

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](#).