



Freshservice

Freshservice gives you a real-time view of your infrastructure, allowing you to build an auto updating CMDB for all your hardware, software, and SaaS quickly and easily.

Connectivity Package capabilities

Minimum required version: Omada Identity v14 Update 14.

Supported versions of Freshservice

Freshservice API, version 2.0.

Prerequisites

Authorization

Freshservice uses both API Key and Basic Access authorization. You can use your personal API key to authenticate the request. If you use the API key, there is no need for a password. As for Basic access, you can use the same username and password that you use when you log into your helpdesk.

Deleting accounts

Fresh has two methods for DELETE. One is to disable an account and the other is to forget an account. Normally, we would pursue the first method of deletion of accounts, however, in order to reactivate an account, Fresh calls for a separate PUT call that reactivates a user. This is an issue because we already have a PUT call that is modifying a user. Thus, this call that reactivates accounts is currently not supported in this package.

Therefore, we currently use the Forget method, that way when giving back a Fresh account the Create job will not fail.

Supported objects and operations

<System objects>	Omada Identity Daya Model	Operations
Requesters	Accounts	Create, Read, Update, Delete
Departments	Resources	Read
Department memberships (requesters)	Resource Assignments	Create, Read, Update, Delete

Requestor Assign Access

The Identity must be assigned both the Freshservice account and minimum one Freshservice department resource. The above configuration of Resource-driven attributes will copy the Id of the department onto the account when provisioned, which is required as the department is just an attribute on the user object in Freshservice. Departments are referred to as a Company in Freshservice.

Reconciliation

By having the department as a separate object and creating a resource assignment for it, we are able to import the actual state of both the account and the assigned role.

Limitations

The Connectivity Package is creating accounts as Requesters in Freshservice, it currently does not support to create Agents, but the Freshservice portal allows for converting them into Agents once they are created.

The Omada Configurable Connectivity Framework offers:

- Template-driven connectivity for ease of implementation
- Flexible data model
- Adaptable and extensible data fields and attributes
- Choice of multiple authentication methods

A configurable connectivity approach provides an efficient, reliable and fast alternative that is better suited to the dynamic, hybrid IT environment where connectivity is a continuous activity. This connector for Omada and Freshservice can be leveraged using Omada's configurable connectivity framework, which supports standard connectors for SCIM, REST, OData, LDAP, PowerShell, .CSV, .NET, SQL, and SOAP.