

Freshdesk V2 Querying

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The Open Connectors Query Language (OCNQL) provides a standard way to search across all of our connectors. Many API providers support some form of searching in their APIs but each one approaches searching differently. Rather than having you research how to query each resource at a provider, we've normalized your search experience. SAP Open Connectors translates your queries to the API provider's search syntax.

Use OCNQL to query the following endpoints:

- GET /incidents
- GET /{objectName}
- GET /{objectName}/{objectId}/{childObjectName}
- GET /accounts
- POST /bulk/query
- GET /contacts
- GET /agents

For more information about OCNQL, see the API documentation for the connector or [Querying with OCNQL](#).

Note: As a limitation on pagination for contacts, the where clause does not work for more than 300 records while **Get /contacts** can support a maximum pagesize of 2000 records.