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API: Setting contact data Mike S. - 2023-08-29 - Comments (0) - Deskpro Legacy

People and organizations can have multiple types of contact data set for them. These can be set when creating a person or organization or by calling a specific end point to add contact data to an existing person or organization. See the specific content pages for the URLs to access contact data.

Each type of contact data accepts different arguments. This page serves as general documentation for setting contact data.

Data Structure for saving and updating contact data

The general data structure for setting a single contact data record is as follows:

- type string. The type of contact data. This is discussed in more detail in the sections below.
- comment string. An optional comment or label for the contact data. For example, you might label an address as "home" or "business".
- data array. This is an array of data that makes up the contact data record. The structure of this is specific to each contact data type. Specific components are discussed in the sections below.

Note that to pass the individual parts of an array, square brackets are used (such as data[username]). For example, as a PHP array this might look like:

```
array(
```

)

```
'type' => 'im',
'comment' => 'label',
'data[service]' => 'aim',
'data[username]' => 'example',
```

Creating a new person or organisation

When creating a new person or organization, you can specify multiple contact data records by passing arrays of contact_data[#]. The # should be replaced with a number that is the same for each part of a single contact data record. The number itself is arbitrary, it's only used to group data values of the same contact record. Multiple records can be created by using different numbers. For example:

array(

```
'contact_data[1][type]' => 'im',
'contact_data[1][comment]' => 'label',
'contact_data[1][data][service]' => 'aim',
'contact_data[1][data][username]' => 'example',
'contact_data[2][type]' => 'website',
'contact_data[2][comment]' => 'person',
'contact_data[2][data][url]' => 'http://example.com'
```

)

Contact Data Types

Address

Type address

data • address - string. Street address.

- city string. City.
- state string. State, if there is one.
- zip string. Zip or postal code.
- country string. Country name.

Facebook

- Type facebook
- **Data** profile_url string. URL to the Facebook profile.

Instant Message

- Type instant_message
- **data** service string. Name of the IM service. Valid services: aim, msn, yim, icq, skype, gtalk, other.
 - username string. User name for the service.

LinkedIn

- Type linked_in
- **data** profile_url string. URL to the LinkedIn profile.

Phone

- data country_calling_code integer. Country dialing code. • number - string. The phone number.
 - type string. Type of number. Valid types: phone, mobile, fax.

Skype

Туре	skype
data	• username - string. Skype user name.

Twitter

data • username - string. Twitter user name.

Website

- Type website
- data url string. Website URL.