

StaffAPI - Fetching A Ticket

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Client request

To retrieve posts, notes, etc. associated with a given ticket, perform an [HTTP POST@wikipedia](#) request to the following URL:

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

POST Arguments

Argument name	Value
sessionid	The unique session identifier sent in the log in response from the server
ticketid	One or more unique ticket identifiers, separated by commas, for which to retrieve data.
wantpostsonly	Optional. A boolean value specifying whether only posts data should be included. (0 or 1; default = 0)
wantattachmentdata	Optional. A boolean value specifying whether attachment data should be included. (0 or 1; default = 0)
sortorder	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> .
start	Optional. A numeric value specifying the offset at which to start. (<i>i.e.</i> , a value of 10 will skip the first 10 posts in the sort order)
limit	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

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.

```
<kayako_staffapi>
```

Ticket data

```
<ticket id="...">
  <watcher staffid="..." name="..." />
  <workflow id="..." title="..." />
  <note id="..." type="..." notecolor="..." creatorstaffid="..." creatorstaffname="..." creationdate="...">
    <!-- note contents -->
  </note>
  <billing timeworked="..." timebillable="..." billdate="..." workdate="..." workerstaffid="..." workerstaffname="..." creatorstaffid="...">
    <!-- note contents -->
  </billing>
  <post id="...">
    <creationtime>...</creationtime>
    <userid>...</userid>
    <staffid>...</staffid>
    <fullname>...</fullname>
    <email>...</email>
    <emailto>...</emailto>
    <subject>...</subject>
    <ipaddress>...</ipaddress>
    <editinfo edited="..." staffid="..." time="..." />
    <creator>...</creator>
    <contents>...</contents>
    <creationmode>...</creationmode>
    <issurveycomment>...</issurveycomment>
```

```

<attachment id="..." filename="..." filetype="..." filesize="...">
  <!-- base64-encoded file contents (IF wantattachments is 1) -->
</attachment>
</post>

<customfields>
<group id="5" title="Test Group">
  <text id="32" title="Text" name="v5uwgmcqbqit" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder="3"><![CDATA[
  <textarea id="33" title="Textarea" name="1lr1tfbwk3md" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder=
  <password id="34" title="Password" name="4jhm7v51vof5" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder=
  <checkbox id="35" title="checkbox" name="7zsgvrai3una" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder=
  <option id="73" displayorder="1" default="1" selected="1"><![CDATA[chk1]]></option>
  <option id="74" displayorder="2" default="1" selected="1"><![CDATA[chk2]]></option>
</checkbox>
<radio id="36" title="Radio" name="8wn3drsm3blk" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder="7">
  <option id="75" displayorder="1" default="1" selected="1"><![CDATA[val1]]></option>
  <option id="76" displayorder="2" default="0" selected="0"><![CDATA[val2]]></option>
</radio>
<select id="37" title="select" name="altz2y0hmzru" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder="8">
  <option id="77" displayorder="1" default="1" selected="1"><![CDATA[se11]]></option>
  <option id="78" displayorder="2" default="0" selected="0"><![CDATA[se12]]></option>
  <option id="79" displayorder="3" default="0" selected="0"><![CDATA[se13]]></option>
</select>
<select multiple="1" id="38" title="Select Multiple" name="nm5qxqlw55p2" default="" isrequired="0" staffeditable="1" regexpvalidat
  <option id="80" displayorder="1" default="1" selected="1"><![CDATA[se11]]></option>
  <option id="81" displayorder="2" default="1" selected="1"><![CDATA[se12]]></option>
</select>
<selectlinked id="39" title="Select linked" name="4dk96ih2uhey" default="" isrequired="0" staffeditable="1" regexpvalidate="" disp
  <parentoption title="link1" id="82" displayorder="1" default="1" selected="1">
  <option id="83" displayorder="1" default="0" selected="1"><![CDATA[sub-link1]]></option>
  </parentoption>
  <parentoption title="link2" id="84" displayorder="2" default="0" selected="0"></parentoption>
</selectlinked>
<date id="40" title="Date" name="fadofiz19zat" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder="11"><![
<file id="41" title="file" name="cff8u7a7hu0p" default="" isrequired="0" staffeditable="1" regexpvalidate="" displayorder="12" uni
</group>
</customfields>

</ticket>

```

Node name	Value	Attributes
ticket	Parent node. Root node may contain multiple ticket nodes if multiple tickets are requested.	id: The unique numeric identifier of the tic
watcher	(none)	staffid: The unique numeric identifier of t ticket. name: The full name of the staff user wat 'Steve Martin')
workflow	(none)	id: The unique numeric identifier of the w title: The human-readable title of the wor to Manager')
note	(none)	type: Possible Values: user, userorganiza notecolor: See notes
billing	See billing	n/a
post	Contains information about a single post associated with a ticket.	id: The unique numeric identifier of the tic
creationtime	The Unix time at which the post was created.	(none)
userid	If the post was created by a known user through an email queue or through the web interface, their unique numeric identifier, 0 otherwise.	(none)
staffid	If the post was created by a staff user, their unique numeric identifier, 0 otherwise.	(none)
fullname	The full name of the person who created the ticket post, (e.g. 'Andrew Jackson')	(none)
email	The email address of the person who created the ticket post, (e.g. 'ajackson@whitehouse.gov')	(none)
emailto	If the 'send email' option is used by the a staff user when creating the ticket post, this is the email address of the user associated with the ticket.	(none)
subject	If the ticket post was created through an email queue, the subject of the email message that resulted in the creation of the post.	(none)
ipaddress	The dotted quad (IPv4) address of the staff member or user that created the ticket post. If the post was created through an email queue, this field is empty.	(none)
editinfo	(none)	edited: 1 if the ticket post has been edit otherwise. staffid: If edited is 1, the unique numeric who last edited the post. time: If edited is 1, the Unix time at whic edited.

Node name	Value	Attributes
creator	A numeric value representing the type of creator. <ul style="list-style-type: none"> 1: Staff user 2: Client user 3: Email CC 4: Email BCC 5: Email third party 	<i>(none)</i>
contents	The text contents of the ticket post.	<i>(none)</i>
creationmode	A numeric value representing the method used to create the ticket post. <ul style="list-style-type: none"> 1: Client support center, over the web 2: Staff control panel, over the web 3: Email 4: REST API 5: Site badge 	<i>(none)</i>
issurveycomment	Boolean value denoting whether this post is a survey comment	<i>n/a</i>
attachment	See attachments	<i>n/a</i>

Closing root node

```
</kayako_staffapi>
```