NotFound response for existing items on a new ticket

Ben Henley - 2024-03-29 - Comment (1) - Deskpro API

Question:

I'm using a web hook action to run a script using the API to retrieve a ticket's first message. When I call it from a New Ticket trigger, I get a NotFound response. But if I make the call manually for an existing ticket, it does get the message. What is happening?

Answer:

If an API call is made as soon as a ticket is created, you will get a NotFound response for some ticket data. You need to make the call after the ticket has existed for at least a minute. You could introduce this delay in your script, or by calling the web action from an escalation which runs after the ticket has been open for 2 minutes.