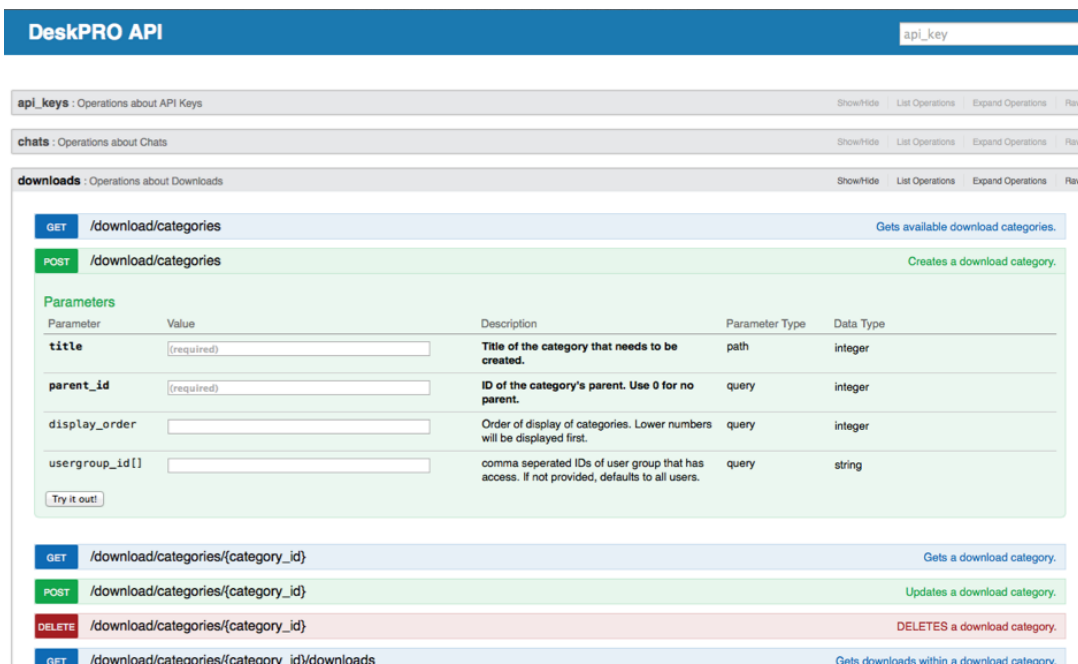


New Feature: Interactive API Browser

2014-11-06 - Ben Henley - Comments (0) - Product

If you're a coder who needs to integrate DeskPRO with other systems, the good news is that we have a comprehensive REST API. The *new* good news is that we've made it even easier to use by adding an interactive API browser.

Now you can easily explore the DeskPRO API and try out the available operations from a web interface. Just go to **/api/api.html on your helpdesk** and enter an API key.



The screenshot shows the 'DeskPRO API' interface. At the top right, there is an input field for 'api_key'. Below this, there are three expandable sections: 'api_keys', 'chats', and 'downloads'. The 'downloads' section is currently expanded, showing a list of API operations. The first operation is a GET request to '/download/categories' with the description 'Gets available download categories.' Below this is a POST request to '/download/categories' with the description 'Creates a download category.' This POST operation has a 'Parameters' table with the following data:

Parameter	Value	Description	Parameter Type	Data Type
title	<input type="text" value="(required)"/>	Title of the category that needs to be created.	path	integer
parent_id	<input type="text" value="(required)"/>	ID of the category's parent. Use 0 for no parent.	query	integer
display_order	<input type="text"/>	Order of display of categories. Lower numbers will be displayed first.	query	integer
usergroup_id[]	<input type="text"/>	comma seperated IDs of user group that has access. If not provided, defaults to all users.	query	string

Below the parameters table is a 'Try it out!' button. Further down, there are three more API operations: a GET request to '/download/categories/{category_id}' (Gets a download category.), a POST request to '/download/categories/{category_id}' (Updates a download category.), and a DELETE request to '/download/categories/{category_id}' (DELETES a download category.). At the bottom, a partially visible GET request to '/download/categories/{category_id}/downloads' is shown.

You can enter parameters for any API operation and instantly see the result. So whether you're working out how to do something or troubleshooting existing code, development is quicker and easier.

