Freshservice - Version 5.26.0

Released for Freshservice on July 1st, 2025

This release introduces a new integration between Exalate's Core system and SyncRoom - a new way to manage cross-company integrations from a single, unified console.

Learn more about SyncRoom and how it enhances your Exalate experience here.

In this release, we've resolved the following issues and implemented improvements:

Bug fixes

- NCI-213 – Fixed issue causing duplicated attachments during Freshservice sync;
- NCI-231 – Corrected incorrect limits and links for attachment syncing in default Freshservice scripts;
- NCI-232 – Resolved issue where updates were not triggered if tickets were created in non-primary workspaces;
- NCI-233 – Fixed issue where comment updates/removals were not reflected in Freshservice;
- NCI-234 – Fixed broken mapping for the "Type" field in Freshservice;
- NCI-237 – Resolved issue with `getImpact()` method not working as expected;
- NCI-238 – Resolved issue with `getUrgency()` method not working;
- NCI-239 – Fixed inability to save triggers based on "Type" in Freshservice;
- NCI-266 – Resolved issue where resolution notes did not trigger synchronization in Freshservice;
- XLT-4084 – Corrected issue count reporting in sync events.

Improvements

- NCI-190 - Ability to use (nodeHelper.getAgentByEmail) method within the Script connection;
- NCI-203 - Support of Inline images feature within the Description and Notes fields;
- NCI-291 – Reworked the Freshservice trigger feature for improved reliability;
- NCI-293 – Added support for both single and multi-workspace instances in Freshservice;
- NCI-374 – Enabled synchronization of labels for Freshservice tickets;
- NCI-164 - Enhanced Registration page;
- SYN-3 - Added node administrator approval flow;
- SYN-141 - Implemented initial onboarding support for SyncRoom.

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