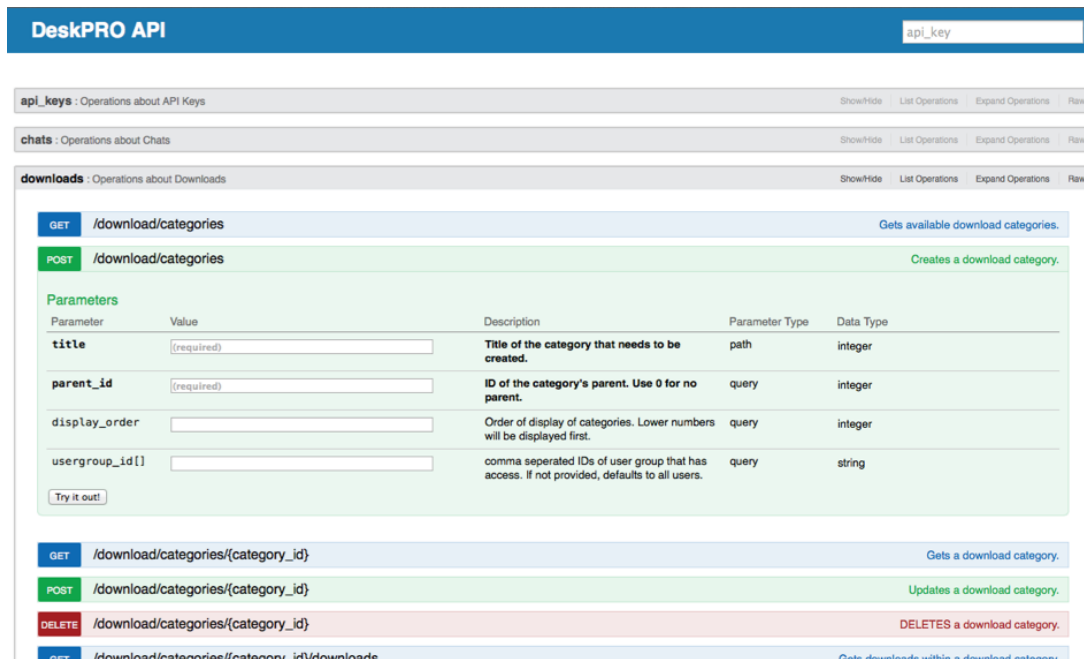


New Feature: Interactive API Browser

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, there's a blue header with the text 'DeskPRO API' and an input field for 'api_key'. Below the header, 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, there's a POST request to '/download/categories' with the description 'Creates a download category.' This POST request has a 'Parameters' table with the following data:

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

Below the parameters table, there's a 'Try it out!' button. Further down, there are more API operations listed: GET for '/download/categories/{category_id}' (Gets a download category.), POST for '/download/categories/{category_id}' (Updates a download category.), DELETE for '/download/categories/{category_id}' (DELETES a download category.), and GET for '/download/categories/{category_id}/downloads' (Gets downloads within a download category.).

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.

[Try it out!](#) [Hide Response](#)

Request URL

http://site47.deskprodemo.com:80/api/people?is_agent=true&ssssssssss

Response Body

```
1
  "id": 3,
  "title": "All Permissions",
  "note": "Agent has full permissions",
  "is_agent_group": true,
  "sys_name": "agent_all_perms",
  "is_enabled": true
}
],
"teams": [],
"primary_team": null,
"labels": [],
"display_name": "Agent 2",
"primary_email": {
  "id": 3,
  "email": "agent2@example.net"
},
"primary_phone_number_text": "",
"primary_phone_number_region": "",
"usergroup_ids": [
2
```

Response Code

200

Response Headers

```
{
  "Date": "Tue, 21 Oct 2014 11:35:57 GMT",
  "Server": "nginx/1.4.6 (Ubuntu)",
  "X-Powered-By": "PHP/5.5.9-1ubuntu4.4",
  "Transfer-Encoding": "Identity",
  "Content-Type": "application/json",
  "Cache-Control": "no-cache",
  "Connection": "keep-alive",
  "X-Deskpro-Requestid": "2014102111_f1a9b73c24c93bf07a5291925f52db4"
}
```

For more information, see our guide to [getting started with the DeskPRO API browser](#), and the [API documentation](#).