

## Webhook action data format

Ben Henley - 2022-05-05 - Comentário (1) - Deskpro API

Deskpro can use a **webhook action** as part of a trigger, escalation, SLA, or macro. The webhook action enables your helpdesk to interact with external services that accept commands using the web's [HTTP](#) protocol. This could be a third-party service that offers a suitable API, or your own custom code.

For example, you could use a webhook action to post a notice to your intranet when tickets fail a certain SLA.

You can choose the HTTP method used: for a POST, PUT or DELETE request, the HTTP request body will contain data about the ticket to which the action relates. (A GET request has an empty body).

### Custom headers/data

You can send **custom headers or data**, which you define when you create the webhook action. You can use **variables** (using the [same syntax as for snippets or automated actions](#)).

For example, when creating the webhook action you could enter a **Custom header** of:

```
X-Deskpro-TicketId: {{ ticket.id }}
```

Then the HTTP headers sent due to an action on the ticket with ID 5 would include "X-Deskpro-TicketId: 5".

Note that if you send a variable in a custom header but there is no value defined, instead of sending a blank header, no header will be sent at all.

Any custom data you send will be included in the "**custom\_data:**" parameter of the post body. This parameter is always present; if you have sent a variable without a value or not defined any custom data, it will be empty.

### Ticket data example

To view the data that a webhook action is sending and help with debugging, we recommend using [RequestBin](#).

This is the list of data for an example ticket:

**ticket[date\_last\_user\_reply]:**

**ticket[date\_created\_ts]:** 1400681937

**person\_context[default\_picture\_url\_45]:**<http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1>

**ticket[agent][picture\_url\_22]:**[http://helpdesk.example.com/file.php/size/22/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/22/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**ticket[agent][override\_display\_name]:**

**ticket[participants][0][person][default\_picture\_url]:**<http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1>

**ticket[participants][0][person][default\_picture\_url\_80]:**<http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1>

**ticket[ticket\_slas][0][warn\_date\_ts\_ms]:** 1400681997000

**ticket[person][can\_admin]:**

**ticket[participants][0][person][date\_last\_login\_ts\_ms]:** 0

**ticket[date\_first\_agent\_assign]:** 2014-05-21 14:18:57

**ticket[person][was\_agent]:**

**ticket[participants][0][person][primary\_email][id]:** 3

**person\_context[emails][0][id]:** 41

**ticket[agent][date\_picture\_check\_ts\_ms]:** 0

**ticket[total\_user\_waiting\_real]:** 3609772

**person\_context[picture\_blob][id]:** 4399

**ticket[department][title]:** Support

**ticket[person\_email][email\_domain]:** example.com

**ticket[person][date\_created\_ts\_ms]:** 1400681756000

**ticket[product][depth]:** 0

**ticket[agent][primary\_email][id]:** 41

**person\_context[default\_picture\_url\_32]:**<http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1>

**ticket[agent][picture\_url\_50]:**[http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**ticket[ticket\_slas][0][warn\_date]:** 2014-05-21 14:19:57

**ticket[person][picture\_url\_80]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&d=mm>

**ticket[agent][title\_prefix]:**

**person\_context[emails][0][email]:** adderallfan5gpa@example.com

**ticket[agent][can\_billing]:** 1

**ticket[ticket\_slas][0][sla][warn\_time\_unit]:** minutes

**ticket[person\_email][date\_created\_ts]:** 1402504256

**ticket[date\_first\_agent\_reply]:** 2014-05-21 14:18:57

**ticket[agent][agentgroup\_ids][2]:** 6

**person\_context[is\_agent]:** 1

**person\_context[creation\_system]:** web.person

**ticket[agent][can\_admin]:** 1

**person\_context[is\_disabled]:**

**ticket[participants][0][person][date\_picture\_check]:**

**ticket[person][picture\_url\_16]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=16&d=mm>

**ticket[sent\_to\_address]:**

**person\_context[gravatar\_url]:**<http://www.gravatar.com/avatar/3cc3c46af3cc75d3e85da9d2f6c90f22?&d=mm>

**ticket[email\_account\_address]:**

**ticket[department][title\_full]:** Support

**ticket[ticket\_slas][0][sla][title]:** VIP support level

**person\_context[was\_agent]:**

**person\_context[usergroups][0][id]:** 3

**ticket[participants][0][person][last\_name]:** Nadir

**ticket[participants][0][person][display\_name]:** Abed Nadir

**person\_context[date\_last\_login]:** 2014-07-02 08:10:12

**ticket[person][is\_disabled]:**

**person\_context[usergroups][2][title]:** Sales

**person\_context[disable\_picture]:**

**ticket[person\_email][date\_created\_ts\_ms]:** 1402504256000

**ticket[agent][organization\_manager]:**

**ticket[department][title\_parts][0]:** Support

**person\_context[organization]:**

**ticket[person][date\_last\_login\_ts]:** 0

**ticket[person][date\_password\_set]:**

**ticket[person][default\_picture\_url]:**<http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1>

**ticket[ticket\_hash]:** d91c81f786d1f94767768c58422c2a737bb18c3d

**ticket[participants][0][person][id]:** 3

**person\_context[usergroups][1][title]:** All Non-Destructive Permissions

**ticket[person][default\_picture\_url\_45]:**<http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1>

**ticket[ticket\_slas][0][sla][apply\_terms][version]:** 1

**ticket[language][lang\_code]:** eng

**ticket[workflow]:**

**ticket[priority][id]:** 3

**ticket[participants][0][person][agentgroup\_ids][1]:** 4

**person\_context[date\_password\_set\_ts\_ms]:** 0

**ticket[agent][default\_picture\_url\_50]:**<http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1>

**ticket[person][picture\_url\_50]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?s=50&d=mm>

**ticket[agent][timezone]:** Europe/London

**ticket[person][name]:** Example User

**ticket[participants][0][person][disable\_autoresponses\_log]:**

**ticket[participants][0][person][can\_agent]:** 1

**ticket[agent][is\_contact]:** 1

**ticket[person][emails][0][id]:** 43

**ticket[person][is\_contact]:** 1

**person\_context[can\_billing]:** 1

**ticket[person][default\_picture\_url\_22]:**http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1

**person\_context[last\_name]:** Edison

**ticket[agent][picture\_url]:**http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[date\_last\_user\_reply\_ts\_ms]:** 0

**ticket[agent][is\_agent\_confirmed]:** 1

**ticket[agent][default\_picture\_url\_80]:**http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

**ticket[access\_code]:** CF9DPM28WW5MTZK8T

**ticket[agent\_team][id]:** 3

**person\_context[usergroups][2][sys\_name]:**

**ticket[agent\_team][name]:** 2nd Level Support

**ticket[participants][0][person][date\_last\_login]:**

**ticket[participants][0][id]:** 15

**ticket[person\_email][is\_validated]:** 1

**ticket[language][has\_agent]:** 1

**ticket[participants][0][person][date\_created]:** 2014-04-16 10:12:52

**person\_context[agentgroup\_ids][2]:** 6

**ticket[ticket\_slas][0][sla][warn\_time]:** 1

**person\_context[usergroups][0][note]:** Agent has full permissions

**person\_context[picture\_blob][filename]:** People\_clip\_art\_hight.png

**ticket[ticket\_slas][0][is\_completed\_set]:**

**person\_context[organization\_position]:**

**ticket[agent][is\_agent]:** 1

**ticket[date\_locked\_ts\_ms]:** 0

**ticket[date\_closed\_ts\_ms]:** 0

**ticket[person][organization]:**

**ticket[agent][display\_name\_real]:** Annie Edison

**ticket[person][can\_billing]:**

**ticket[agent][date\_last\_login]:** 2014-07-02 08:10:12

**person\_context[date\_password\_set]:**

**person\_context[picture\_url]:**http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[department][user\_title]:**

**ticket[participants][0][person][picture\_url\_45]:**http://helpdesk.example.com/file.php/size/45/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\_architetto\_franc\_01.svg.med.png

**ticket[total\_to\_resolution\_work]:**

**ticket[participants][0][person][primary\_email][email]:**boss@a1llc.example.com

**ticket[date\_agent\_waiting\_ts\_ms]:** 0

**ticket[product][display\_order]:** 0

**person\_context[usergroups][3][sys\_name]:**

**person\_context[default\_picture\_url]:**http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1

**person\_context[picture\_blob][thumbnail\_url\_75]:**http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png?s=75

**ticket[person][title\_prefix]:**

**ticket[participants][0][person][timezone]:** Europe/London

**person\_context[is\_user]:** 1

**ticket[product][title]:** Robo-cat Mk 2

**ticket[date\_last\_user\_reply\_ts]:** 0

**ticket[ticket\_slas][0][sla][warn\_actions][version]:** 1

**ticket[date\_first\_agent\_reply\_ts]:** 1400681937

**ticket[person][is\_user]:**

**ticket[person\_email][id]:** 43

**ticket[person][first\_name]:** Example

**ticket[agent][date\_password\_set\_ts]:** 0

**ticket[person\_email][date\_created]:** 2014-06-11 16:30:56

**person\_context[picture\_url\_22]:**http://helpdesk.example.com/file.php/size/22/size-fit/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[date\_user\_waiting\_ts]:** 1400681937

**ticket[date\_status\_ts\_ms]:** 1400681937000

**ticket[agent][agentgroup\_ids][1]:** 4

**ticket[total\_to\_resolution]:**

**person\_context[is\_agent\_confirmed]:** 1

**ticket[agent][display\_name]:** Annie Edison

**ticket[participants][0][person][date\_last\_login\_ts]:** 0

**ticket[person][is\_deleted]:**

**ticket[person][picture\_url\_22]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?s=22&d=mm>

**ticket[participants][0][person][picture\_url]:**[http://helpdesk.example.com/file.php/size/80/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/80/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png)

**person\_context[agentgroup\_ids][1]:** 4

**ticket[participants][0][person][is\_contact]:** 1

**ticket[person\_email][date\_validated\_ts\_ms]:** 1402504256000

**custom\_data:**

**ticket[agent][default\_picture\_url\_16]:**<http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1>

**ticket[worst\_sla\_status]:** warning

**person\_context[picture\_url\_50]:**[http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/50/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**ticket[agent][default\_picture\_url\_64]:**<http://helpdesk.example.com/file.php/avatar/64/default.jpg?size-fit=1>

**ticket[ticket\_slas][0][id]:** 140

**ticket[person][default\_picture\_url\_80]:**<http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1>

**ticket[agent][picture\_url\_64]:**[http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**ticket[agent][date\_created\_ts\_ms]:** 1397641882000

**person\_context[usergroups][4][title]:** Tech support

**ticket[agent][importance]:** 0

**ticket[date\_status]:** 2014-05-21 14:18:57

**ticket[person\_email][date\_validated\_ts]:** 1402504256

**ticket[participants][0][person][is\_user]:** 1

**ticket[date\_first\_agent\_reply\_ts\_ms]:** 1400681937000

**ticket[ticket\_slas][0][is\_completed]:**

**ticket[agent][agentgroup\_ids][4]:** 9

**ticket[date\_first\_agent\_assign\_ts]:** 1400681937

**ticket[ticket\_slas][0][sla][work\_end]:**

**ticket[person\_email\_validating]:**

**ticket[date\_last\_agent\_reply]:** 2014-05-21 14:18:57

**ticket[hidden\_status]:**

**ticket[date\_status\_ts]:** 1400681937

**ticket[total\_user\_waiting]:** 0

**person\_context[picture\_blob][blob\_hash]:**ed8c1e3cf49648756d48116ddf07ccfc

**ticket[person][default\_picture\_url\_50]:**<http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1>

**person\_context[date\_last\_login\_ts\_ms]:** 1404288612000

**ticket[parent\_ticket]:**

**ticket[agent][id]:** 2

**ticket[agent][date\_last\_login\_ts]:** 1404288612

**ticket[person][default\_picture\_url\_32]:**<http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1>

**ticket[date\_agent\_waiting]:**

**person\_context[usergroups][0][title]:** All Permissions

**ticket[participants][0][person][organization\_position]:**

**ticket[agent][disable\_autoresponses]:**

**ticket[participants][0][person][can\_reports]:** 1

**person\_context[primary\_email][id]:** 41

**ticket[language][flag\_image]:** us.png



**ticket[person][picture\_blob]:**

**ticket[language][has\_admin]:** 1

**ticket[date\_first\_agent\_assign\_ts\_ms]:** 1400681937000

**person\_context[picture\_blob][relative\_url]:**file.php/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[participants][0][person][agentgroup\_ids][0]:** 3

**ticket[participants][0][person][date\_password\_set]:**

**person\_context[date\_picture\_check\_ts\_ms]:** 0

**ticket[person][primary\_email][email]:** genericdad75@example.com

**ticket[agent][picture\_url\_45]:**http://helpdesk.example.com/file.php/size/45/size-fit/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[product][root]:**

**ticket[agent][date\_created]:** 2014-04-16 09:51:22

**ticket[person][id]:** 28

**event\_method:** web

**ticket[total\_to\_first\_reply]:** 0

**ticket[ticket\_slas][0][sla][fail\_time\_unit]:** years

**ticket[language][id]:** 1

**person\_context[title\_prefix]:**

**ticket[status]:** awaiting\_agent

**ticket[date\_feedback\_rating]:**

**person\_context[usergroups][4][is\_agent\_group]:** 1

**ticket[ticket\_slas][0][fail\_date\_ts]:** 20322281937

**ticket[person][date\_password\_set\_ts]:** 0

**person\_context[date\_password\_set\_ts]:** 0

**ticket[participants][0][default\_on]:** 1

**ticket[person][disable\_autoresponses]:**

**ticket[agent][date\_last\_login\_ts\_ms]:** 1404288612000

**person\_context[usergroups][0][sys\_name]:**

**ticket[date\_locked]:**

**ticket[subject]:** Hierarchy problem

**ticket[agent][was\_agent]:**

**ticket[participants][0][person][is\_agent\_confirmed]:** 1

**ticket[date\_closed\_ts]:** 0

**ticket[agent][organization\_position]:**

**ticket[participants][0][person][title\_prefix]:**

**ticket[agent][is\_vacation\_mode]:**

**ticket[person][picture\_url\_64]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=64&d=mm>

**ticket[department][is\_chat\_enabled]:**

**ticket[agent][creation\_system]:** web.person

**person\_context[picture\_blob][is\_image]:** 1

**ticket[participants][0][person][importance]:** 0

**ticket[priority][title]:** Critical

**ticket[department][parent\_id]:**

**ticket[agent][is\_user]:** 1

**person\_context[usergroups][0][is\_agent\_group]:** 1

**person\_context[usergroups][3][is\_agent\_group]:** 1

**ticket[participants][0][person][name]:** Abed Nadir

**ticket[language][sys\_name]:** default

**person\_context[display\_name]:** Annie Edison

**ticket[person][emails][0][email]:** genericdad75@example.com

**ticket[agent][date\_password\_set]:**

**ticket[participants][0][person][picture\_url\_80]:**[http://helpdesk.example.com/file.php/size/80/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/80/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png)

**ticket[participants][0][person][is\_confirmed]:** 1

**ticket[person][override\_display\_name]:**

**ticket[person][is\_agent]:**

**ticket[agent][first\_name]:** Annie

**person\_context[can\_reports]:** 1

**ticket[date\_created\_ts\_ms]:** 1400681937000

**ticket[ticket\_slas][0][sla][active\_time]:** all

**ticket[participants][0][person][is\_deleted]:**

**ticket[participants][0][person][default\_picture\_url\_16]:**<http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1>

**person\_context[disable\_autoresponses]:**

**ticket[date\_created]:** 2014-05-21 14:18:57

**ticket[person][date\_picture\_check\_ts]:** 0

**person\_context[agentgroup\_ids][0]:** 3

**ticket[participants][0][person][is\_vacation\_mode]:**

**ticket[participants][0][person][date\_created\_ts]:** 1397643172

**ticket[department][has\_children]:**

**person\_context[picture\_url\_45]:**[http://helpdesk.example.com/file.php/size/45/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_high.png](http://helpdesk.example.com/file.php/size/45/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png)

**person\_context[usergroups][4][note]:**

**ticket[person][disable\_autoresponses\_log]:**

**ticket[person][is\_vacation\_mode]:**

**ticket[agent][can\_reports]:** 1

**ticket[properties]:**

**ticket[participants][0][person][organization\_manager]:**

**ticket[ticket\_slas][0][fail\_date]:** 2613-12-27 14:18:57

**person\_context[usergroups][3][note]:**

**ticket[person][primary\_email][id]:** 43

**person\_context[usergroups][3][title]:** Interns

**ticket[count\_user\_replies]:** 0

**person\_context[is\_confirmed]:** 1

**ticket[person][picture\_url]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&d=mm>

**ticket[product][id]:** 2

**person\_context[primary\_email][email]:** adderallfan5gpa@example.com

**ticket[ticket\_slas][0][completed\_time\_taken]:**

**ticket[ticket\_slas][0][sla][warn\_actions][actions][0][options][priority\_id]:** 3

**ticket[participants][0][person][creation\_system]:** web.person

**ticket[person][organization\_manager]:**

**ticket[agent][picture\_url\_16]:** http://helpdesk.example.com/file.php/size/16/size-fit/5ZYD  
TWNPNJTJ439939E875/People\_clip\_art\_hight.png

**person\_context[organization\_manager]:**

**ticket[creation\_system]:** web.agent.portal

**ticket[person][date\_picture\_check]:**

**person\_context[date\_created\_ts]:** 1397641882

**ticket[ticket\_slas][0][warn\_date\_ts]:** 1400681997

**ticket[organization]:**

**ticket[participants][0][person][was\_agent]:**

**ticket[participants][0][person][default\_picture\_url\_50]:** http://helpdesk.example.com/  
file.php/avatar/50/default.jpg?size-fit=1

**ticket[ticket\_slas][0][sla][id]:** 1

**ticket[participants][0][person][agentgroup\_ids][3]:** 8

**ticket[participants][0][person][gravatar\_url]:** http://www.gravatar.com/avatar/358dc55  
32c646ba004fdcaf04fe05498?&d=mm

**person\_context[usergroups][1][is\_agent\_group]:** 1

**ticket[person][display\_name]:** Example User

**ticket[agent][primary\_email][email]:** adderallfan5gpa@example.com

**ticket[person][date\_picture\_check\_ts\_ms]:** 0

**ticket[participants][0][person][disable\_autoresponses]:**

**event\_performer:** agent

**person\_context[usergroups][1][is\_enabled]:** 1

**ticket[current\_user\_waiting]:** 3609772

**ticket[agent][agentgroup\_ids][0]:** 3

**person\_context[date\_picture\_check\_ts]:** 0

**event\_type:** update

**ticket[participants][0][person][picture\_url\_22]:**[http://helpdesk.example.com/file.php/size/22/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/22/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png)

**ticket[current\_user\_waiting\_work]:** 3609772

**ticket[agent][can\_agent]:** 1

**ticket[agent][emails][0][id]:** 41

**person\_context[summary]:**

**ticket[person][date\_created\_ts]:** 1400681756

**ticket[ticket\_slas][0][sla][fail\_actions][version]:** 1

**ticket[agent][gravatar\_url]:**<http://www.gravatar.com/avatar/3cc3c46af3cc75d3e85da9d2f6c90f22?&d=mm>

**ticket[participants][0][person][emails][0][id]:** 3

**ticket[person][date\_last\_login]:**

**person\_context[usergroups][1][id]:** 4

**ticket[agent][disable\_autoresponses\_log]:**

**person\_context[picture\_blob][thumbnail\_url\_50]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=50](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png?s=50)

**ticket[participants][0][person][first\_name]:** Abed

**person\_context[picture\_blob][download\_url]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**person\_context[usergroups][2][note]:**

**ticket[access\_code\_email\_body\_token]:** (#CF9DPM28WW5MTZK8T)

**ticket[person][creation\_system]:** web.person

**ticket[person][is\_confirmed]:** 1

**ticket[labels][0]:** regular

**person\_context[can\_admin]:** 1

**ticket[person][date\_created]:** 2014-05-21 14:15:56

**person\_context[picture\_blob][thumbnail\_url\_80]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=80](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png?s=80)

**ticket[language][has\_user]:** 1

**ticket[person][gravatar\_url]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&d=mm>

**ticket[urgency]:** 1

**ticket[participants][0][person][emails][0][email]:**boss@a1llc.example.com

**ticket[person\_email][email]:** genericdad75@example.com

**person\_context[is\_deleted]:**

**person\_context[disable\_autoresponses\_log]:**

**ticket[date\_feedback\_rating\_ts\_ms]:** 0

**ticket[agent][date\_created\_ts]:** 1397641882

**person\_context[picture\_blob][thumbnail\_url\_20]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=20](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png?s=20)

**ticket[agent][name]:** Annie Edison

**ticket[person][default\_picture\_url\_16]:**<http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1>

**ticket[date\_feedback\_rating\_ts]:** 0

**person\_context[picture\_blob][authcode]:** 5ZYDTWNPNTJ439939E875

**person\_context[picture\_url\_64]:**[http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/64/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**ticket[date\_resolved]:**

**ticket[participants][0][person][agentgroup\_ids][4]:** 9

**person\_context[importance]:** 0

**ticket[person][timezone]:** UTC

**ticket[participants][0][person][disable\_picture]:**

**ticket[agent][default\_picture\_url]:**<http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1>

**ticket[language][title]:** English

**ticket[person][importance]:** 0

**ticket[access\_code\_email\_header\_token]:** PTAC-CF9DPM28WW5MTZK8T

**person\_context[default\_picture\_url\_50]:**<http://helpdesk.example.com/file.php/avatar/50/default.jpg?size-fit=1>

**ticket[participants][0][person][default\_picture\_url\_32]:**<http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1>

**ticket[person][picture\_url\_45]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=45&d=mm>

**ticket[person][picture\_url\_32]:**<http://www.gravatar.com/avatar/fb85e12947c55f7f7bce3d869ef74ed0?&s=32&d=mm>

**ticket[category]:**

**ticket[date\_user\_waiting]:** 2014-05-21 14:18:57

**ticket[participants][0][person][override\_display\_name]:**

**person\_context[date\_created]:** 2014-04-16 09:51:22

**ticket[agent][emails][0][email]:** adderallfan5gpa@example.com

**ticket[agent][default\_picture\_url\_45]:**<http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1>

**ticket[participants][0][person][can\_billing]:** 1

**ticket[participants][0][person][is\_disabled]:**

**ticket[agent][default\_picture\_url\_22]:**<http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1>

**person\_context[default\_picture\_url\_80]:**<http://helpdesk.example.com/file.php/avatar/80/default.jpg?size-fit=1>

**ticket[participants][0][person][date\_picture\_check\_ts]:** 0

**person\_context[usergroups][3][id]:** 8

**ticket[person][can\_reports]:**

**ticket[id]:** 57

**person\_context[usergroups][4][id]:** 9

**person\_context[is\_contact]:** 1

**ticket[language][is\_rtl]:**

**ticket[person\_email][date\_validated]:** 2014-06-11 16:30:56

**ticket[department][user\_title\_parts][0]:** Support

**person\_context[agentgroup\_ids][4]:** 9

**ticket[person][date\_last\_login\_ts\_ms]:** 0

**ticket[ticket\_slas][0][sla\_status]:** warning

**ticket[ticket\_slas][0][sla][warn\_actions][actions][0][type]:** SetPriority

**ticket[agent][date\_picture\_check\_ts]:** 0

**ticket[original\_subject]:** NOD problem

**ticket[person][default\_picture\_url\_64]:**<http://helpdesk.example.com/file.php/avatar/64/default.jpg?size-fit=1>

**ticket[total\_user\_waiting\_work]:** 3609772

**ticket[priority][priority]:** 10

**ticket[person][can\_agent]:**

**ticket[date\_locked\_ts]:** 0

**ticket[participants][0][person][summary]:**

**ticket[person][summary]:**

**person\_context[first\_name]:** Annie

**person\_context[picture\_blob][thumbnail\_url\_16]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=16](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png?s=16)

**ticket[validating]:**

**ticket[creation\_system\_option]:**

**ticket[total\_to\_first\_reply\_work]:** 0

**ticket[person\_email][is\_own\_validated]:**

**ticket[participants][0][person][date\_created\_ts\_ms]:** 1397643172000

**ticket[participants][0][person][picture\_url\_16]:**[http://helpdesk.example.com/file.php/size/16/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med.png](http://helpdesk.example.com/file.php/size/16/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png)

**ticket[participants][0][person][agentgroup\_ids][2]:** 6

**ticket[date\_agent\_waiting\_ts]:** 0

**ticket[participants][0][person][default\_picture\_url\_64]:**<http://helpdesk.example.com/file.php/avatar/64/default.jpg?size-fit=1>

**person\_context[name]:** Annie Edison

**ticket[date\_closed]:**

**person\_context[usergroups][1][sys\_name]:**

**person\_context[default\_picture\_url\_22]:**<http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1>

**ticket[ticket\_slas][0][sla][apply\_type]:** manual

**person\_context[picture\_url\_16]:**<http://helpdesk.example.com/file.php/size/16/size-fit/5ZY>



DTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[participants][0][person][date\_password\_set\_ts]: 0**

**ticket[agent][picture\_url\_32]:**http://helpdesk.example.com/file.php/size/32/size-fit/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**ticket[agent][is\_disabled]:**

**ticket[agent][date\_password\_set\_ts\_ms]: 0**

**ticket[ticket\_slas][0][sla][fail\_time]: 1**

**person\_context[usergroups][4][sys\_name]:**

**ticket[ticket\_slas][0][sla][work\_start]:**

**person\_context[picture\_blob][filesize]: 75123**

**ticket[person][last\_name]: User**

**ticket[participants][0][person][picture\_url\_32]:**http://helpdesk.example.com/file.php/size/32/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\_architetto\_franc\_01.svg.med.png

**person\_context[usergroups][2][is\_enabled]: 1**

**ticket[date\_resolved\_ts]: 0**

**ticket[agent][summary]:**

**person\_context[override\_display\_name]:**

**ticket[participants][0][person][is\_agent]: 1**

**ticket[agent][disable\_picture]:**

**ticket[participants][0][person][picture\_url\_64]:**http://helpdesk.example.com/file.php/size/64/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\_architetto\_franc\_01.svg.med.png

**ticket[ref]: CAAUTCWQQO-2014140638**

**person\_context[usergroups][2][is\_agent\_group]: 1**

**person\_context[picture\_url\_80]:**http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People\_clip\_art\_hight.png

**person\_context[date\_created\_ts\_ms]: 1397641882000**

**ticket[person\_email][comment]:**

**person\_context[is\_vacation\_mode]:**

**ticket[agent][date\_picture\_check]:**

**ticket[date\_last\_agent\_reply\_ts\_ms]:** 1400681937000

**ticket[has\_attachments]:**

**ticket[auth]:** 9DPM28WW5MTZK8T

**ticket[department][id]:** 1

**ticket[date\_user\_waiting\_ts\_ms]:** 1400681937000

**ticket[date\_resolved\_ts\_ms]:** 0

**person\_context[usergroups][1][note]:** Agent has all permissions except those that would allow them to make destructive changes such as deleting records.

**person\_context[picture\_blob][content\_type]:** image/png

**person\_context[picture\_blob][filesize\_display]:** 73.36 KB

**person\_context[date\_last\_login\_ts]:** 1404288612

**ticket[department][is\_tickets\_enabled]:** 1

**ticket[participants][0][person][can\_admin]:** 1

**ticket[language][locale]:** en\_US

**ticket[agent][default\_picture\_url\_32]:**<http://helpdesk.example.com/file.php/avatar/32/default.jpg?size-fit=1>

**ticket[agent][picture\_url\_80]:**[http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_high.png](http://helpdesk.example.com/file.php/size/80/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_high.png)

**ticket[agent][is\_confirmed]:** 1

**ticket[agent][last\_name]:** Edison

**ticket[ticket\_slas][0][sla][sla\_type]:** resolution

**ticket[participants][0][person][date\_picture\_check\_ts\_ms]:** 0

**ticket[participants][0][person][default\_picture\_url\_22]:**<http://helpdesk.example.com/file.php/avatar/22/default.jpg?size-fit=1>

**ticket[feedback\_rating]:**

**person\_context[picture\_blob][file\_ext]:** png

**person\_context[default\_picture\_url\_16]:**<http://helpdesk.example.com/file.php/avatar/16/default.jpg?size-fit=1>

**ticket[ticket\_slas][0][sla][work\_timezone]:**

**person\_context[default\_picture\_url\_64]:**<http://helpdesk.example.com/file.php/avatar/64>

/default.jpg?size-fit=1

**ticket[participants][0][person][date\_password\_set\_ts\_ms]: 0**

**ticket[agent][is\_deleted]:**

**person\_context[date\_picture\_check]:**

**ticket[person][date\_password\_set\_ts\_ms]: 0**

**ticket[person][disable\_picture]:**

**ticket[department][display\_order]: 0**

**ticket[date\_last\_agent\_reply\_ts]: 1400681937**

**ticket[agent][agentgroup\_ids][3]: 8**

**ticket[count\_agent\_replies]: 1**

**person\_context[picture\_url\_32]:**[http://helpdesk.example.com/file.php/size/32/size-fit/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png](http://helpdesk.example.com/file.php/size/32/size-fit/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png)

**person\_context[usergroups][4][is\_enabled]: 1**

**person\_context[agentgroup\_ids][3]: 8**

**person\_context[picture\_blob][name\_hash]: 39E875**

**ticket[is\_hold]:**

**person\_context[usergroups][3][is\_enabled]: 1**

**ticket[ticket\_slas][0][fail\_date\_ts\_ms]: 20322281937000**

**person\_context[id]: 2**

**person\_context[can\_agent]: 1**

**person\_context[picture\_blob][thumbnail\_url\_30]:**[http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People\\_clip\\_art\\_hight.png?s=30](http://helpdesk.example.com/file.php/5ZYDTWNPNTJ439939E875/People_clip_art_hight.png?s=30)

**ticket[participants][0][person][default\_picture\_url\_45]:**<http://helpdesk.example.com/file.php/avatar/45/default.jpg?size-fit=1>

**person\_context[usergroups][2][id]: 6**

**ticket[language][base\_filepath]:**

**person\_context[usergroups][0][is\_enabled]: 1**

**person\_context[timezone]: Europe/London**

**ticket[participants][0][person][picture\_url\_50]:**[http://helpdesk.example.com/file.php/size/50/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore\\_architetto\\_franc\\_01.svg.med](http://helpdesk.example.com/file.php/size/50/size-fit/1JXTWMRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med)

png

**ticket[person][organization\_position]:**

**ticket[person][is\_agent\_confirmed]: 1**

Tags

actions

http

json

web hook