

Using the Deskpro API browser

Ben Henley - 2023-09-13 - Comments (0) - Deskpro Legacy

You can browse the Deskpro API and try out the available operations using our API browser.

To see the API browser:

- [API docs V2](#)
- [API docs V1](#)

DeskPRO API

api_key

api_keys : Operations about API Keys	Show/Hide	List Operations	Expand Operations	Raw
chats : Operations about Chats	Show/Hide	List Operations	Expand Operations	Raw
downloads : Operations about Downloads	Show/Hide	List Operations	Expand Operations	Raw
feedback : Operations about Feedbacks	Show/Hide	List Operations	Expand Operations	Raw
glossary : Operations about Glossary Words	Show/Hide	List Operations	Expand Operations	Raw
kb : Operations about Knowledgebase	Show/Hide	List Operations	Expand Operations	Raw
news : Operations about News Items	Show/Hide	List Operations	Expand Operations	Raw
organization : Operations about Organization	Show/Hide	List Operations	Expand Operations	Raw
people : Operations about People/Persons	Show/Hide	List Operations	Expand Operations	Raw
tasks : Operations about Tasks	Show/Hide	List Operations	Expand Operations	Raw
tickets : Operations about Tickets	Show/Hide	List Operations	Expand Operations	Raw

GET	/ticket/{ticket_id}/billing-charges	Gets billing charges for a Ticket.
POST	/ticket/{ticket_id}/billing-charges	Gets billing charges for a Ticket.
GET	/ticket/{ticket_id}/billing-charges/{charge_id}	Determines if a charge exists for a ticket.
DELETE	/ticket/{ticket_id}/billing-charges/{charge_id}	Deletes a charge for a ticket.
POST	/tickets	Creates a new Ticket.
GET	/tickets	Search for Tickets matching criteria
GET	/tickets/categories	Gets available ticket categories.
GET	/tickets/departments	Gets available ticket departments.

See the API browser section of the [Developer Manual](#) for more details about using the browser.

Note: you need to [generate and enter an API key](#) if you want to be able to execute API operations.

Remember that any POST and DELETE operations will change the data in your helpdesk, so be careful what you do on a production helpdesk.

There are a few operations that aren't yet properly supported by the API browser (e.g. where you need to send an array). For full documentation, refer to the [API section of the Developer Manual](#).