "dropdown",  
 "value": "USD"  
 },  
 "stage": {  
 "label": "Document stage",  
 "type": "dropdown",  
 "value": 1019868753  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2022-09-30T00:00:00Z"  
 },  
 "shipping\_address": {  
 "label": "Shipping address",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_city": {  
 "label": "Shipping city",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_state": {  
 "label": "Shipping state",  
 "type": "text",  
 "value": "Maharashtra"  
 },  
 "shipping\_zipcode": {  
 "label": "Shipping zipcode",  
 "type": "text",  
 "value": "600006"  
 },  
 "shipping\_country": {  
 "label": "Shipping country",  
 "type": "text",  
 "value": "India"  
 },  
 "billing\_address": {  
 "label": "Billing address",  
 "type": "text",  
 "value": null  
 },  
 "billing\_city": {  
 "label": "Billing city",  
 "type": "text",  
 "value": null  
 },  
 "billing\_state": {  
 "label": "Billing state",  
 "type": "text",  
 "value": null  
 },  
 "billing\_zipcode": {  
 "label": "Billing zipcode",  
 "type": "text",  
 "value": null  
 },  
 "billing\_country": {  
 "label": "Billing country",  
 "type": "text",  
 "value": null  
 },  
 "owner\_id": {  
 "label": "Owner",  
 "type": "auto\_complete",  
 "value": {  
 "id": 523562,  
 "model": "user"  
 }  
 },  
 "territory\_id": {  
 "label": "Territory",  
 "type": "dropdown",  
 "value": 818551  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:12:39Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:15:51Z"  
 },  
 "id": 153150,  
 "display\_id": 1,  
 "display\_id\_prefix": "DOC",  
 "is\_deal\_primary": false,  
 "cpq\_document\_template\_id": 168209,  
 "template\_version\_reference": null,  
 "is\_deleted": false,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "cpq\_document\_product\_associations": []  
 },  
 "changes": {  
 "model\_changes": {  
 "deal\_id": [  
 6796197,  
 6891801  
 ],  
 "sales\_account\_id": [  
 5135558,  
 5212715  
 ],  
 "contact\_id": [  
 8441389,  
 8597857  
 ],  
 "amount": [  
 677,  
 0  
 ],  
 "valid\_till": [  
 "2022-09-22T00:00:00Z",  
 "2022-09-30T00:00:00Z"  
 ],  
 "billing\_address": [  
 "604-5854 Beckford St.",  
 null  
 ],  
 "billing\_city": [  
 "Glendale",  
 null  
 ],  
 "billing\_state": [  
 "Arizona",  
 null  
 ],  
 "billing\_zipcode": [  
 "100652",  
 null  
 ],  
 "billing\_country": [  
 "USA",  
 null  
 ],  
 "updater\_id": [  
 null,  
 523562  
 ],  
 "updated\_at": [  
 "2022-09-07T09:12:39Z",  
 "2022-09-07T09:15:51Z"  
 ],  
 "base\_currency\_amount": [  
 677,  
 0  
 ]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

#### **Cpq Document Update with products**

**update with products** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "cpq\_document\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "CpqDocument",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1662542397.4534116,  
 "uuid": "3dbf48642e8e11ed92fb8e25d9452c7e",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T09:19:57.453Z",  
 "product\_push\_timestamp": "2022-09-07T09:19:57.523Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "cpq\_document",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "display\_name": {  
 "label": "Document name",  
 "type": "text",  
 "value": "new doc"  
 },  
 "document\_number": {  
 "label": "Document number",  
 "type": "text",  
 "value": "DOC-1"  
 },  
 "document\_type": {  
 "label": "Document type",  
 "type": "dropdown",  
 "value": 1019868749  
 },  
 "cpq\_document\_template\_name": {  
 "label": "Document template",  
 "type": "dropdown",  
 "value": "document copy"  
 },  
 "deal\_id": {  
 "label": "Deal",  
 "type": "auto\_complete",  
 "value": {  
 "id": 6891801,  
 "model": "deal"  
 }  
 },  
 "sales\_account\_id": {  
 "label": "Account",  
 "type": "auto\_complete",  
 "value": {  
 "id": 5212715,  
 "model": "sales\_account"  
 }  
 },  
 "contact\_id": {  
 "label": "Primary contact",  
 "type": "auto\_complete",  
 "value": {  
 "id": 8597857,  
 "model": "contact"  
 }  
 },  
 "amount": {  
 "label": "Document value",  
 "type": "decimal",  
 "value": "1356.544"  
 },  
 "base\_currency\_amount": {  
 "label": "Document value in base currency",  
 "type": "decimal",  
 "value": "1356.544"  
 },  
 "currency\_code": {  
 "label": "Document currency",  
 "type": "dropdown",  
 "value": "USD"  
 },  
 "stage": {  
 "label": "Document stage",  
 "type": "dropdown",  
 "value": 1019868753  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2022-09-30T00:00:00Z"  
 },  
 "shipping\_address": {  
 "label": "Shipping address",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_city": {  
 "label": "Shipping city",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_state": {  
 "label": "Shipping state",  
 "type": "text",  
 "value": "Maharashtra"  
 },  
 "shipping\_zipcode": {  
 "label": "Shipping zipcode",  
 "type": "text",  
 "value": "600006"  
 },  
 "shipping\_country": {  
 "label": "Shipping country",  
 "type": "text",  
 "value": "India"  
 },  
 "billing\_address": {  
 "label": "Billing address",  
 "type": "text",  
 "value": null  
 },  
 "billing\_city": {  
 "label": "Billing city",  
 "type": "text",  
 "value": null  
 },  
 "billing\_state": {  
 "label": "Billing state",  
 "type": "text",  
 "value": null  
 },  
 "billing\_zipcode": {  
 "label": "Billing zipcode",  
 "type": "text",  
 "value": null  
 },  
 "billing\_country": {  
 "label": "Billing country",  
 "type": "text",  
 "value": null  
 },  
 "owner\_id": {  
 "label": "Owner",  
 "type": "auto\_complete",  
 "value": {  
 "id": 523562,  
 "model": "user"  
 }  
 },  
 "territory\_id": {  
 "label": "Territory",  
 "type": "dropdown",  
 "value": 818551  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:12:39Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:19:57Z"  
 },  
 "id": 153150,  
 "display\_id": 1,  
 "display\_id\_prefix": "DOC",  
 "is\_deal\_primary": false,  
 "cpq\_document\_template\_id": 168209,  
 "template\_version\_reference": null,  
 "is\_deleted": false,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "cpq\_document\_product\_associations": [  
 {  
 "\_association\_id": 547923,  
 "id": 14898,  
 "currency\_code": "USD",  
 "unit\_price": "567.544",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T05:18:30.000-04:00"  
 },  
 {  
 "\_association\_id": 547922,  
 "id": 14899,  
 "currency\_code": "USD",  
 "unit\_price": "789.0",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T05:19:57.000-04:00"  
 }  
 ]  
 },  
 "changes": {  
 "model\_changes": {  
 "amount": [  
 1193.944,  
 1356.544  
 ],  
 "updated\_at": [  
 "2022-09-07T09:18:30Z",  
 "2022-09-07T09:19:57Z"  
 ],  
 "base\_currency\_amount": [  
 1193.944,  
 1356.544  
 ],  
 "cpq\_document\_product\_associations": {  
 "added": [  
 {  
 "\_association\_id": 547922,  
 "id": 14899,  
 "currency\_code": "USD",  
 "unit\_price": "789.0",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T09:19:57Z"  
 }  
 ],  
 "removed": [  
 {  
 "\_association\_id": 547921,  
 "id": 14896,  
 "currency\_code": "USD",  
 "unit\_price": "569.5",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T09:18:30Z"  
 },  
 {  
 "\_association\_id": 547924,  
 "id": 14897,  
 "currency\_code": "USD",  
 "unit\_price": "56.9",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T09:18:30Z"  
 }  
 ]  
 }  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

#### **Cpq Document Delete**

**document delete** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "cpq\_document\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "CpqDocument",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "update",  
 "action\_epoch": 1662542451.1333122,  
 "uuid": "5dbe2f0e2e8e11eda8ed4e0929314601",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T09:20:51.133Z",  
 "product\_push\_timestamp": "2022-09-07T09:20:51.293Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "entity\_name": "cpq\_document",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "display\_name": {  
 "label": "Document name",  
 "type": "text",  
 "value": "new doc"  
 },  
 "document\_number": {  
 "label": "Document number",  
 "type": "text",  
 "value": "DOC-1"  
 },  
 "document\_type": {  
 "label": "Document type",  
 "type": "dropdown",  
 "value": 1019868749  
 },  
 "cpq\_document\_template\_name": {  
 "label": "Document template",  
 "type": "dropdown",  
 "value": "document copy"  
 },  
 "deal\_id": {  
 "label": "Deal",  
 "type": "auto\_complete",  
 "value": {  
 "id": 6891801,  
 "model": "deal"  
 }  
 },  
 "sales\_account\_id": {  
 "label": "Account",  
 "type": "auto\_complete",  
 "value": {  
 "id": 5212715,  
 "model": "sales\_account"  
 }  
 },  
 "contact\_id": {  
 "label": "Primary contact",  
 "type": "auto\_complete",  
 "value": {  
 "id": 8597857,  
 "model": "contact"  
 }  
 },  
 "amount": {  
 "label": "Document value",  
 "type": "decimal",  
 "value": "1356.544"  
 },  
 "base\_currency\_amount": {  
 "label": "Document value in base currency",  
 "type": "decimal",  
 "value": "1356.544"  
 },  
 "currency\_code": {  
 "label": "Document currency",  
 "type": "dropdown",  
 "value": "USD"  
 },  
 "stage": {  
 "label": "Document stage",  
 "type": "dropdown",  
 "value": 1019868753  
 },  
 "valid\_till": {  
 "label": "Valid till",  
 "type": "date\_time",  
 "value": "2022-09-30T00:00:00Z"  
 },  
 "shipping\_address": {  
 "label": "Shipping address",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_city": {  
 "label": "Shipping city",  
 "type": "text",  
 "value": "chennai"  
 },  
 "shipping\_state": {  
 "label": "Shipping state",  
 "type": "text",  
 "value": "Maharashtra"  
 },  
 "shipping\_zipcode": {  
 "label": "Shipping zipcode",  
 "type": "text",  
 "value": "600006"  
 },  
 "shipping\_country": {  
 "label": "Shipping country",  
 "type": "text",  
 "value": "India"  
 },  
 "billing\_address": {  
 "label": "Billing address",  
 "type": "text",  
 "value": null  
 },  
 "billing\_city": {  
 "label": "Billing city",  
 "type": "text",  
 "value": null  
 },  
 "billing\_state": {  
 "label": "Billing state",  
 "type": "text",  
 "value": null  
 },  
 "billing\_zipcode": {  
 "label": "Billing zipcode",  
 "type": "text",  
 "value": null  
 },  
 "billing\_country": {  
 "label": "Billing country",  
 "type": "text",  
 "value": null  
 },  
 "owner\_id": {  
 "label": "Owner",  
 "type": "auto\_complete",  
 "value": {  
 "id": 523562,  
 "model": "user"  
 }  
 },  
 "territory\_id": {  
 "label": "Territory",  
 "type": "dropdown",  
 "value": 818551  
 },  
 "created\_at": {  
 "label": "Created at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:12:39Z"  
 },  
 "updated\_at": {  
 "label": "Updated at",  
 "type": "date\_time",  
 "value": "2022-09-07T09:20:51Z"  
 },  
 "id": 153150,  
 "display\_id": 1,  
 "display\_id\_prefix": "DOC",  
 "is\_deal\_primary": false,  
 "cpq\_document\_template\_id": 168209,  
 "template\_version\_reference": null,  
 "is\_deleted": true,  
 "creator\_id": {  
 "label": "Created by",  
 "type": "auto\_complete",  
 "value": 523562  
 },  
 "custom\_fields": []  
 },  
 "associations": {  
 "cpq\_document\_product\_associations": [  
 {  
 "\_association\_id": 547923,  
 "id": 14898,  
 "currency\_code": "USD",  
 "unit\_price": "567.544",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T05:18:30.000-04:00"  
 },  
 {  
 "\_association\_id": 547922,  
 "id": 14899,  
 "currency\_code": "USD",  
 "unit\_price": "789.0",  
 "setup\_fee": null,  
 "billing\_type": null,  
 "billing\_cycle": null,  
 "created\_at": "2022-09-07T05:19:57.000-04:00"  
 }  
 ]  
 },  
 "changes": {  
 "model\_changes": {  
 "updated\_at": [  
 "2022-09-07T09:19:57Z",  
 "2022-09-07T09:20:51Z"  
 ],  
 "is\_deleted": [  
 false,  
 true  
 ]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

#### **Cpq Document Forget**

**document forget** Expand source

{  
 "account\_id": "1661763589",  
 "organisation\_id": "487542400303516031",  
 "bundle\_id": "487542400458705284",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "cpq\_document\_destroy",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "CpqDocument",  
 "actor": {  
 "id": 0,  
 "name": "System",  
 "type": "system"  
 },  
 "action": "destroy",  
 "action\_epoch": 1662542762.0461068,  
 "uuid": "170fb6262e8f11eda8ed4e0929314601",  
 "account\_full\_domain": "central-staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-09-07T09:26:02.046Z",  
 "product\_push\_timestamp": "2022-09-07T09:26:13.424Z",  
 "mcr\_account\_id": null,  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "487542400458705284",  
 "event\_info": {  
 "ip\_address": null  
 },  
 "model\_properties": {  
 "id": 153151,  
 "cpq\_document\_product\_association\_ids": []  
 }  
 }  
}