

StaffAPI - Search

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Client request

To execute a search of tickets on the help desk, perform an [HTTP POST@wikipedia](#) request to the following URL:

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

POST arguments

 POST arguments marked in blue represent properties of tickets that can be included as part of the search, all of which are optional. If none are supplied, all properties will be searched.

Argument	Value
sessionid	The unique session ID variable dispatched to the client during the login process.
query	The search query to execute.
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 <i>[results are sorted by last activity in descending order]</i>)
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
ticketid	1 if the human-readable ticket identifiers (e.g. "GFL-466-26024") should be included in the search, 0 if they should not.
contents	1 if the contents of ticket posts should be included in the search, 0 if they should not.
author	1 if the creator of tickets and any person who participates in the ticket (both name and email address) should be included in the search, 0 if they should not.
email	1 if the email addresses should be included in the search, 0 if they should not.
fullname	1 if the full name of creators should be included in the search, 0 if they should not.
subject	1 if the ticket & post subject should be included in the search, 0 if they should not.
notes	1 if the ticket notes should be included in the search, 0 if they should not.
usergroup	1 if the user group should be included in the search, 0 if they should not.
userorganization	1 if the user organization should be included in the search, 0 if they should not.
user	1 if the users should be included in the search, 0 if they should not.
tags	1 if tag lists of tickets and their replies should be included in the search, 0 if they should not.

Search syntax

The Kayako Staff API allows the application to search for tickets using a text-based search.

For example, it allows the user to easily find tickets that reference a person's name, a company's name, an email address, etc.

The search query is a simple [UTF-8@wikipedia](#)-encoded string that may be enclosed in double quotes (") to search for phrases.

Example search queries

Note: Example queries are shown as URL-encoded text

To search for a ticket by ID:

```
ticketid=1  
query=GFL-466-26024
```

To search for tickets by subject:

```
subject=1  
query=find+this+subject
```

To search for tickets by subject and contents, with an exact match:

```
subject=1  
contents=1  
query=%22find+this+exact+string%22 (enclosed in quotes)
```

To search for tickets using all fields:

```
query=find+me
```

Server response

In response to this request, the server will respond with data in the format described on the [?StaffAPI - Fetching Ticket Lists](#) page.