

Freshservice Fields and Entities Available for Synchronization

Last Modified on 01/15/2026 4:47 pm EST

This page describes the reference of the entities and fields supported for synchronization from the Freshservice instance.

Fields Supported in Ticket Entity

#	Field	Variable	Type in Freshservice
1	Summary	entity.summary	String
2	Description	entity.description	String
3	Type	entity.type	Type
4	Status	entity.status	Status
5	Priority	entity.priority	Priority
6	Labels	entity.labels	Set<Label>
7	Reporter	entity.reporter	Contact
8	Comments	entity.comments	Set<Comments>
9	Attachments	entity.attachments	Set<Attachment>
10	Assignee	entity.assignee	Contact

Custom Fields

Exalate supports the synchronization of the following Freshservice custom fields:

- Single-line text
- Multi-line text
- Multi-line dropdown
- Checkbox
- Dropdown
- Date
- Number
- Decimal
- Dependent fields

Please note that while **Date**, **Dropdown**, and **Checkbox** custom fields are supported for initial synchronization via `replica.customFields.{key}`, updates to these fields on the FS side are **not** reflected on the remote side (e.g., Jcloud). Updating these fields after initial sync does not propagate changes due to limitations in how field key-based mappings handle updates.

Internal Fields

Using the entity internal map, any field that is part of the Freshservice REST API can be used for synchronization.

Example Usage:

```
entity.source = 9
entity.group_id = 1070000240345
entity.responder_id = 1070033043760
entity.company_id = 1070000553430
```

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Any field that is part of the **Freshservice REST API** can be used in entity internal fields. For a complete list of Freshservice attributes and their descriptions, refer to: Freshservice [API](#)

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