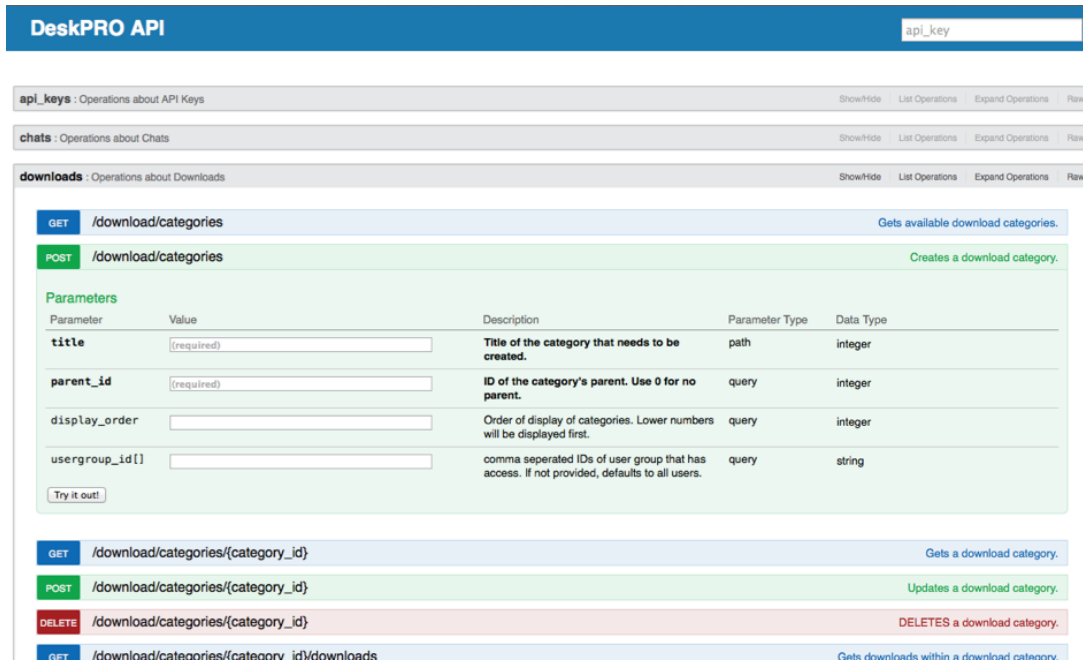


New Feature: Interactive API Browser

2014-11-06 - Ben Henley - Comments (0) - Product

If you're a coder who needs to integrate DeskPRO with other systems, the good news is that we have a comprehensive REST API. The *new* good news is that we've made it even easier to use by adding an interactive API browser.

Now you can easily explore the DeskPRO API and try out the available operations from a web interface. Just go to **/api/api.html on your helpdesk** and enter an API key.



DeskPRO API

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](#)

GET /download/categories [Gets available download categories.](#)

POST /download/categories [Creates a download category.](#)

Parameters

Parameter	Value	Description	Parameter Type	Data Type
title	<input type="text" value="(required)"/>	Title of the category that needs to be created.	path	integer
parent_id	<input type="text" value="(required)"/>	ID of the category's parent. Use 0 for no parent.	query	integer
display_order	<input type="text"/>	Order of display of categories. Lower numbers will be displayed first.	query	integer
usergroup_id[]	<input type="text"/>	comma seperated IDs of user group that has access. If not provided, defaults to all users.	query	string

[Try it out!](#)

GET /download/categories/{category_id} [Gets a download category.](#)

POST /download/categories/{category_id} [Updates a download category.](#)

DELETE /download/categories/{category_id} [DELETES a download category.](#)

GET /download/categories/{category_id}/downloads [Gets downloads within a download category.](#)

You can enter parameters for any API operation and instantly see the result. So whether you're working out how to do something or troubleshooting existing code, development is quicker and easier.

Try it out! [Hide Response](#)

Request URL

`http://site47.deskprodemo.com:80/api/people?is_agent=true&&&&&&&&&&&`

Response Body

```
{
  "id": 3,
  "title": "All Permissions",
  "note": "Agent has full permissions",
  "is_agent_group": true,
  "sys_name": "agent_all_perms",
  "is_enabled": true
},
"teams": [],
"primary_team": null,
"labels": [],
"display_name": "Agent 2",
"primary_email": {
  "id": 3,
  "email": "agent2@example.net"
},
"primary_phone_number_text": "",
"primary_phone_number_region": "",
"usergroup_ids": [
  2
]
```

Response Code

200

Response Headers

```
{
  "Date": "Tue, 21 Oct 2014 11:35:57 GMT",
  "Server": "nginx/1.4.6 (Ubuntu)",
  "X-Powered-By": "PHP/5.5.9-lubuntu4.4",
  "Transfer-Encoding": "Identity",
  "Content-Type": "application/json",
  "Cache-Control": "no-cache",
  "Connection": "keep-alive",
  "X-Deskpro-Requestid": "2014102111_f1a9b73c24c93bf07a5291925f52db4"
}
```

For more information, see our guide to [getting started with the DeskPRO API browser](#), and the [API documentation](#).