

## Managing Incident Using API

ITSM Incident Management APIs allow third party systems to create, update and read an Incident from our ITSM System.

All CRUD operations using APIs are done with the following methods: **GET**, **POST** and **DELETE**.

First you need to Setup your Client with our system and authenticate to acquire a Token ID. Using the Token ID you have to make all requests to our system.

### Setting Up API Client

Before making any API requests, you have to register your Client with our ITSM system and acquire the following things:

- Client ID
- Client Secret
- Username
- Password

Log into the ITSM system and go to **Admin >> Integration** (Under Automation), and register your product for REST API.

### Authorization

Authentication with our ITSM system allows you to acquire an access token, using which you have to make incident requests.

### POST Acquire Token

```
{{server-url}}/api/oauth/token
```

You have to make a POST request to the above endpoint using the following key-values:

#### Header

Key	Description
Authorization	Basic Client-ID:Client-Secret encoded in Base64.

#### Body

Key	Description
username	UserName of user (registered with our ITSM system) for whom API to be Executed
password	Password of User (registered with out ITSM system) for whom API to be Executed
grant_type	OAuth2 Grant Type. (i.e. password)

## Example (Request & Response)

### Request

```
curl --request POST \
--url 'http://{{server-url}}/api/oauth/token' \
--header 'Authorization: Basic
bWFpbi13ZWItYXBwLWNSawVudDptYWluLXd1Yi1hcHAtc2VjcmV0' \
--header 'content-type: multipart/form-data; boundary=----
WebKitFormBoundary7MA4YWxkTrZu0gW' \
--form username=tim@acme.com \
--form password=123 \
--form grant_type=password
```

### Response

```
{
  "access_token":
  "eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJncmFudF90eXB1IjoicGFzc3dvcmQiLCJ1c2V
yX25hbWUiOiJ0aW1AYWNTZS5jb20iLCJzY29wZSI6WyJtYWluLXd1Yi1hcHAtc2NvcGUiXSwiZXhw
IjoxNTM4Njg0NTkzLCJhdXRob3JpdGllcyI6WyJVU0VSIl0sImp0aSI6IjZkM2JkMWU5LTdhOTYtN
DFmZS1hZmY5LTgyYmQ1ZDVmNWNiZiIsImNsaWVudF9pZCI6Im1haW4td2ViLWFWcC1jbGllbnQifQ
.1pHYIEKAsBcJNf0xiwot5fcu0KOH2E4COqiusDuVh6I",
  "token_type": "bearer",
  "refresh_token":
  "eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJncmFudF90eXB1IjoicGFzc3dvcmQiLCJ1c2V
yX25hbWUiOiJ0aW1AYWNTZS5jb20iLCJzY29wZSI6WyJtYWluLXd1Yi1hcHAtc2NvcGUiXSwiYXRp
IjoimQzYmQxZTktN2E5Ni00MWZlLWFWZjktODJiZDVkNWY1Y2JmIiwiaXhwIjoxNTQxMjY5MzZkL
CJhdXRob3JpdGllcyI6WyJVU0VSIl0sImp0aSI6ImU2YWUxZTMxLWQzZWQtNGJkYi05NTY4LWRhNm
Q3NmUwZWE4YiIsImNsaWVudF9pZCI6Im1haW4td2ViLWFWcC1jbGllbnQifQ.aFV-
DBgNrSS2hF91qv_zmtBsiRS2z3VsgnyoXVcAxeA",
  "expires_in": 7199,
  "scope": "main-web-app-scope",
  "jti": "6d3bd1e9-7a96-41fe-aff9-82bd5d5f5cbf"
}
```

## Incident APIs

- Create Incident API
- Get Incident API

- Update Incident API
- Upload Document API

## POST Create an Incident

```
{{server-url}}/api/v1/incident
```

In order to create a new incident/request, you have to call the above endpoint with the following key-values:

### Header

Key	Description
Authorization	Bearer {access token obtained after authorization}
Content-Type	application/json

### Body

You would be sending a JSON request that will create a ticket and populate its details. Some of the key-value pairs are compulsory, notice the description of each.

***Note: Keys with asterisk are compulsory.***

Keys	Value Type	Description
<b>subject*</b>	STRING	<b>Subject of the ticket.</b>
<b>categoryName</b>	STRING	<b>Category Name of an Incident. Set to 'Incident' as It is default to 'Service Request</b>
<b>requesterEmail*</b>	STRING	<b>Email address of the user registered for the client.</b>
<b>ccEmailSet</b>	String Array	<b>Email Address of People to whom notification to be sent for certain events on Incident</b>
<b>tags</b>	String Array	<b>These are additional identifiers attached to a ticket. It's a list that can contain n number of STRINGS.</b>
<b>description</b>	STRING	<b>Additional explanation about the ticket.</b>
<b>requesterName</b>	STRING	<b>Name of the user registered for the client.</b>
<b>locationName</b>	STRING	<b>Location Name where Incident happened. Note that Location Must Exist with same name</b>
<b>attachmentsRefNames</b>	String Array	<b>File Reference Name of attachments for an Incident</b>
<b>customFieldValueDetails</b>	<b>MAP: {key:STRING, value:OBJECT}</b>	<b>This key is related to custom fields. You have to make a GET request to the endpoint: <a href="http://{{Server-url}}/api/ususer/form/{{module-name}}">http://{{Server-url}}/api/ususer/form/{{module-name}}</a> to know what are the available custom fields and their ID. Header:Authorization: Bearer {access</b>

		<p>token after authorization}, Content-Type: application/json.</p> <p><b>Example customFieldValueDetails value:</b></p> <p><b>{"1":{"type":1,"stringValue":"Open"},"35":{"type":1,"stringValue":null}}.</b> Supported Type: STRING = 1; INTEGER = 2; DOUBLE = 3; BOOLEAN = 4; LONG = 5; INTEGER LIST = 7; STRING LIST = 8; BIG STRING = 10;</p>
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## Example (Request & Response)

### Request

```
curl --request POST \
  --url 'http://{{server-url}}/api/v1/incident' \
  --header 'Authorization: Bearer eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJncmFudF90eXB1IjoicGFzc3dvcmQiLCJ1c2VyX25hbWUiOiJ0aW1AYWNTZS5jb20iLCJzY29wZSI6WyJvdGhlci1hcGktc2NvcGUiXSwiZXhwIjoxNTM4NzMxNDUxLCJhdXRob3JpdGllcyI6WyJVVU0VSI10sImp0aSI6IjI4ZjJkYmFmLWYyMTQtNDI3NS1hM2EyLTdmMjU0ZDQ0M2IyMSIsImNsawVudF9pZCI6IkpQSS1jbGllbnQifQ.bogFU_77vgNnwg00vcobGyjSJfPgV2JmJ6Fvzyrxo08' \
  --header 'Content-Type: application/json' \
  --data '{
    "tags":["mouse"],
    "subject":"Need a new keyboard",
    "description":"Need a wireless keyboard",
    "requesterEmail":"tim@acme.com",
    "requesterName":"Tim",
    "locationName":"Ahmedabad"
  }'
```

### Response

```
{
  "returnCode": "SUCCESS",
  "status": 0,
  "userMessage": null,
  "id": 2
}
```

## POST Upload an Attachment

```
{{server-url}}/api/oprfile
```

You can call the above endpoint to upload a file in the ITSM system. When you upload a file, you get a reference filename, which you can pass in the body while creating or updating an incident/request ticket; this associates the file with the ticket.

You need the following key-values:

### Header

Key	Description
Authorization	Bearer {access token obtained after authorization}

### Body

Key	Description
file	Filename

## Example (Request & Response)

### Request

```
Upload an Attachment
```

### Response

```
{
  "refFileName": "k9YqG9KTAB",
  "realName": "simple_add_your_logo_rubber_stamp-
r4b9fb34b28254f4ebf7f8bc25bff8fb4_6ogxj_307.jpg",
  "link": null
}
```

## POST Update an Incident

```
{{server-url}}/api/v1/incident/{{Incident-Id}}
```

You can update the details of an existing incident/request ticket by calling the above endpoint with the incident ID. You have to pass the following key-values:

### Header

Key	Description
Authorization	Bearer {access token obtained after authorization}
Content-Type	application/json

### Body

Key	Value Type	Description
subject	STRING	Subject or Title of an Incident
description	STRING	Description of an Incident
categoryName	STRING	Category Name of an Incident. Set to 'Incident' as It is default to 'Service Request'
impact	ENUM	Describes the effect of the incident/request. Possible values: LOW, ONUSER, ONDEPARTMENT, Or ONBUSINESS
priority	ENUM	Shows the importance of the request/incident. Possible values: LOW,MEDIUM,HIGH,URGENT
urgency	ENUM	Marks the request as urgent. Possible values: LOW,MEDIUM,HIGH, or URGENT
locationName	STRING	Location Name where Incident happened. Note that Location Must Exist with same name
tags	String Array	Tags on an Incident
spam	Boolean	true or false
status	STRING	Exact status of the incident
attachmentsRefNames	String Array	array of file reference name, view upload api doc.
customFieldValueDetails		View create incident API body details.

## Example (Request & Response)

### Request

```
curl --request POST \
--url 'http://{{server-url}}/api/incident/{{Incident-Id}}' \
--header 'Authorization: Bearer
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJncmFudF90eXB1IjoicGFzc3dvcmQiLCJ1c2Vy
X25hbWUiOiJqb2huQGZsb3RvbWV0ZS5jb20iLCJzY29wZSI6WyJvdGhlci1hcGktc2NvcGUiXSwiZ
XhwIjoxNTM2MjM4NjYwLCJhdXRob3JpdGllcyI6WyJVU0VSI10sImp0aSI6IjAzZGI3ZmI0LTVmNj
UtNGM2Ny1hZTJkLTk4ODkyYzRiNzI3NyIsImNsawVudF9pZCI6IlRyaXBBcHAtY2xpZW50In0.frx
c5yUhA2QDRmTEQW9_kqQV0y7zjqImYMLMqzf2pZ8' \
--header 'Content-Type: application/json' \
--data '{
  "status": "Resolved"
}'
```

### Response

```
{
  "returnCode": "SUCCESS",
  "status": 0,
  "userMessage": null,
  "id": 501
}
```



## GET Get an Incident

```
{{server-url}}/api/v1/incident/{{Incident-Id}}
```

You can fetch the details of a request/incident ticket by calling the above endpoint with the ticket ID.

You need the following key-values:

### Header

Key	Description
Authorization	Bearer {access token obtained after authorization}

### Example (Request & Response)

#### Request

```
curl --request GET \  
--url 'http://192.168.0.107/api/incident/1'
```

#### Response

```
{  
  "requesterEmail": "tim@acme.com",  
  "requesterName": "Tim",  
  "ccEmailSet": [],  
  "subject": "Need a new Mouse",  
  "description": "Need a wireless mouse",  
  "categoryName": "Service Request",  
  "status": "Open",  
  "impact": "LOW",  
  "priority": "LOW",  
  "urgency": "LOW",  
  "locationName": null,  
  "tags": [  
    "mouse"  
  ],  
  "spam": false,  
  "fileAttachments": null,  
  "customFieldValueDetails": {}  
}
```