

## Webhook action data format

Ben Henley - 2022-05-05 - Comment (1) - Deskpro API

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/5ZYD-TWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/22/size-fit/5ZYD-TWNPNTJ439939E875/People_clip_art_hight.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/5ZYD-TWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/50/size-fit/5ZYD-TWNPNTJ439939E875/People_clip_art_hight.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/5ZYDTWN  
PNTJ439939E875/People\_clip\_art\_hight.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/d  
efault.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\_hight.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\_hight.png

**:[ticket[department]][user\_title**

**ticket[participants][0][person][picture\_url\_45]:**http://helpdesk.example.com/file.php/size/45/size-fit/1JXTWMRHSYW335C62FEC/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\_hight.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\_hight.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](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\\_hight.png](http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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\\_hight.png](http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/80/size-fit/1JXTWMRHSYW335C62FEC/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/default.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/5ZYDTWNPNTJ439939E875/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/5ZYD  
TWNPNJT439939E875/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/358dc55  
32c646ba004fdcaf04fe05498?&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/s  
ize/22/size-**

fit/1JXTWMRHSYW335C62FEC/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/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=50](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png?s=50)

**ticket[participants][0][person][first\_name]:** Abed

**person\_context[picture\_blob][download\_url]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=80](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.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\_hight.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/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=16](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/16/size-fit/1JXTWMRHSYW335C62FEC/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/default.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/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/16/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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/5ZYD  
TWNPNJT439939E875/People\_clip\_art\_hight.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/s  
ize/32/size-  
fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\_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/s  
ize/64/size-  
fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\_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/5ZY  
DTWNPNTJ439939E875/People\_clip\_art\_hight.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/5ZYD  
TWNPNJ439939E875/People\_clip\_art\_hight.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\\_hight.png](http://helpdesk.example.com/file.php/size/32/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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\\_hight.png?s=30](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.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/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/50/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png)

**:ticket[person][organization\_position**

**ticket[person][is\_agent\_confirmed]: 1**

Tags

actions

http

json

web hook