

StaffAPI - Updating Tickets

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Client request

This page describes the protocol used when clients make modifications to tickets or create new tickets.

The client uses a regular [HTTP POST@wikipedia](#) operation on the following URL:

```
staffapi/index.php?/Tickets/Push/Index
```

POST arguments

Argument	Value
sessionid	The unique session ID variable dispatched to the client during the login process.
payload	A UTF-8@wikipedia , URL-encoded XML document in the format below

XML Document (payload)

The root node of your XML document must be named 'kayako_staffapi'

```
<kayako_staffapi>
```

Creating a new ticket

```
<create staffapiid="...">
  <subject>...</subject>
  <fullname>...</fullname>
  <email>...</email>

  <!-- Begin Ticket Properties -->
  <departmentid>...</departmentid>
  <ticketstatusid>...</ticketstatusid>
  <ticketpriorityid>...</ticketpriorityid>
  <tickettypeid>...</tickettypeid>
  <ownerstaffid>...</ownerstaffid>
  <emailqueueid>...</emailqueueid>

  <!-- Begin Creator Info -->
  <creator>user</creator>
  <userid>0</userid>
  <staffid>0</staffid>

  <!-- Begin Other Info -->
  <type>...</type>
  <phonenumber>...</phonenumber>
  <sendautoresponder>...</sendautoresponder>
  <flagtype>...</flagtype>

  <!-- Tags -->
  <tags>...</tags>
  <tags>...</tags>

  <!-- Recipients -->
  <ccto>...</ccto>
  <bccto>...</bccto>

  <!-- Due Timestamps -->
  <resolutiondue>...</resolutiondue>
  <replydue>...</replydue>
```

```

<reply>
  <contents>...</contents>
  <attachment filename="..." md5="...">
    <!--base-64 encoded file contents -->
  </attachment>
</reply>

<watch>...</watch>

<note type="..." notecolor="...">
  <!-- note contents -->
</note>

<billing timeworked="..." timebillable="..." billdate="..." workdate="..." worker="..." notecolor="...">
  <!-- note contents -->
</billing>

</create>

```

Node name	Value	Attributes	Required?
create	Contains all information required to create a new ticket in the help desk. The 'staffapiid' attribute should be numerical and is used to identify the newly created ticket records, this value may be repeated in subsequent requests and is considered volatile.	(none)	
subject	The subject for the new ticket.	(none)	Yes
fullname	The full name of the creator.	(none)	Yes, if userid is omitted
email	The email address of the creator.	(none)	Only when userid is omitted (where type = phone and phonenumber is not blank)
departmentid	The department identifier.	(none)	Yes
ticketstatusid	The ticket status identifier.	(none)	Yes
ticketpriorityid	The ticket priority identifier.	(none)	Yes
tickettypeid	The ticket type identifier.	(none)	Yes
ownerstaffid	The owner of the ticket, this is the unique staff identifier or '0' for unassigned tickets.	(none)	Yes
emailqueueid	The email queue identifier, this value can be used to set the default return email addresses for replies. Send '0' if you do not wish to link this ticket with an email queue.	(none)	Yes
creator	The creator of the ticket, possible values are 'staff' or 'user'.	(none)	Yes
userid	The unique user identifier, if '0' is sent along with creator as 'user' then the system will automatically create or retrieve the user record based on the email address.	(none)	Yes
staffid	The staff identifier if the ticket creator is 'staff'.	(none)	Only if creator = staff
type	The ticket type. Possible values are 'default' (for a regular ticket) and 'phone' (for a phone ticket).	(none)	Yes
phonenumber	The phone number value if the ticket type is 'phone'.	(none)	Only if (type = phone and email = blank)
sendautoresponder	1 if an auto-response confirming the receipt of the ticket should be sent to the client user, 0 otherwise.	(none)	Yes
flagtype	The type of flag to assign to this ticket, or 0 if no flag should be assigned.	(none)	Yes
tags	The tags to link with this ticket, you can send multiple nodes to link a ticket with multiple tags.	(none)	
ccto	The email address that should be added as carbon-copy recipients for the new ticket. You can send multiple nodes to add multiple recipients to a ticket.	(none)	
bccto	The email address that should be added as blind carbon-copy recipients for the new ticket. You can send multiple nodes to add multiple recipients to a ticket.	(none)	
resolutiondue	The Unix timestamp by which the ticket should be resolved completely.	(none)	
replydue	The Unix timestamp by which a reply from a staff user must be sent.	(none)	
watch	1 if you wish to watch this ticket, 0 otherwise.	(none)	Yes
note	See 88080890	n/a	
billing	See 88080890	n/a	
reply	See 88080890	n/a	Yes

Deleting tickets

To delete a ticket on the server, the following XML node should be added to the root node for each ticket you wish to delete.

```
<delete ticketid="..." />
```

Node name	Attributes
delete	ticketid: The numeric identifier of the ticket you wish to delete. You must have delete privileges for the department in which the ticket resides.

Modifying tickets


To modify a ticket, add a 'modify' node as a child of the root node. You can add multiple modify nodes if you are editing more than one ticket.

```
<modify ticketid="...">
```

Node name	Attributes
modify	ticketid: The numeric identifier of the ticket you wish to modify.

Replying to tickets

To add a reply to a ticket, the following XML should be added to a 'modify' node which specifies a ticket ID. You may add as many replies as you like, and replies can contain multiple file attachments.

 Replies are also used to 'forward' tickets to one or more 3rd party recipients.

```
<reply>
  <contents>...</contents>
  <attachment filename="..." md5="...">
    <!-- base-64 encoded file contents -->
  </attachment>
</reply>
```

Node name	Value	Attributes
reply	Contains all the data necessary to post a ticket reply	(none)
contents	The textual contents of the ticket reply	(none)
attachment	See attachments	n/a

Adding notes to a ticket

To add a note to a ticket, the following XML should be added to a 'modify' node which specifies a ticket ID.

```
<note type="..." notecolor="...">
  <!-- note contents -->
</note>
```

Node name	Value	Attributes
note	The textual contents of the note	<i>type: 'ticket':</i> The note will only be attached to the ticket identified by ticketid. <i>_user:</i> The note will be visible on any ticket created by the same client user <i>_userorganization:</i> The note will be visible on any ticket created by the same client user organization <i>notecolor:</i> The numeric identifier of the color used to render the background of this note wherever it is displayed. See note colors

Adding billing information to a ticket

To add billing information to a ticket, the following XML should be added to a 'modify' node which specifies a ticket ID.

```
<billing timeworked="..." timebillable="..." billdate="..." workdate="..." worker="..." notecolor="...">
  <!-- note contents -->
</billing>
```

Node	Value	Attributes
billing	Textual contents of any note associated with the billing entry	<i>timeworked:</i> The amount of time, <i>in seconds</i> that was spent working on this particular task. <i>timebillable:</i> The amount of time, <i>in seconds</i> that is actually billable to the client for this particular task. <i>billdate:</i> The unix time that the client was billed for work performed. <i>workdate:</i> The unix time that the work for the client began. <i>worker:</i> The name of the staff user who performed work on this task. <i>notecolor:</i> The numeric identifier of the color used to render the background of any attached note wherever it is displayed. See note colors

Changing ticket properties

To modify a ticket's properties, the following XML should be added to a 'modify' node which specifies a ticket ID. Note: any of the child nodes may be omitted if no change is necessary.

```
<departmentid>...</departmentid>
<ticketstatusid>...</ticketstatusid>
<ticketpriorityid>...</ticketpriorityid>
<tickettypeid>...</tickettypeid>
<ownerstaffid>...</ownerstaffid>
```

```

<flagtype>...</flagtype>
<replydue>...</replydue>
<resolutiondue>...</resolutiondue>

<!-- Tags -->
<tags>...</tags>
<tags>...</tags>

<!-- Recipients -->
<ccto>...</ccto>
<bccto>...</bccto>

<!-- Due Timestamps -->
<resolutiondue>...</resolutiondue>
<replydue>...</replydue>

<watch>...</watch>

```

Node	Value	Attributes
departmentid	Numeric identifier of the department to which the ticket should be moved	
ticketstatusid	Numeric identifier of the new status	
ticketpriorityid	Numeric identifier of the new priority	
ownerstaffid	Numeric identifier of the staff user who should take ownership of the ticket	
flagtype	The <i>type of flag</i> to assign to this ticket, or 0 if no flag should be assigned.	(none)
tags	The tags to link with this ticket, you can send multiple nodes to link a ticket with multiple tags.	(none)
ccto	The email address that should be added as carbon-copy recipients for the new ticket. You can send multiple nodes to add multiple recipients to a ticket.	(none)
bccto	The email address that should be added as blind carbon-copy recipients for the new ticket. You can send multiple nodes to add multiple recipients to a ticket.	(none)
resolutiondue	The Unix timestamp by which the ticket should be resolved completely.	(none)
replydue	The Unix timestamp by which a reply from a staff user must be sent.	(none)
watch	1 if you wish to watch this ticket, 0 otherwise.	(none)
note	See 88080890	n/a
billing	See 88080890	n/a
reply	See 88080890	n/a

Example Modify Request

```

<modify ticketid="...">
  <departmentid>...</departmentid>
  <ticketstatusid>...</ticketstatusid>
  <ticketpriorityid>...</ticketpriorityid>
  <tickettypeid>...</tickettypeid>
  <ownerstaffid>...</ownerstaffid>
  <flagtype>...</flagtype>

  <!-- Tags -->
  <tags>...</tags>
  <tags>...</tags>

  <!-- Recipients -->
  <ccto>...</ccto>
  <bccto>...</bccto>

  <!-- Due Timestamps -->
  <resolutiondue>...</resolutiondue>
  <replydue>...</replydue>

  <watch>...</watch>

  <reply>
    <contents>...</contents>
    <attachment filename="..." md5="...">
      <!--base-64 encoded file contents -->
    </attachment>
  </reply>

  <note type="..." notecolor="...">
    <!-- note contents -->
  </note>

```

```

<billing timeworked="..." timebillable="..." billdate="..." workdate="..." worker="..." notecolor="...">
  <!-- note contents -->
</billing>

</modify>

```

Closing root tag

```
</kayako_staffapi>
```

Server response

A standard [server response](#) containing a UTF-8 encoded XML payload in the following format:

If you do not receive the following XML data, it is likely that the server returned an error response. See [error codes](#) for further information.

```

<kayako_staffapi>
  <status>...</status>
  <error>...</error>

  <tickets>
    <ticket staffapiid="..." 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>
</kayako_staffapi>

```

Node name	Value
kayako_staffapi	(root node)
status	Contains information about whether or not the requested operation(s) completed successful. A value of '1' indicates success, anything else indicates error.
error	If status does not equal '1', this contains a description of the error, e.g., "Access Denied"
tickets	The list of tickets that were created or modified. The staffapiid is the same identifier received from the client applications