

مرکز آموزش > Developer & Reporting > API > Basic API Usage

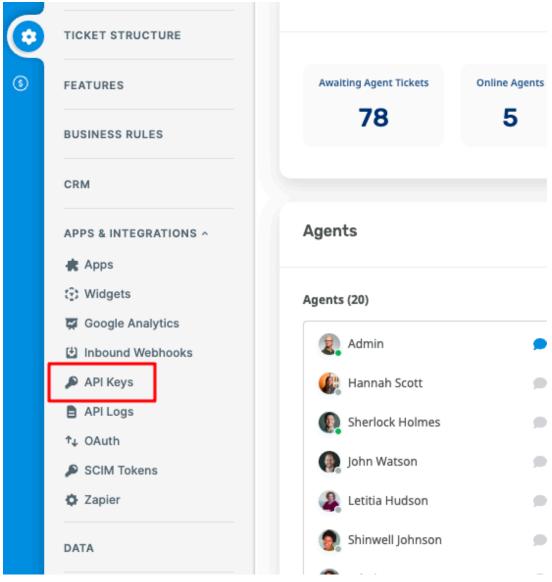
Basic API Usage Ashley Dawson - 2023-08-21 - Comment (1) - API

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 <u>API</u> <u>reference document</u>. 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.	
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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	
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		All API requrest will be executed in the context of this agent.	
0		Allow Tags	+ add
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		Disallow Tags	+ add
		*.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 Copy
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(: 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 <u>PostMan</u> 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": "joanne.bloggs@example.com",
  "message": {
    "message": "This is a rich <b>HTML</b> message",
  "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 <u>PostMan</u> to do this. In the screenshot below we show uploading a file to the **POST** ./api/v2/blobs/tmp endpoint via <u>PostMan</u>

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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
```

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

AC	tive Deleted							
	- Name 🗢	Email	Teams	Permission Groups	Departments	20	Le .	ID
	😰 Admin	james.godwin@deskpro.com		All permissions	84 0	20	Ľ	
	(Agent	phil.rigby@deskpro.com	Complaints (+1)	All permissions	84 00000 0000	20		65
	👰 Alesia Burvin	alesia.burvin@deskpro.com	Sales 🕕	All permissions	~	20	k	

: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

.You can find many other endpoints in our <u>API reference document</u>

Tags			
API			