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Basic API Usage

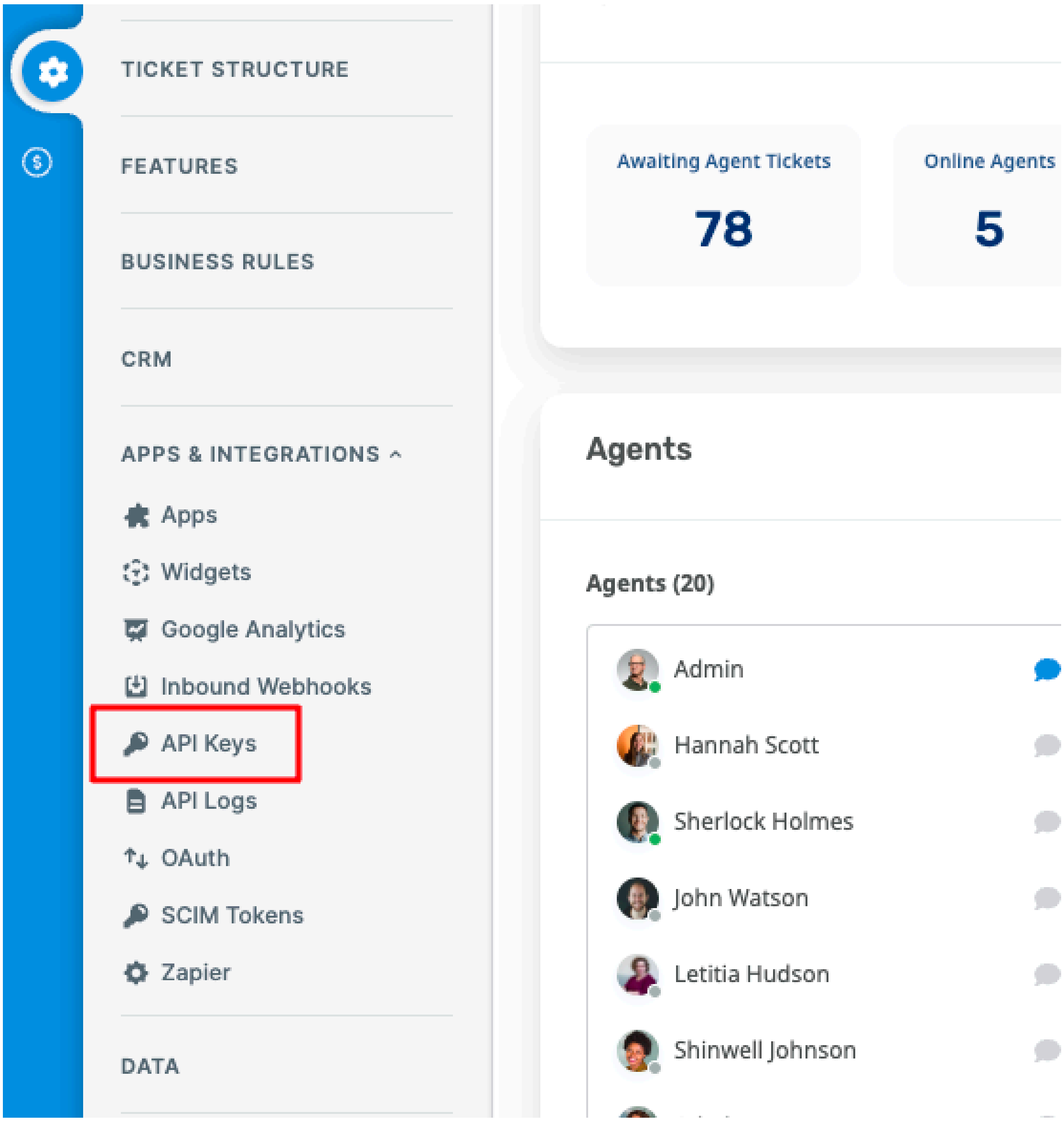
Ashley Dawson - 2026-02-17 - Comments (0) - API

In this article, we're going to describe a series of common API use cases to get you started using the Deskpro API.

Deskpro provides a REST API; an extensive list of all API endpoints can be found in our API reference document. We use widely supported JSON as a data format, meaning almost any system can talk to Deskpro. You can use the Deskpro API to access all functions of the system, helping you to automate reading and writing data to Deskpro.

Authentication

The simplest way to authenticate is by using an API key. You can create an API key via Deskpro's admin interface, under **Apps & Integrations > API Keys**

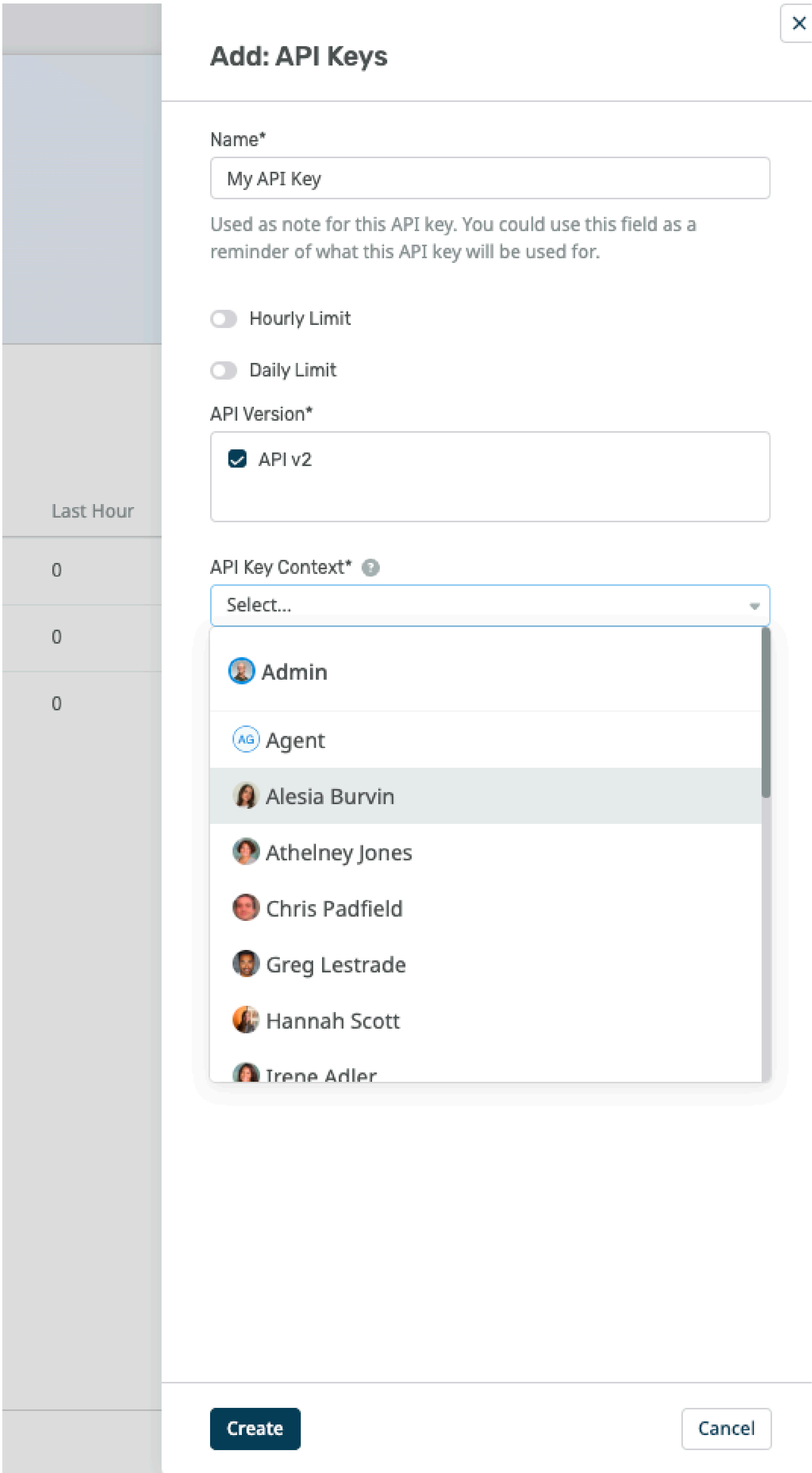


Create a new API key and enter the following information:

- **Name**: this can be anything you like, it’s to identify the API key

- **API Version**: select **API v2**

- **API Key Context**: select a user you’d like to consume the API as. E.g. all requests to the API using this API key will be in the context of the selected user



Add: API Keys

Name*

My API Key

Used as note for this API key. You could use this field as a reminder of what this API key will be used for.

Hourly Limit

Daily Limit

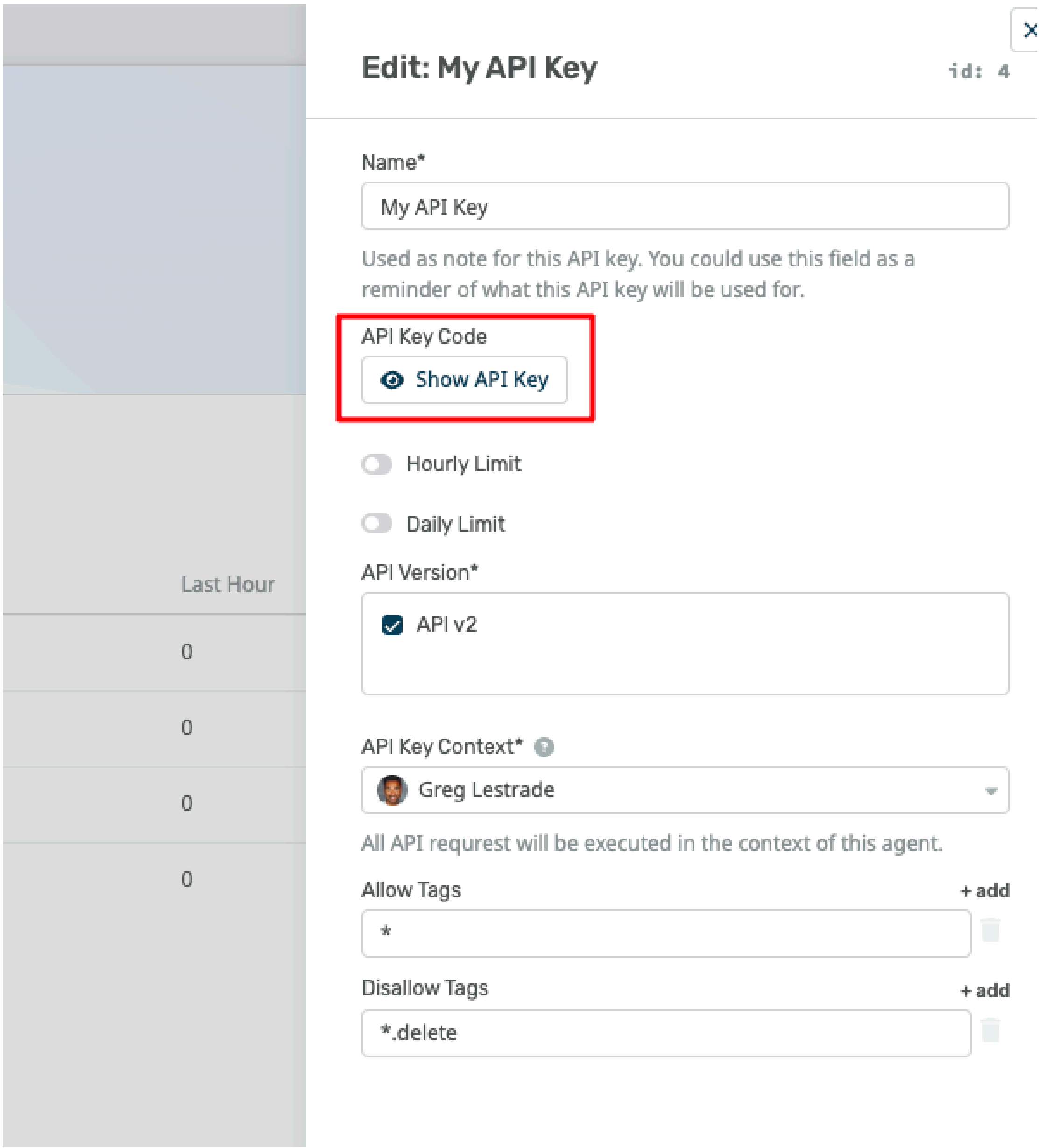
API Version*

☑ API v2

API Key Context*

Select...

Once you've created your new API key, click "Create" and you'll see your new API key appear in the list. Click on it and you should see the following:



Edit: My API Key

id: 4

Name*

My API Key

Used as note for this API key. You could use this field as a reminder of what this API key will be used for.

API Key Code

Show API Key

Hourly Limit

Daily Limit

API Version*

☑ API v2

API Key Context*

Greg Lestrade

All API requrest will be executed in the context of this agent.

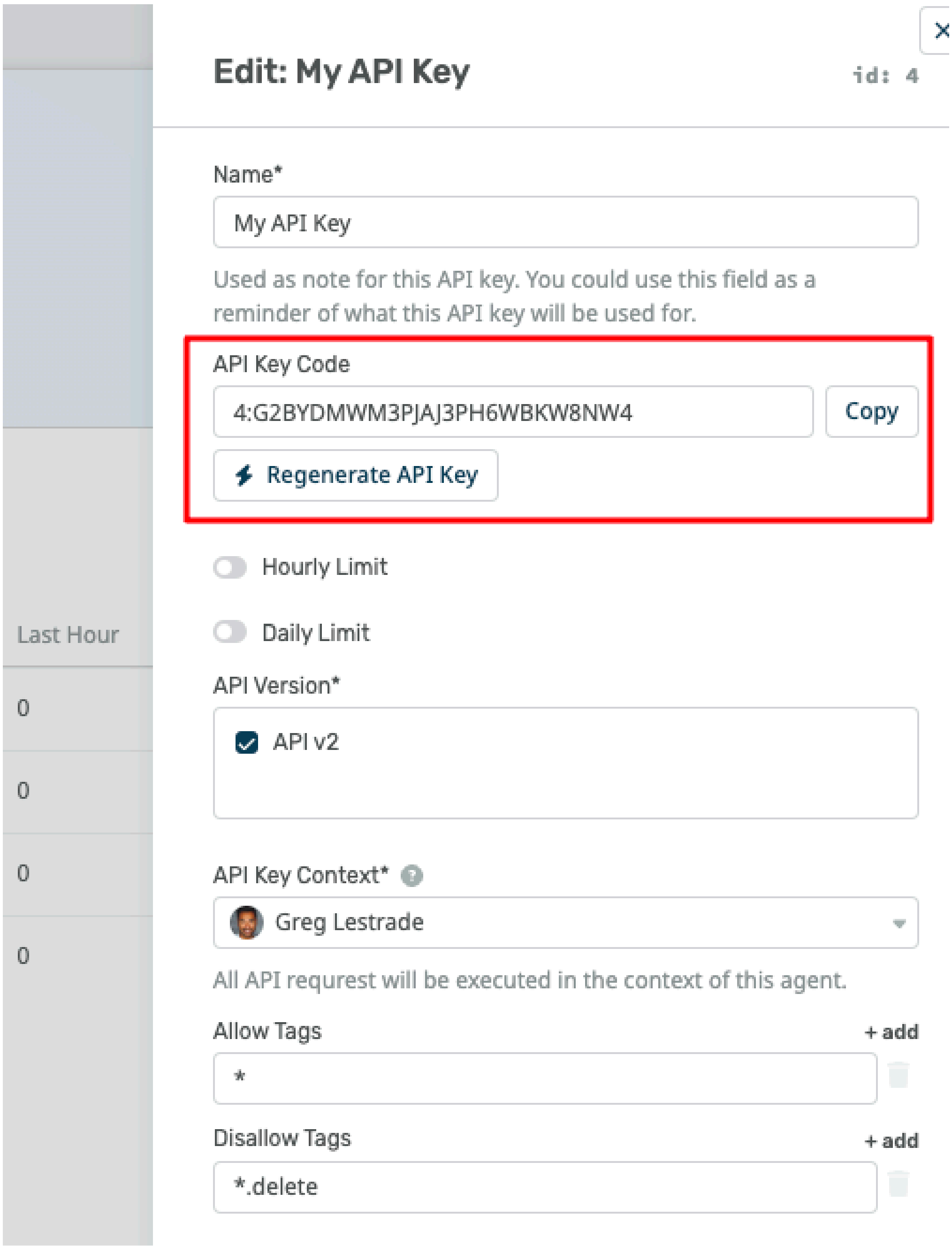
Allow Tags

*

Disallow Tags

*.delete

Click "Show API Key" and copy the API for later use.



Edit: My API Key id: 4

Name*

My API Key

Used as note for this API key. You could use this field as a reminder of what this API key will be used for.

API Key Code

4:G2BYDMWM3PJAJ3PH6WBKW8NW4

Hourly Limit

Daily Limit

API Version*

☑ API v2

API Key Context*

Greg Lestrade

All API requrest will be executed in the context of this agent.

Allow Tags

*

Disallow Tags

*.delete

Ok, so now that we have our authentication key, let's use it to do some stuff :)

Creating a Ticket

Creating a ticket is quite a common use case. You could have another system create tickets automatically when certain events happen. For example, let's say we had a CRM system that when a customer request/question comes in, a ticket is automatically created in Deskpro.

To get started, we recommend using a REST client like PostMan or you can even use cURL from your command line.

To create a ticket in Deskpro you can do the following:

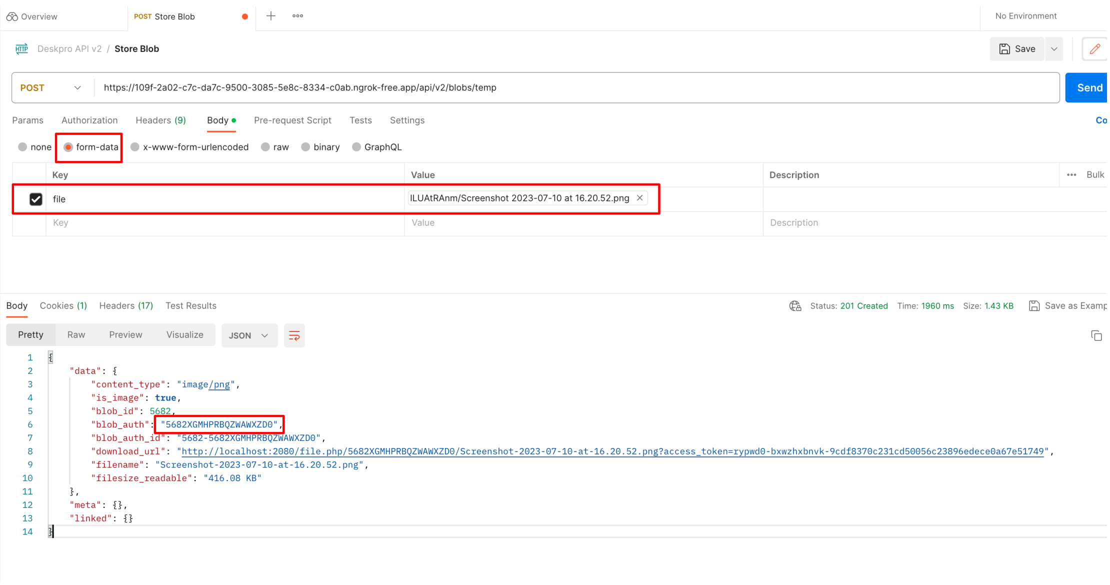
```
POST https://my-helpdesk.deskpro.com/api/v2/tickets
Content-Type: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4
```

```
{

  "subject": "My First Ticket",
  "person": "joanne.bloggs@example.com",
  "message": {
    "message": "<p>This is a rich <b>HTML</b> message</p>",
    "format": "html"
  }
}
```

Creating a Ticket with an Attachment

Creating a ticket with attachments contains extra steps and we first need to upload the attachments to Deskpro and then "link" them to the new ticket.

In order to upload an attachment, or blob (a fancy name for a binary object), you must first send a "form-data" request to the blob endpoint. The best way to do this is by using a REST client like PostMan to do this. In the screenshot below we show uploading a file to the **POST /api/v2/blobs/temp** endpoint via PostMan. You will need to ensure that your API key has access using the `blobs.blobs.post_temp` access control tag.



POST https://109f-2a02-c7c-da7c-9500-3085-5e8c-8334-c0ab.ngrok-free.app/api/v2/blobs/temp

	Key	Value	Description
☑	file	ILUAtRAnm/Screenshot 2023-07-10 at 16.20.52.png	
	Key	Value	Description

Status: 201 Created Time: 1960 ms Size: 1.43 KB

```
{
    "data": {
        "content_type": "image/png",
        "is_image": true,
        "blob_id": 5682,
        "blob_auth": "5682XGMHPRBQZWAWXZD0",
        "blob_auth_id": "5682-5682XGMHPRBQZWAWXZD0",
        "download_url": "http://localhost:2080/file.php/5682XGMHPRBQZWAWXZD0/Screenshot-2023-07-10-at-16.20.52.png?access_token=rypwd0-bxwzhxbnvk-9cdf8370c231cd50056c23896edece0a67e51749",
        "filename": "Screenshot-2023-07-10-at-16.20.52.png",
        "filesize_readable": "416.08 KB"
    },
    "meta": {},
    "linked": {}
}
```

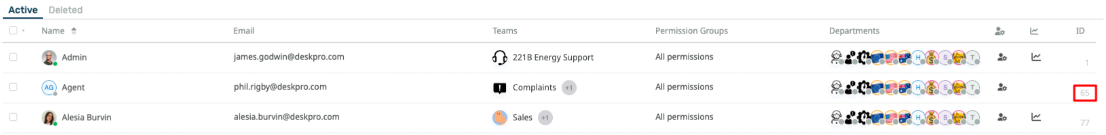
Once your attachment has been uploaded as a blob, Deskpro will return an "Auth Code", seen in the above example as the property "blob_auth". You can now use this in the next step when creatingf a new ticket.

```
POST https://my-helpdesk.deskpro.com/api/v2/tickets
Content-Type: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4


{

  "subject": "My First Ticket",
  "person": "joanne.bloggs@example.com",
  "message": {
    "message": "<p>This is a rich <b>HTML</b> message</p>",
    "format": "html",
    "attachments": [{
"blob_auth": "3AAAAAAAAAAAAAAAA0",
"is_inline": false
}]
  }
}
```

Note that the "is_inline" property is set to **false**, this means that the file is attached to the message and not inline with its content.

Assigning a Ticket

To assign a ticket to an agent, you must first find the agent's ID. You can either find this in Deskpro itself alongside the agent, or you can get all agents from the API. below is a screenshot of where to locate the ID of an agent in the **Admin > Agents > Agent Profiles** section of Deskpro.



Active Deleted

□	Name	Email	Teams	Permission Groups	Departments			ID
□	Admin	james.godwin@deskpro.com	221B Energy Support	All permissions				1
□	Agent	phil.rigby@deskpro.com	Complaints +1	All permissions				65
□	Alesia Burvin	alesia.burvin@deskpro.com	Sales +1	All permissions				77

To fetch a collection of agents from the Deskpro API you can make the following request:

```
GET https://my-helpdesk.deskpro.com/api/v2/agents
Accept: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4
```

The response will contain a colelction of agents, including their IDs.

Next, let's update our existing ticket to assign the agent. You can do this by calling the update ticket endpoint as follows:

```
PUT https://my-helpdesk.deskpro.com/api/v2/tickets/321
Content-Type: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4


{
  "agent": 42
}
```

The request above assigns the ticket with ID "321" to the agent with ID "42"

Ticket Status Filtering

By default, when retrieving tickets through the Deskpro API (including list and queue endpoints), only **active** tickets are returned. This behaviour helps improve performance for large databases.

Active tickets include those with the following statuses:

> `live`, `awaiting_agent`, `awaiting_user`, and `pending`.

Inactive tickets include:

> `resolved`, `archived`, and `hidden` (with `spam` and `deleted` being sub-statuses of `hidden`).

If you do **not** include a `status` parameter in your request, the API will only return **active** tickets.

When you explicitly request an inactive status (for example, `status=resolved`), the API automatically switches to **all-mode**, meaning it will include tickets that match both active and inactive statuses based on your query.

Examples:

Retrieve only active tickets (default):

> GET /api/v2/tickets?date_created=2019-06-16T23:01:13Z--2020-04-07T15:23:30Z

Retrieve resolved tickets:

```
GET /api/v2/tickets?date_created=2019-06-16T23:01:13Z--2020-04-07T15:23:30Z&status=resolved
```

You can find many other endpoints in our API reference document.

- Tags
- API