

"Rate Limit" Limitations for Freshservice

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Understanding API Rate Limits in Freshservice

Freshservice controls how often you can use their API each minute. This helps ensure fair usage across all users. The limits depend on your pricing plan and apply to the entire account, no matter how many users or devices are making requests.

API Limits by Plan (Per Minute)

Action	Starter	Growth	Pro	Enterprise
Total Requests	100	200	400	500
List All Tickets	40	70	120	140
View Ticket	50	80	140	160
Create Ticket	50	80	140	160
Update Ticket	50	80	140	160
List All Assets	40	70	120	140
Update Asset	50	80	140	160
List All Agents	40	70	120	140
List All Requesters	40	70	120	140

Note: If you're using the Freshservice MSP Core plan, you follow the **Growth** limits.

Key Things to Know

- Rate limits apply to **all** API calls, even if they fail.
- Custom apps (Freshplugs) also count toward your limit.
- Embedded resources use:
 - **1 credit** for a single item (`SHOW`)
 - **3 credits** for a list of items (`LIST`)

Tips to Stay Within Limits

- Only send necessary API requests.

- Avoid duplicates.
- Use **pagination** and **filters** to reduce large calls.
- Need more room? Contact Freshservice support to request a higher limit.

How to Monitor Usage

Every API response includes headers to show your current usage:

Header Name	What it means
X-RateLimit-Total	Total allowed requests per minute
X-RateLimit-Remaining	How many remaining requests do you have?
X-RateLimit-Used-CurrentRequest	Credits used by your latest request
Retry-After	Seconds to wait before retrying (if limit is hit)

Example Response:

```
HTTP/1.1 200 OK
X-RateLimit-Total: 3000
X-RateLimit-Remaining: 998
X-RateLimit-Used-CurrentRequest: 1
```

What Happens If You Go Over the Limit?

You'll get an error like this:

```
HTTP/1.1 429 Too Many Requests
Retry-After: 1521
Product
```

This means you've hit your limit. The `Retry-After` value tells you how many seconds to wait before trying again.

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