



Webhook action data format

[Deskpro API](#) - (0) [تعليقات](#) - Ben Henley - 2022-05-05

Deskpro can use a **webhook action** as part of a trigger, escalation, SLA, or macro. The webhook action enables your helpdesk to interact with external services that accept commands using the web's [HTTP](#) protocol. This could be a third-party service that offers a suitable API, or your own custom code.

For example, you could use a webhook action to post a notice to your intranet when tickets fail a certain SLA.

You can choose the HTTP method used: for a POST, PUT or DELETE request, the HTTP request body will contain data about the ticket to which the action relates. (A GET request has an empty body).

Custom headers/data

You can send **custom headers or data**, which you define when you create the webhook action. You can use **variables** (using the [same syntax as for snippets or automated actions](#)).

For example, when creating the webhook action you could enter a **Custom header** of

```
{{ X-Deskpro-TicketId: {{ ticket.id
```

Then the HTTP headers sent due to an action on the ticket with ID 5 would include "X-Deskpro-TicketId: 5".

Note that if you send a variable in a custom header but there is no value defined, instead of sending a blank header, no header will be sent at all.

Any custom data you send will be included in the "**custom_data**:" parameter of the post body. This parameter is always present; if you have sent a variable without a value or not defined any custom data, it will be empty.

Ticket data example

To view the data that a webhook action is sending and help with debugging, we recommend using [RequestBin](#).

This is the list of data for an example ticket

```
:ticket[date_last_user_reply
```

```
ticket[date_created_ts]: 1400681937
```

```
person_context[default_picture_url_45]:http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1
```

```
ticket[agent][picture_url_22]:http://helpdesk.example.com/file.php/size/22/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png
```

```
:ticket[agent][override_display_name
```

```
ticket[participants][0][person][default_picture_url]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1
```

```
ticket[participants][0][person][default_picture_url_80]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1
```

```
ticket[ticket_slas][0][warn_date_ts_ms]: 1400681997000
```

```
:ticket[person][can_admin
```

```
ticket[participants][0][person][date_last_login_ts_ms]: 0
```

ticket[date_first_agent_assign]: 2014-05-21 14:18:57
:ticket[person][was_agent
ticket[participants][0][person][primary_email][id]: 3
person_context[emails][0][id]: 41
ticket[agent][date_picture_check_ts_ms]: 0
ticket[total_user_waiting_real]: 3609772
person_context[picture_blob][id]: 4399
ticket[department][title]: Support
ticket[person_email][email_domain]: example.com
ticket[person][date_created_ts_ms]: 1400681756000
ticket[product][depth]: 0
ticket[agent][primary_email][id]: 41
person_context[default_picture_url_32]:http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1
ticket[agent][picture_url_50]:http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E87
5/People_clip_art_high.png
ticket[ticket_slas][0][warn_date]: 2014-05-21 14:19:57
ticket[person][picture_url_80]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&d=mm
:ticket[agent][title_prefix
person_context[emails][0][email]: adderallfan5gpa@example.com
ticket[agent][can_billing]: 1
ticket[ticket_slas][0][sla][warn_time_unit]: minutes
ticket[person_email][date_created_ts]: 1402504256
ticket[date_first_agent_reply]: 2014-05-21 14:18:57
ticket[agent][agentgroup_ids][2]: 6
person_context[is_agent]: 1
person_context[creation_system]: web.person
ticket[agent][can_admin]: 1
:person_context[is_disabled
:ticket[participants][0][person][date_picture_check
ticket[person][picture_url_16]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=16
&d=mm
:ticket[sent_to_address
person_context[gravatar_url]:http://www.gravatar.com/avatar/3cc3c46af3cc75d3e85da9d2f6c90f22?&d=mm
:ticket[email_account_address
ticket[department][title_full]: Support
ticket[ticket_slas][0][sla][title]: VIP support level
:person_context[was_agent

person_context[usergroups][0][id]: 3
ticket[participants][0][person][last_name]: Nadir
ticket[participants][0][person][display_name]: Abed Nadir
person_context[date_last_login]: 2014-07-02 08:10:12
:ticket[person][is_disabled
person_context[usergroups][2][title]: Sales
:person_context[disable_picture
ticket[person_email][date_created_ts_ms]: 1402504256000
:ticket[agent][organization_manager
ticket[department][title_parts][0]: Support
:person_context[organization
ticket[person][date_last_login_ts]: 0
:ticket[person][date_password_set
ticket[person][default_picture_url]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1
ticket[ticket_hash]: d91c81f786d1f94767768c58422c2a737bb18c3d
ticket[participants][0][person][id]: 3
person_context[usergroups][1][title]: All Non-Destructive Permissions
ticket[person][default_picture_url_45]:http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1
ticket[ticket_slas][0][sla][apply_terms][version]: 1
ticket[language][lang_code]: eng
:ticket[workflow
ticket[priority][id]: 3
ticket[participants][0][person][agentgroup_ids][1]: 4
person_context[date_password_set_ts_ms]: 0
ticket[agent][default_picture_url_50]:http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1
ticket[person][picture_url_50]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=50
&d=mm
ticket[agent][timezone]: Europe/London
ticket[person][name]: Example User
:ticket[participants][0][person][disable_autoresponses_log
ticket[participants][0][person][can_agent]: 1
ticket[agent][is_contact]: 1
ticket[person][emails][0][id]: 43
ticket[person][is_contact]: 1
person_context[can_billing]: 1
ticket[person][default_picture_url_22]:http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1
person_context[last_name]: Edison

ticket[agent][picture_url]:http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

ticket[date_last_user_reply_ts_ms]: 0

ticket[agent][is_agent_confirmed]: 1

ticket[agent][default_picture_url_80]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

ticket[access_code]: CF9DPM28WW5MTZK8T

ticket[agent_team][id]: 3

:[person_context[usergroups][2][sys_name

ticket[agent_team][name]: 2nd Level Support

:[ticket[participants][0][person][date_last_login

ticket[participants][0][id]: 15

ticket[person_email][is_validated]: 1

ticket[language][has_agent]: 1

ticket[participants][0][person][date_created]: 2014-04-16 10:12:52

person_context[agentgroup_ids][2]: 6

ticket[ticket_slas][0][sla][warn_time]: 1

person_context[usergroups][0][note]: Agent has full permissions

person_context[picture_blob][filename]: People_clip_art_high.png

:[ticket[ticket_slas][0][is_completed_set

:[person_context[organization_position

ticket[agent][is_agent]: 1

ticket[date_locked_ts_ms]: 0

ticket[date_closed_ts_ms]: 0

:[ticket[person][organization

ticket[agent][display_name_real]: Annie Edison

:[ticket[person][can_billing

ticket[agent][date_last_login]: 2014-07-02 08:10:12

:[person_context[date_password_set

person_context[picture_url]:http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

:[ticket[department][user_title

ticket[participants][0][person][picture_url_45]:http://helpdesk.example.com/file.php/size/45/size-fit/1JXTW
MRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png

:[ticket[total_to_resolution_work

ticket[participants][0][person][primary_email][email]:boss@a1llc.example.com

ticket[date_agent_waiting_ts_ms]: 0

ticket[product][display_order]: 0

:[person_context[usergroups][3][sys_name

person_context[default_picture_url]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

person_context[picture_blob][thumbnail_url_75]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_high.png?s=75

:ticket[person][title_prefix

ticket[participants][0][person][timezone]: Europe/London

person_context[is_user]: 1

ticket[product][title]: Robo-cat Mk 2

ticket[date_last_user_reply_ts]: 0

ticket[ticket_slas][0][sla][warn_actions][version]: 1

ticket[date_first_agent_reply_ts]: 1400681937

:ticket[person][is_user

ticket[person_email][id]: 43

ticket[person][first_name]: Example

ticket[agent][date_password_set_ts]: 0

ticket[person_email][date_created]: 2014-06-11 16:30:56

person_context[picture_url_22]:http://helpdesk.example.com/file.php/size/22/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

ticket[date_user_waiting_ts]: 1400681937

ticket[date_status_ts_ms]: 1400681937000

ticket[agent][agentgroup_ids][1]: 4

:ticket[total_to_resolution

person_context[is_agent_confirmed]: 1

ticket[agent][display_name]: Annie Edison

ticket[participants][0][person][date_last_login_ts]: 0

:ticket[person][is_deleted

ticket[person][picture_url_22]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=22&d=mm

ticket[participants][0][person][picture_url]:http://helpdesk.example.com/file.php/size/80/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png

person_context[agentgroup_ids][1]: 4

ticket[participants][0][person][is_contact]: 1

ticket[person_email][date_validated_ts_ms]: 1402504256000

:custom_data

ticket[agent][default_picture_url_16]:http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1

ticket[worst_sla_status]: warning

person_context[picture_url_50]:http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

ticket[agent][default_picture_url_64]:http://helpdesk.example.com/file.php/avatar/64/default.jpg?size-fit=1

ticket[ticket_slas][0][id]: 140

ticket[person][default_picture_url_80]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

ticket[agent][picture_url_64]:http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

ticket[agent][date_created_ts_ms]: 1397641882000

person_context[usergroups][4][title]: Tech support

ticket[agent][importance]: 0

ticket[date_status]: 2014-05-21 14:18:57

ticket[person_email][date_validated_ts]: 1402504256

ticket[participants][0][person][is_user]: 1

ticket[date_first_agent_reply_ts_ms]: 1400681937000

:ticket[ticket_slas][0][is_completed

ticket[agent][agentgroup_ids][4]: 9

ticket[date_first_agent_assign_ts]: 1400681937

:ticket[ticket_slas][0][sla][work_end

:ticket[person_email_validating

ticket[date_last_agent_reply]: 2014-05-21 14:18:57

:ticket[hidden_status

ticket[date_status_ts]: 1400681937

ticket[total_user_waiting]: 0

person_context[picture_blob][blob_hash]:ed8c1e3cf49648756d48116ddf07ccfc

ticket[person][default_picture_url_50]:http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1

person_context[date_last_login_ts_ms]: 1404288612000

:ticket[parent_ticket

ticket[agent][id]: 2

ticket[agent][date_last_login_ts]: 1404288612

ticket[person][default_picture_url_32]:http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1

:ticket[date_agent_waiting

person_context[usergroups][0][title]: All Permissions

:ticket[participants][0][person][organization_position

:ticket[agent][disable_autoresponses

ticket[participants][0][person][can_reports]: 1

person_context[primary_email][id]: 41

ticket[language][flag_image]: us.png

:ticket[person][picture_blob

ticket[language][has_admin]: 1

ticket[date_first_agent_assign_ts_ms]: 1400681937000

person_context[picture_blob][relative_url]:/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

ticket[participants][0][person][agentgroup_ids][0]: 3
:ticket[participants][0][person][date_password_set
person_context[date_picture_check_ts_ms]: 0
ticket[person][primary_email][email]: genericdad75@example.com
ticket[agent][picture_url_45]:http://helpdesk.example.com/file.php/size/45/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png
:ticket[product][root
ticket[agent][date_created]: 2014-04-16 09:51:22
ticket[person][id]: 28
event_method: web
ticket[total_to_first_reply]: 0
ticket[ticket_slas][0][sla][fail_time_unit]: years
ticket[language][id]: 1
:person_context[title_prefix
ticket[status]: awaiting_agent
:ticket[date_feedback_rating
person_context[usergroups][4][is_agent_group]: 1
ticket[ticket_slas][0][fail_date_ts]: 20322281937
ticket[person][date_password_set_ts]: 0
person_context[date_password_set_ts]: 0
ticket[participants][0][default_on]: 1
:ticket[person][disable_autoresponses
ticket[agent][date_last_login_ts_ms]: 1404288612000
:person_context[usergroups][0][sys_name
:ticket[date_locked
ticket[subject]: Hierarchy problem
:ticket[agent][was_agent
ticket[participants][0][person][is_agent_confirmed]: 1
ticket[date_closed_ts]: 0
:ticket[agent][organization_position
:ticket[participants][0][person][title_prefix
:ticket[agent][is_vacation_mode
ticket[person][picture_url_64]:<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=64&d=mm>
:ticket[department][is_chat_enabled
ticket[agent][creation_system]: web.person
person_context[picture_blob][is_image]: 1

ticket[participants][0][person][importance]: 0
ticket[priority][title]: Critical
: [ticket[department][parent_id
ticket[agent][is_user]: 1
person_context[usergroups][0][is_agent_group]: 1
person_context[usergroups][3][is_agent_group]: 1
ticket[participants][0][person][name]: Abed Nadir
ticket[language][sys_name]: default
person_context[display_name]: Annie Edison
ticket[person][emails][0][email]: genericdad75@example.com
: [ticket[agent][date_password_set
ticket[participants][0][person][picture_url_80]: http://helpdesk.example.com/file.php/size/80/size-fit/1JXTW
MRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png
ticket[participants][0][person][is_confirmed]: 1
: [ticket[person][override_display_name
: [ticket[person][is_agent
ticket[agent][first_name]: Annie
person_context[can_reports]: 1
ticket[date_created_ts_ms]: 1400681937000
ticket[ticket_slas][0][sla][active_time]: all
: [ticket[participants][0][person][is_deleted
ticket[participants][0][person][default_picture_url_16]: http://helpdesk.example.com/file.php/avatar/16/def
ault.jpg?size-fit=1
: [person_context[disable_autoresponses
ticket[date_created]: 2014-05-21 14:18:57
ticket[person][date_picture_check_ts]: 0
person_context[agentgroup_ids][0]: 3
: [ticket[participants][0][person][is_vacation_mode
ticket[participants][0][person][date_created_ts]: 1397643172
: [ticket[department][has_children
person_context[picture_url_45]: http://helpdesk.example.com/file.php/size/45/size-fit/5ZYDTWNPNTJ439939E
875/People_clip_art_high.png
: [person_context[usergroups][4][note
: [ticket[person][disable_autoresponses_log
: [ticket[person][is_vacation_mode
ticket[agent][can_reports]: 1
: [ticket[properties
: [ticket[participants][0][person][organization_manager

ticket[ticket_slas][0][fail_date]: 2613-12-27 14:18:57
:[person_context[usergroups][3][note
ticket[person][primary_email][id]: 43
person_context[usergroups][3][title]: Interns
ticket[count_user_replies]: 0
person_context[is_confirmed]: 1
ticket[person][picture_url]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&d=mm
ticket[product][id]: 2
person_context[primary_email][email]: adderallfan5gpa@example.com
:[ticket[ticket_slas][0][completed_time_taken
ticket[ticket_slas][0][sla][warn_actions][actions][0][options][priority_id]: 3
ticket[participants][0][person][creation_system]: web.person
:[ticket[person][organization_manager
ticket[agent][picture_url_16]:http://helpdesk.example.com/file.php/size/16/size-fit/5ZYDTWNPNTJ439939E87
5/People_clip_art_hight.png
:[person_context[organization_manager
ticket[creation_system]: web.agent.portal
:[ticket[person][date_picture_check
person_context[date_created_ts]: 1397641882
ticket[ticket_slas][0][warn_date_ts]: 1400681997
:[ticket[organization
:[ticket[participants][0][person][was_agent
ticket[participants][0][person][default_picture_url_50]:http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1
ticket[ticket_slas][0][sla][id]: 1
ticket[participants][0][person][agentgroup_ids][3]: 8
ticket[participants][0][person][gravatar_url]:http://www.gravatar.com/avatar/358dc5532c646ba004fdcaf04
fe05498?&d=mm
person_context[usergroups][1][is_agent_group]: 1
ticket[person][display_name]: Example User
ticket[agent][primary_email][email]: adderallfan5gpa@example.com
ticket[person][date_picture_check_ts_ms]: 0
:[ticket[participants][0][person][disable_autoresponses
event_performer: agent
person_context[usergroups][1][is_enabled]: 1
ticket[current_user_waiting]: 3609772
ticket[agent][agentgroup_ids][0]: 3
person_context[date_picture_check_ts]: 0

event_type: update

ticket[participants][0][person][picture_url_22]:http://helpdesk.example.com/file.php/size/22/size-fit/1JXTW
MRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png

ticket[current_user_waiting_work]: 3609772

ticket[agent][can_agent]: 1

ticket[agent][emails][0][id]: 41

:[person_context[summary

ticket[person][date_created_ts]: 1400681756

ticket[ticket_slas][0][sla][fail_actions][version]: 1

ticket[agent][gravatar_url]:http://www.gravatar.com/avatar/3cc3c46af3cc75d3e85da9d2f6c90f22?&d=mm

ticket[participants][0][person][emails][0][id]: 3

:[ticket[person][date_last_login

person_context[usergroups][1][id]: 4

:[ticket[agent][disable_autoresponses_log

person_context[picture_blob][thumbnail_url_50]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ4399
39E875/People_clip_art_high.png?s=50

ticket[participants][0][person][first_name]: Abed

person_context[picture_blob][download_url]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E8
75/People_clip_art_high.png

:[person_context[usergroups][2][note

(ticket[access_code_email_body_token]: (#CF9DPM28WW5MTZK8T

ticket[person][creation_system]: web.person

ticket[person][is_confirmed]: 1

ticket[labels][0]: regular

person_context[can_admin]: 1

ticket[person][date_created]: 2014-05-21 14:15:56

person_context[picture_blob][thumbnail_url_80]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ4399
39E875/People_clip_art_high.png?s=80

ticket[language][has_user]: 1

ticket[person][gravatar_url]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&d=mm

ticket[urgency]: 1

ticket[participants][0][person][emails][0][email]:boss@a1llc.example.com

ticket[person_email][email]: genericdad75@example.com

:[person_context[is_deleted

:[person_context[disable_autoresponses_log

ticket[date_feedback_rating_ts_ms]: 0

ticket[agent][date_created_ts]: 1397641882

person_context[picture_blob][thumbnail_url_20]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ4399
39E875/People_clip_art_high.png?s=20

ticket[agent][name]: Annie Edison

ticket[person][default_picture_url_16]:http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1

ticket[date_feedback_rating_ts]: 0

person_context[picture_blob][authcode]: 5ZYDTWNPNTJ439939E875

person_context[picture_url_64]:http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

:ticket[date_resolved

ticket[participants][0][person][agentgroup_ids][4]: 9

person_context[importance]: 0

ticket[person][timezone]: UTC

:ticket[participants][0][person][disable_picture

ticket[agent][default_picture_url]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

ticket[language][title]: English

ticket[person][importance]: 0

ticket[access_code_email_header_token]: PTAC-CF9DPM28WW5MTZK8T

person_context[default_picture_url_50]:http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1

ticket[participants][0][person][default_picture_url_32]:http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1

ticket[person][picture_url_45]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=45&d=mm

ticket[person][picture_url_32]:http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=32&d=mm

:ticket[category

ticket[date_user_waiting]: 2014-05-21 14:18:57

:ticket[participants][0][person][override_display_name

person_context[date_created]: 2014-04-16 09:51:22

ticket[agent][emails][0][email]: adderallfan5gpa@example.com

ticket[agent][default_picture_url_45]:http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1

ticket[participants][0][person][can_billing]: 1

:ticket[participants][0][person][is_disabled

ticket[agent][default_picture_url_22]:http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1

person_context[default_picture_url_80]:http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

ticket[participants][0][person][date_picture_check_ts]: 0

person_context[usergroups][3][id]: 8

:ticket[person][can_reports

ticket[id]: 57

person_context[usergroups][4][id]: 9

person_context[is_contact]: 1

:ticket[language][is_rtl]
ticket[person_email][date_validated]: 2014-06-11 16:30:56
ticket[department][user_title_parts][0]: Support
person_context[agentgroup_ids][4]: 9
ticket[person][date_last_login_ts_ms]: 0
ticket[ticket_slas][0][sla_status]: warning
ticket[ticket_slas][0][sla][warn_actions][actions][0][type]: SetPriority
ticket[agent][date_picture_check_ts]: 0
ticket[original_subject]: NOD problem
ticket[person][default_picture_url_64]:http://helpdesk.example.com/file.php/avatar/64/default.jpg?size-fit=1
ticket[total_user_waiting_work]: 3609772
ticket[priority][priority]: 10
:ticket[person][can_agent
ticket[date_locked_ts]: 0
:ticket[participants][0][person][summary
:ticket[person][summary
person_context[first_name]: Annie
person_context[picture_blob][thumbnail_url_16]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ4399
39E875/People_clip_art_high.png?s=16
:ticket[validating
:ticket[creation_system_option
ticket[total_to_first_reply_work]: 0
:ticket[person_email][is_own_validated
ticket[participants][0][person][date_created_ts_ms]: 1397643172000
ticket[participants][0][person][picture_url_16]:http://helpdesk.example.com/file.php/size/16/size-fit/1JXTW
MRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png
ticket[participants][0][person][agentgroup_ids][2]: 6
ticket[date_agent_waiting_ts]: 0
ticket[participants][0][person][default_picture_url_64]:http://helpdesk.example.com/file.php/avatar/64/def
ault.jpg?size-fit=1
person_context[name]: Annie Edison
:ticket[date_closed
:person_context[usergroups][1][sys_name
person_context[default_picture_url_22]:http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1
ticket[ticket_slas][0][sla][apply_type]: manual
person_context[picture_url_16]:http://helpdesk.example.com/file.php/size/16/size-fit/5ZYDTWNPNTJ439939E
875/People_clip_art_high.png
ticket[participants][0][person][date_password_set_ts]: 0

ticket[agent][picture_url_32]:http://helpdesk.example.com/file.php/size/32/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

:ticket[agent][is_disabled]

ticket[agent][date_password_set_ts_ms]: 0

ticket[ticket_slas][0][sla][fail_time]: 1

:person_context[usergroups][4][sys_name]

:ticket[ticket_slas][0][sla][work_start]

person_context[picture_blob][filesize]: 75123

ticket[person][last_name]: User

ticket[participants][0][person][picture_url_32]:http://helpdesk.example.com/file.php/size/32/size-fit/1JXTW3MRHSYW335C62FEC/1194984674960960434ignore_architetto_franc_01.svg.med.png

person_context[usergroups][2][is_enabled]: 1

ticket[date_resolved_ts]: 0

:ticket[agent][summary]

:person_context[override_display_name]

ticket[participants][0][person][is_agent]: 1

:ticket[agent][disable_picture]

ticket[participants][0][person][picture_url_64]:http://helpdesk.example.com/file.php/size/64/size-fit/1JXTW3MRHSYW335C62FEC/1194984674960960434ignore_architetto_franc_01.svg.med.png

ticket[ref]: CAAUTCWQQO-2014140638

person_context[usergroups][2][is_agent_group]: 1

person_context[picture_url_80]:http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png

person_context[date_created_ts_ms]: 1397641882000

:ticket[person_email][comment]

:person_context[is_vacation_mode]

:ticket[agent][date_picture_check]

ticket[date_last_agent_reply_ts_ms]: 1400681937000

:ticket[has_attachments]

ticket[auth]: 9DPM28WW5MTZK8T

ticket[department][id]: 1

ticket[date_user_waiting_ts_ms]: 1400681937000

ticket[date_resolved_ts_ms]: 0

person_context[usergroups][1][note]: Agent has all permissions except those that would allow them to make destructive changes such as deleting records

person_context[picture_blob][content_type]: image/png

person_context[picture_blob][filesize_display]: 73.36 KB

person_context[date_last_login_ts]: 1404288612

ticket[department][is_tickets_enabled]: 1

ticket[participants][0][person][can_admin]: 1
ticket[language][locale]: en_US
ticket[agent][default_picture_url_32]:http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1
ticket[agent][picture_url_80]:http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png
ticket[agent][is_confirmed]: 1
ticket[agent][last_name]: Edison
ticket[ticket_slas][0][sla][sla_type]: resolution
ticket[participants][0][person][date_picture_check_ts_ms]: 0
ticket[participants][0][person][default_picture_url_22]:http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1
:ticket[feedback_rating
person_context[picture_blob][file_ext]: png
person_context[default_picture_url_16]:http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1
:ticket[ticket_slas][0][sla][work_timezone
person_context[default_picture_url_64]:http://helpdesk.example.com/file.php/avatar/64/default.jpg?size-fit=1
ticket[participants][0][person][date_password_set_ts_ms]: 0
:ticket[agent][is_deleted
:person_context[date_picture_check
ticket[person][date_password_set_ts_ms]: 0
:ticket[person][disable_picture
ticket[department][display_order]: 0
ticket[date_last_agent_reply_ts]: 1400681937
ticket[agent][agentgroup_ids][3]: 8
ticket[count_agent_replies]: 1
person_context[picture_url_32]:http://helpdesk.example.com/file.php/size/32/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png
person_context[usergroups][4][is_enabled]: 1
person_context[agentgroup_ids][3]: 8
person_context[picture_blob][name_hash]: 39E875
:ticket[is_hold
person_context[usergroups][3][is_enabled]: 1
ticket[ticket_slas][0][fail_date_ts_ms]: 20322281937000
person_context[id]: 2
person_context[can_agent]: 1
person_context[picture_blob][thumbnail_url_30]:http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_high.png?s=30
ticket[participants][0][person][default_picture_url_45]:http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1

person_context[usergroups][2][id]: 6

:ticket[language][base_filepath

person_context[usergroups][0][is_enabled]: 1

person_context[timezone]: Europe/London

**ticket[participants][0][person][picture_url_50]:http://helpdesk.example.com/file.php/size/50/size-fit/1JXTW
MRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png**

:ticket[person][organization_position

ticket[person][is_agent_confirmed]: 1

البطاقات •

[actions](#) •

[http](#) •

[json](#) •

[web hook](#) •