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API: Retrieving Guides & Pages

API - (0) تطبيقات - James Godwin - 2026-01-08

This article explains how to retrieve **Guides** and **Pages** from the Deskpro API. It is intended for developers integrating with Deskpro who want to read guide content programmatically.

Terminology Note

In the Deskpro API, **Guide Pages are referred to as Topics**. For clarity and consistency, this article uses the API terminology (**Topics**) throughout.

:You will learn how to

- Authenticate with the Deskpro API
- Retrieve a single guide by ID
- Retrieve **all topics for a guide in one request**
- (Retrieve the topic hierarchy (tree
- Combine endpoints to retrieve a guide with all of its content

Getting Started

Prerequisites

:Before you begin, you'll need

- Your Deskpro helpdesk domain (e.g.
- A Deskpro API key with permission to read guides and topics
- Basic familiarity with HTTP requests

Authentication

.Deskpro uses API keys for authentication

:All requests must include the following headers

Authorization: key 1:ABC123DEF456

Accept: application/json

.Replace with your actual API key

Base URL

:All examples below assume this base URL

<https://<your-deskpro-domain

Retrieve a single guide by ID .1

.Use this endpoint to fetch **guide metadata**, such as its title and description

Endpoint

{GET /api/v2/guides/{guideId

(Example (curl

```
curl -X GET "https://<your-deskpro-domain>/api/v2/guides/12" -H "Accept: application/json" -H "Authorization: key 1:ABC123DEF456"
```

(Example (Python

```
import requests

BASE_URL = "https://<your-deskpro-domain>"
API_KEY = "1:ABC123DEF456"

response = requests.get(
    f"{BASE_URL}/api/v2/guides/12",
    headers={
        "Accept": "application/json",
        "Authorization": f"key {API_KEY}",
    },
    timeout=30,
)

response.raise_for_status()
guide = response.json()
(print(guide
```

(Example (JavaScript

```
const response = await fetch(
    "https://<your-deskpro-domain>/api/v2/guides/12",
    {
        headers: {
            "Accept": "application/json",
            "Authorization": "key 1:ABC123DEF456",
        },
    }
);

if (!response.ok) {
    throw new Error(`Failed to fetch guide: ${response.status}`);
}

const guide = await response.json();
;console.log(guide
```

(Retrieve all topics for a guide (recommended .2

If your goal is to retrieve **all topics belonging to a guide**, this is the

.simplest and most efficient approach

Endpoint

```
{GET /api/v2/topics?guide={guideId
```

What this returns

- All topics for the specified guide
- Container topics and content topics
- (Topic metadata and content (depending on permissions
- (Returned as a **flat list** (not hierarchical

:This endpoint is ideal for

- Content exports
- Synchronisation jobs
- Search indexing
- Bulk processing

(Example (curl

```
curl -X GET "https://<your-deskpro-domain>/api/v2/topics?guide=12" -H "Accept: application/json" -H "Authorization: key 1:ABC123DEF456"
```

(Example (Python

```
import requests

BASE_URL = "https://<your-deskpro-domain>"
API_KEY = "1:ABC123DEF456"

response = requests.get(
    f"{BASE_URL}/api/v2/topics",
    headers={
        "Accept": "application/json",
        "Authorization": f"key {API_KEY}",
    },
    params={"guide": 12},
    timeout=30,
)

response.raise_for_status()
topics = response.json()
print(topics
```

(Example (JavaScript

```
const url = new URL("https://<your-deskpro-domain>/api/v2/topics");
url.searchParams.set("guide", 12);

const response = await fetch(url, {
```

```

        headers: {
            "Accept": "application/json",
            "Authorization": "key 1:ABC123DEF456",
        },
    });

    if (!response.ok) {
        throw new Error(`Failed to fetch topics: ${response.status}`);
    }

    const topics = await response.json();
    ;(console.log(topics

```

(Retrieve the topic hierarchy (tree structure) .3

If you need the **parent/child structure** of topics (for example, to build .navigation menus or breadcrumbs), use the guide tree endpoint

Endpoint

```
GET /api/v2/guides/{guideId}/tree
```

What this returns

- All topics in the guide
- Hierarchical (nested) structure
- Ordering and parent/child relationships

.This endpoint focuses on **structure**, not bulk content export

(Example (curl

```
curl -X GET "https://<your-deskpro-domain>/api/v2/guides/12/tree" -H "Accept:
application/json" -H "Authorization: key 1:ABC123DEF456"
```

Retrieve a guide with *all* of its content .4

:There is no single API endpoint that returns

- Guide metadata
- All topic content
- Full topic hierarchy

.in one response

.Instead, use the following **recommended pattern**

Recommended approach

```
Retrieve the guide .1
{GET /api/v2/guides/{guideId
```

(Retrieve all topics (content) .2

{GET /api/v2/topics?guide={guideId

(Optional) Retrieve the topic hierarchy (structure) .3

GET /api/v2/guides/{guideId}/tree

Why this works

gives you **all topic content in one call** •

provides **navigation and structure** •

Topic IDs can be matched between responses if needed •

Choosing the right endpoint

Endpoint	Use case
	Guide metadata
	(All topics (bulk content
	Topic hierarchy/navigation
Combine topics + tree	Full guide export