Webhook action data format

Ben Henley - 2022-05-05 - **Comments (0)** - 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

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

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/5ZYDTWNPNTJ4399 39E875/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/5ZYDTWNPNTJ439939E 875/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/1JXTWMR HSYW335C62FEC/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/5ZYDTWNPNTJ439939E 875/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

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/5ZYDTWNPNTJ439939E87
5/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/1JXTW MRHSYW335C62FEC/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/def ault.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/5ZYDTWNPNTJ439939E 875/People_clip_art_hight.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/5ZYDTWNPNTJ439939E875/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/358dc5532c646ba004fdcaf04fe05498?&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/1JXTW MRHSYW335C62FEC/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/5ZYDTWNPNTJ4399 39E875/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/5ZYDTWNPNTJ439939E8 75/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/5ZYDTWNPNTJ4399 39E875/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/5ZYDTWNPNTJ4399 39E875/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

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/5ZYDTWNPNTJ4399 39E875/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/1JXTW MRHSYW335C62FEC/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/def ault.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/5ZYDTWNPNTJ439939E 875/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/5ZYDTWNPNTJ439939E87
5/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/1JXTW
MRHSYW335C62FEC/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/1JXTW
MRHSYW335C62FEC/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/5ZYDTWNPNTJ439939E
875/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_hight.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

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

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/1JXTW MRHSYW335C62FEC/1194984674960960434signore_architetto_franc_01.svg.med.png

ticket[person][organization_position]:

ticket[person][is_agent_confirmed]: 1

- 标记
- actions
- http
- json
- web hook