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Basic API Usage

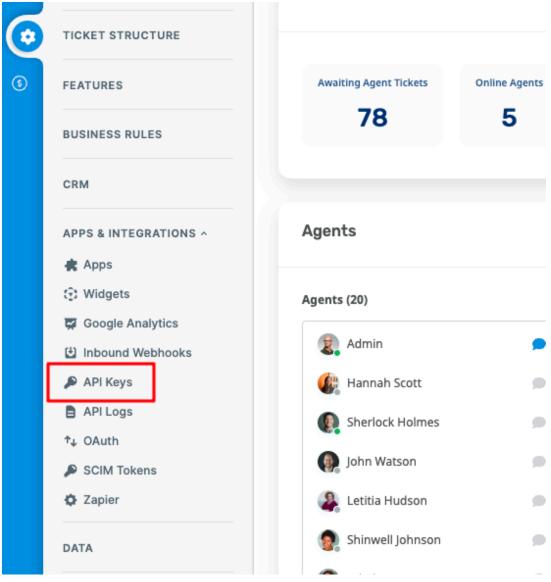
Ashley Dawson - 2023-08-21 - Comments (0) - API

In this article, we're going to describe a series of common API use cases to get you started using the Deskpro API.

Deskpro provides a REST API; an extensive list of all API endpoints can be found in our <u>API</u> <u>reference document</u>. We use widely supported JSON as a data format, meaning almost any system can talk to Deskpro. You can use the Deskpro API to access all functions of the system, helping you to automate reading and writing data to Deskpro.

Authentication

The simplest way to authenticate is by using an API key. You can create an API key via Deskpro's admin interface, under **Apps & Integrations > API Keys**



Create a new API key and enter the following information:

- Name: this can be anything you like, it's to identify the API key
- API Version: select API v2
- **API Key Context**: select a user you'd like to consume the API as. E.g. all requests to the API using this API key will be in the context of the selected user

	Add: API Keys	
	Name*	
	My API Key	
	Used as note for this API key. You could use this field as a reminder of what this API key will be used for.	
	Hourly Limit	
	Daily Limit	
	API Version*	
	API v2	
Last Hour		
0	API Key Context* 💿	
0	Select	Ŧ
	(2) Admin	
0	🔊 Agent	
	🕼 Alesia Burvin	
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	Greg Lestrade	
	Wannah Scott	
	Irene Adler	
	Create	el:

Once you've created your new API key, click "Create" and you'll see your new API key appear in the list. Click on it and you should see the following:

	Edit: My API Key	id: 4
	Name*	
	My API Key	
	Used as note for this API key. You could use this reminder of what this API key will be used for.	s field as a
	API Key Code Show API Key	
	Hourly Limit	
	Daily Limit	
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0	API v2	
0	API Key Context* 💿	
0	Greg Lestrade	~
	All API requrest will be executed in the context	of this agent.
0	Allow Tags	+ add
	*	
	Disallow Tags	+ add
	*.delete	

Click "Show API Key" and copy the API for later use.

	Edit: My API Key id: 4
	Name*
	My API Key
	Used as note for this API key. You could use this field as a reminder of what this API key will be used for.
	API Key Code
	4:G2BYDMWM3PJAJ3PH6WBKW8NW4 Copy
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st Hour	Daily Limit
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	API v2
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	API Key Context* ③ ③ Greg Lestrade All API requrest will be executed in the context of this agent.
	API Key Context* Greg Lestrade All API requrest will be executed in the context of this agent. Allow Tags + add

Ok, so now that we have our authentication key, let's use it to do some stuff :)

Creating a Ticket

Creating a ticket is quite a common use case. You could have another system create tickets automatically when certain events happen. For example, let's say we had a CRM system that when a customer request/question comes in, a ticket is automatically created in Deskpro.

To get started, we recommend using a REST client like <u>PostMan</u> or you can even use cURL from your command line.

To create a ticket in Deskpro you can do the following:

```
POST https://my-helpdesk.deskpro.com/api/v2/tickets
Content-Type: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4
{
    "subject": "My First Ticket",
    "person": "joanne.bloggs@example.com",
    "message": "joanne.bloggs@example.com",
    "message": {
        "message": {
            "message": "This is a rich <b>HTML</b> message",
        "format": "html"
    }
}
```

Creating a Ticket with an Attachment

Creating a ticket with attachments contains extra steps and we first need to upload the attachments to Deskpro and then "link" them to the new ticket.

In order to upload an attachment, or blob (a fancy name for a binary object), you must first send a "form-data" request to the blob endpoint. The best way to do this is by using a REST client like <u>PostMan</u> to do this. In the screenshot below we show uploading a file to the **POST** /api/v2/blobs/tmp endpoint via <u>PostMan</u>.

Overview POST Store Blob • + ••••			No Environment
Deskpro API v2 / Store Blob			
POST v https://109f-2a02-c7c-da7c-9500-3085-5e8c-8334-	c0ab.ngrok-free.app/api/v2/blobs/temp		s
rams Authorization Headers (9) Body • Pre-request Script	t Tests Settings		
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retty Raw Preview Visualize JSON ∨ ⇒		Status: 201 Created Time: 1960 ms Size: 1.4	3 KB 🖺 Save as I
ty Raw Preview Visualize JSON ∨ = 2 *data": { 3 *content_type": "image/png", 4 *is_image": true, 5 *blob_id": 5652, 6 *blob_id": 5652/00HPR020AMAX200",		C Status: 201 Created Time: 1960 ms Size: 1.4	3 KB 🖺 Save as
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Term Raw Preview Visualize JSON ⇒ 1 "data": {		-	_
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Once your attachment has been uploaded as a blob, Deskpro will return an "Auth Code", seen in the above example as the property "blob_auth". You can now use this in the next step when creatingf a new ticket.

```
POST https://my-helpdesk.deskpro.com/api/v2/tickets
Content-Type: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4
```

```
{
    "subject": "My First Ticket",
    "person": "joanne.bloggs@example.com",
    "message": {
        "message": "This is a rich <b>HTML</b> message",
        "format": "html",
        "attachments": [{
        "blob_auth": "3AAAAAAAAAAAAAA0",
        "is_inline": false
}]
    }
}
```

Note that the "is_inline" property is set to **false**, this means that the file is attached to the message and not inline with its content.

Assigning a Ticket

To assign a ticket to an agent, you must first find the agent's ID. You can either find this in Deskpro itself alongside the agent, or you can get all agents from the API. below is a screenshot of where to locate the ID of an agent in the **Admin > Agents > Agent Profiles** section of Deskpro.

Activ	e Deleted							
	Name 🗢	Email	Teams	Permission Groups	Departments	20	<u> </u>	ID
	R Admin	james.godwin@deskpro.com	221B Energy Support	All permissions	~	20	ĸ	
	Agent	phil.rigby@deskpro.com	Complaints +1	All permissions	~	20		65
	👰 Alesia Burvin	alesia.burvin@deskpro.com	🍊 Sales 🕕	All permissions	₽ ₽₽₽₽₽₽₽₽ ₽₽₽	20	К	

To fetch a collection of agents from the Deskpro API you can make the following request:

GET https://my-helpdesk.deskpro.com/api/v2/agents
Accept: application/json
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4

The response will contain a colelction of agents, including their IDs.

Next, let's update our existing ticket to assign the agent. You can do this by calling the update ticket endpoint as follows:

PUT https://my-helpdesk.deskpro.com/api/v2/tickets/321 Content-Type: application/json

```
Authorization: key 4:G24M3K6Y3R3H8DN9B6QGH3NW4
{
    "agent": 42
}
```

The request above assigns the ticket with ID "321" to the agent with ID "42" $\,$

You can find many other endpoints in our <u>API reference document</u>.

Отметки АРІ