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API: Retrieving Guides & Pages

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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. `https://helpdesk.example.com`)
- 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>`

1. Retrieve a single guide by ID

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);
```

2. Retrieve all topics for a guide (recommended)

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);

```

3. Retrieve the topic hierarchy (tree structure)

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"
```

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

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

1. Retrieve the guide

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

2. Retrieve all topics (content)

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

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

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

Why this works

- `GET /api/v2/topics?guide={guideId}` gives you **all topic content in one call**
- `GET /api/v2/guides/{guideId}/tree` provides **navigation and structure**
- Topic IDs can be matched between responses if needed

Choosing the right endpoint

Use case	Endpoint
Guide metadata	<code>GET /api/v2/guides</code>
All topics (bulk content)	<code>GET /api/v2/topics?guide={guideId}</code>
Topic hierarchy/navigation	<code>GET /api/v2/guides/{guideId}/tree</code>
Full guide export	Combine topics + tree