

Using the Deskpro API browser

Ben Henley - 2017-11-09 - Comments (0) - Deskpro API

You can browse the Deskpro API and try out the available operations using our API browser.

Go to yourhelpdesk/api/api.html to see the API browser.

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 which 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](#).

Related Content

- [API Basics](#)