

# StaffAPI - Fetching Ticket Lists

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Tickets listings are retrieved separately from posts and attachments associated with the tickets. This is to optimize data usage on cellular networks and keep storage requirements of the client application to a minimum. A search request is also provided to locate tickets on the server without the need to store the data locally.

## Client request

To retrieve ticket data, perform an HTTP POST@wikipedia request to the following URL:

```
staffapi/index.php?/Tickets/Retrieve
```

## POST arguments

 All POST arguments marked in **blue** are query parameters and may be omitted if they are not required. If all of the parameters are omitted, all tickets in the helpdesk (*that the user has access to*) will be returned in the result.

Argument name	Value
<b>sessionid</b>	The unique session identifier sent in the <b>log in</b> response from the server
<b>departmentid</b>	A comma delimited list of numeric department identifiers that tickets must be filed under to be returned in the query result. A department id not assigned to the logged in staff will be ignored.
<b>statusid</b>	A comma delimited list of numeric status identifiers that tickets must be assigned to be returned in the query result.
<b>ownerid</b>	A comma delimited list of numeric staff user identifiers who must be the owner of a ticket in order for it to be returned in the query result. ( <i>0 = unassigned</i> )
<b>filterid</b>	A unique numeric identifier of a ticket filter sent to the client application during the log in sequence. Note that this query parameter is mutually exclusive to all others, ( <i>i.e., if you specify a ticket filter, all other parameters will be ignored!</i> )
<b>ticketid</b>	One or more unique ticket identifiers, separated by commas, for which to retrieve data. Note that this query parameter is mutually exclusive to all others, ( <i>i.e., if you specify a ticket ID list, all other parameters will be ignored!</i> )
<b>wantticketdata</b>	Specifies whether ticket data (replies, notes, billing, etc) will be included in the returned XML ( <i>0 or 1; default = 0</i> ) Note: This data can be retrieved separately in another <b>request</b> when needed.
<b>wantattachmentdata</b>	Specifies whether ticket attachment data will be included in the returned XML ( <i>0 or 1; default = 0</i> ) If <b>wantticketdata</b> is 0, this argument will have no effect. Note: Attachments can be retrieved separately in another <b>request</b> when needed.
<b>sortby</b>	Optional. Specifies how to sort the results. Can be one of the following: <i>department, status, priority, type, flagtype, due, creationdate, lastactivity</i> . Default sort field is <i>ticketid</i> .
<b>sortorder</b>	Optional. Specifies the sort order of the results. Can be either <i>asc</i> (ascending) or <i>desc</i> (descending). Default sort order is <i>ascending</i> .
<b>start</b>	Optional. A numeric value specifying the offset at which to start. ( <i>i.e., a value of 10 will skip the first 10 tickets in the current sort order</i> )
<b>limit</b>	Optional. A numeric value specifying the maximum number of tickets to be returned. If omitted, the default value of 100 will be used. Maximum allowed value = 1000

Using the above query parameters in concert, the client application can request a very specific set of tickets that match some set of criteria. If any criterion is omitted, it is ignored (*e.g. if **ownerid** is not supplied, tickets owned by anyone (and unassigned tickets) will match the query*)

## Example request

```
http://support.acme.com/staffapi/index.php?/Tickets/Retrieve
departmentid=1,2,3
statusid=1
sortby=creationdate
sortorder=desc
```

The above request would return the first 100 tickets with status of 1 in departments 1, 2 or 3 - sorted by creation date in descending order (newest first).

## Server response

A standard **server response** containing a UTF-8 encoded XML payload in the following format:

### Root node

The parent node for the entire XML payload. If you do not locate this node at the top level, it is likely that the server returned an error response. See **error codes** for further information. If an error response is returned, your application should report the error to the user and immediately abandon the request.

```
<kayako_staffapi>
```

Ticket listing

If any tickets are found that match the client's request, they are sent in the following format:

```
<count>...</count>

<tickets>
  <ticket id="...">
    <displayid>...</displayid>
    <departmentid>...</departmentid>
    <departmenttitle>...</departmenttitle>
    <statusid>...</statusid>
    <statustitle>...</statustitle>
    <priorityid>...</priorityid>
    <prioritytitle>...</prioritytitle>
    <flagtype>...</flagtype>
    <typeid>...</typeid>
    <typetitle>...</typetitle>
    <userid>...</userid>
    <userorganization>...</userorganization>
    <userorganizationid>...</userorganizationid>
    <ownerstaffid>...</ownerstaffid>
    <ownerstaffname>...</ownerstaffname>
    <fullname>...</fullname>
    <email>...</email>
    <lastreplier>...</lastreplier>
    <subject>...</subject>
    <creationtime>...</creationtime>
    <lastactivity>...</lastactivity>
    <laststaffreply>...</laststaffreply>
    <lastuserreply>...</lastuserreply>
    <slaplanid>...</slaplanid>
    <nextreplydue>...</nextreplydue>
    <resolutiondue>...</resolutiondue>
    <replies>...</replies>
    <ipaddress>...</ipaddress>
    <creator>...</creator>
    <creationmode>...</creationmode>
    <creationtype>...</creationtype>
    <isescalated>...</isescalated>
    <escalationruleid>...</escalationruleid>
    <hasattachments>...</hasattachments>
    <hasnotes>...</hasnotes>
    <hasbilling>...</hasbilling>
    <hasfollowup>...</hasfollowup>
    <hasdraft>...</hasdraft>
    <tags>...</tags>
  </ticket>
</tickets>
```

Node name	Value	Attributes
count	The number of tickets in the server response. Useful to display progress.	(none)
tickets	Contains all tickets that match the client query.	(none)
ticket	Represents a single ticket within the helpdesk.	id: The unique n ticket.
displayid	The human-readable identifier of the ticket, (e.g. 'XYZ-480-58007')	(none)
departmentid	The unique numeric identifier of the department in which the ticket resides.	(none)
departmenttitle	The title of the department in which the ticket resides.	(none)
statusid	The unique identifier of the status that the ticket is currently assigned.	(none)
statustitle	The title of the status that the ticket is currently assigned.	(none)
priorityid	The unique identifier of the priority that the ticket is currently assigned.	(none)
prioritytitle	The title of the priority that the ticket is currently assigned.	(none)
flagtype	The flag type of the ticket, if any; see <a href="#">flag types</a> .	(none)
typeid	The unique identifier of the ticket type that the ticket is currently assigned.	(none)
typetitle	The title of the ticket type that the ticket is currently assigned.	(none)
userid	The unique identifier of the client user that is associated with the ticket.	(none)
userorganization	If the client user associated with the ticket belongs to a known organization, the name of the organization, (e.g. 'Acme Co.')	(none)
userorganizationid	If the client user associated with the ticket belongs to a known organization, the unique numeric identifier of the organization	(none)
ownerstaffid	The unique numeric identifier of the staff user that is the current owner of the ticket.	(none)

Node name	Value	Attributes
ownerstaffname	The name of the staff user that is the current owner of the ticket.	(none)
fullname	The full name of the person who created the ticket (or on whose behalf the ticket was created)	(none)
email	The email address of the person who created the ticket (or on whose behalf the ticket was created)	(none)
lastreplier	The full name of the last person to reply to the ticket, both staff and client.	(none)
subject	The subject of the ticket, (e.g. 'I need help with XYZ. It won't start.')	(none)
creationtime	The Unix time at which the ticket entered the helpdesk.	(none)
lastactivity	The Unix time at which the ticket was last modified or someone replied to it.	(none)
laststaffreply	The Unix time at which the last reply from a staff user was added to the ticket.	(none)
lastuserreply	The Unix time at which the last reply from a client user was added to the ticket.	(none)
slaplanid	The unique numeric identifier of the SLA plan associated with the ticket.	(none)
nextreplydue	The Unix time by which the next reply from a staff user is required in order to meet the ticket's SLA plan.	(none)
resolutiondue	The Unix time by which the ticket should be completely 'resolved' (closed) in order to meet the ticket's SLA plan.	(none)
replies	The total number of replies by both staff and client users.	(none)
ipaddress	The dotted quad (IPv4) IP address of the computer that created the ticket, (e.g. '223.193.29.45'), or empty if the ticket was created through email.	(none)
creator	A numeric value representing the type of user that created the ticket. <ul style="list-style-type: none"><li>1: Staff user</li><li>2: Client user</li></ul>	(none)
creationmode	The method by which the ticket was created. <ul style="list-style-type: none"><li>1: Client support center</li><li>2: Staff control panel</li><li>3: By email</li><li>4: Through REST API</li><li>5: By clicking on a site badge</li></ul>	(none)
creationtype	The <i>creation type</i> (not ticket type) of the ticket. <ul style="list-style-type: none"><li>1: Default (email/API/web)</li><li>2: Telephone</li></ul>	(none)
isescalated	A boolean value denoting whether the ticket has been escalated	(none)
escalationruleid	A unique numeric identifier of the Escalation Rule ID	(none)
hasattachments	Boolean value denoting whether the ticket has attachments	(none)
hasnotes	Boolean value denoting whether the ticket has notes	(none)
hasbilling	Boolean value denoting whether the ticket has billing/time tracking entries	(none)
hasfollowup	Boolean value denoting whether the ticket has follow-up entries	(none)
hasdraft	Boolean value denoting whether the ticket has a draft reply	(none)
tags	A space delimited list of tags associated with the ticket.	(none)

 **Note**  
If you requested ticket data and attachments, the data will be returned under the related *ticket* node(s) in the same XML schema documented [here](#).

Closing root node

```
</kayako_staffapi>
```