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FootPrints
12.1

Web Service definitions



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Overview

FootPrints Web Services provide a way for users to access the database over the Internet to retrieve information and to create or edit records. For example, users can search for tickets and they can create and edit tickets.

Records created or edited via Web Services are subject to the same business rules and validations as records created or edited via the web interface.

First, you enable Web Services for your system and then enable access for specific Agent and Customer roles. Only the FootPrints internal authentication method is supported.

Changes made to the data via Web Services are subject to the same business rules and validations employed in the standard Web interface. However, required fields are not enforced when using Web Services to create or update a record, and you cannot alter the database structure.

Requirements

Each request sent through the API must have a new session.

Users must be authorized FootPrints users and be assigned the Web Services permission. Authorized users can view their open issues, use Web Services while logged into the web interface, and run multiple Web Services at the same time.

When you need to identify the container and item type in the Web Services arguments list, use the ItemDefinitionId as this ID is unique within the system and the container. You can also identify a Quick Template to be assigned to the affected ticket.

For example, to create workspace records using Quick ticket templates, include the template ID in the XML message. A list of container IDs, their items, and items' Quick Templates can be obtained via the ListContainerDefinitions, ListItemDefinitions and ListQuickTemplates Web Services. For editing records via Web Services, the Issue ID, Record Number, Contact Number (or primary key such as email), or CI Number are used to identify the record. You do not need to identify the container or item type.

For editing most record types via Web Services, both the Item Definition ID and Item ID are required as the Item ID is repeated across Item Definitions. You cannot use Record Number, User ID or any other field to identify records.

The exception is editing contact records where only the Contact Definition ID is required. Also, if the primary key field (such as email) is submitted in the edit request, and a contact with a matching primary key value already exists, that contact will be updated. If no matching contact is found, a new contact is created.

Detailed information is provided in this guide about the SOAP request and response message structure.

Additional information

The WSDL is used (by SOAP Web Services tools like SoapUI) to generate the client-side Java class files that later can be used to execute Web Services calls. It is included with the product installation and in the WSDL_and_XSD.zip file attached to the [Configuring Web Services](#) topic in the Help. The content of the WSDL file could also be obtained using the following URL:

http://server_name:8080/footprints/servicedesk/externalapisoap/ExternalApiServicePort?wsdl For instructions on how to configure Web Services in FootPrints, see [Configuring Web Services](#).

SOAP Messages

FootPrints uses the SOAP method to support Web Services. This section provides basic information, field lists, request message formats, and response message formats.

Basic authentication

FootPrints Web Services uses Basic authentication (BA). The user name and password are sent in the HTTP header. SSL communication is required to protect user credentials. The following sample shows a HTTP basic authentication header:

```
<conduit name="{http://example.com/HelloWorldServicePort.http-conduit"
xmlns:sec="http://cxf.apache.org/configuration/security"
xmlns="http://cxf.apache.org/transports/http/configuration"> <authorization>
  <sec:UserName>myuser</sec:UserName>
  <sec:Password>mypasswd</sec:Password>
  <sec:AuthorizationType>Basic</sec:AuthorizationType>
</authorization> </conduit>
```

SOAP faults

There are no defined faults in the WSDL. Exceptions generated by the API are encapsulated inside a generic fault response. The only information contained in the response is the exception message, as shown below:

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <soap:Fault>
      <faultcode>soap:Server</faultcode>
      <faultstring>Ticket does not exist.</faultstring>
    </soap:Fault>
  </soap:Body>
</soap:Envelope>
```

Single-value SOAP Responses

The format of the typical SOAP response for single-value responses is as follows:

```
<ns1:createCIResponse
xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
  <return>?999?</return>
</ns1:createCIResponse>
```

Operations

This section provides the field requirements, sample SOAP requests, and sample SOAP responses for each operation supported in FootPrints.

createItem

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_submitter	No	
_quickTemplateId	No	
_itemFields:itemFields:fieldName	According to definition	itemFields is an array. fieldName is the external name.
_itemFields:itemFields:fieldValue:value	According to definition	
_assignees:value	No	assignees is an array.
Output		
return		Item ID.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:createItem>
      <createItemRequest>
        <_itemDefinitionId?</_itemDefinitionId>
        <!--Optional:-->
        <_quickTemplateId?</_quickTemplateId>
        <!--Optional:-->
        <_itemFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?</fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?</value>
            </fieldValue>
          </itemFields>
        </_itemFields>
        <!--Optional:-->
        <_assignees>
          <!--Zero or more repetitions:-->
          <value?</value>
        </_assignees>
        <!--Optional:-->
        <_submitter?</_submitter>
      </createItemRequest>
    </ext:createItem>
  </soapenv:Body>
</soapenv:Envelope>
```

getItemDetails

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_submitter	No	
_itemId	Yes	Item ID.
_fieldsToRetrieve:value	No	List of external field names.
Output		
_itemFields:itemFields:fieldName		itemFields is an array. fieldName is the external name.
_itemFields:itemFields:fieldValue:value		List of values for a field.
_assignees:value		List of assignees.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/"
  <soapenv:Header/>
  <soapenv:Body>
    <ext:getItemDetails>
      <getItemDetailsRequest>
        <_itemDefinitionId?</_itemDefinitionId>
        <_itemId?</_itemId>          <!--Optional:-->
        <_fieldsToRetrieve>
          <!--Zero or more repetitions:-->
          <value?</value>
        </_fieldsToRetrieve>
        <!--Optional:-->
        <_submitter?</_submitter>
      </getItemDetailsRequest>
    </ext:getItemDetails>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:getItemDetailsResponse
xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
<!-- optional -->
  <return>
    <!-- optional -->
    <itemFields>
      <!-- from 0 to unbounded -->
      <!-- This element may be left empty if xsi:nil='true' is set. -->
      <itemFields>
        <!-- optional -->
        <fieldName>?XXX?</fieldName>
        <!-- optional -->
        <fieldValue>
          <!-- from 0 to unbounded -->
          <!-- This element may be left empty if xsi:nil='true' is set. -->
          <value>?XXX?</value>
        </fieldValue>
      </itemFields>
    </_itemFields>
    <!-- optional -->
    <_assignees>
      <!-- from 0 to unbounded -->
      <!-- This element may be left empty if xsi:nil='true' is set. -->
      <value>?XXX?</value>
    </_assignees>
  </return>
</ns1:getItemDetailsResponse>
```

```
</return>  
</ns1:getItemDetailsResponse>
```

getItemId

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_itemNumber	Yes	
_submitter	No	
Output		
itemId		item Id

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:getItemId>
      <getItemIdRequest>
        <_itemDefinitionId?</_itemDefinitionId>
        <_itemNumber?</_itemNumber>
        <!--Optional:-->
        <_submitter?</_submitter>
      </getItemIdRequest>
    </ext:getItemId>
  </soapenv:Body>
</soapenv:Envelope>
```

editItem

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_itemId	Yes	
_submitter	No	
_itemFields:itemFields:fieldname	According to definition	ItemFields is an array. fieldName is the external name.
_itemFields:itemFields:fieldValue:value	According to definition	
_assignees:value	No	assignees is an array
Output		
Return		Item ID

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/"
  <soapenv:Header/>
  <soapenv:Body>
    <ext:editItem>
      <editItemRequest>
        <_itemDefinitionId?></_itemDefinitionId>
        <_itemId?></_itemId>
        <_itemFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?></fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?></value>
            </fieldValue>
          </itemFields>
        </_itemFields>
        <!--Optional:-->
        <_assignees>
          <!--Zero or more repetitions:-->
          <value?></value>
        </_assignees>
        <!--Optional:-->
        <_submitter?></_submitter>
      </editItemRequest>
    </ext:editItem>
  </soapenv:Body> </soapenv:Envelope>
```

linkItems

Parameter name	Mandatory	Comments
Input		
_firstItemDefinitionId	Yes	
_firstItemId	Yes	
_secondItemDefinitionId	Yes	
_secondItemId	Yes	
_linkTypeName	Yes	Link Type Names
Parameter name	Mandatory	Comments
_submitter	No	
Output		
Return		Dynamic Item Link ID

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:linkItems>
      <linkItemsRequest>
        <_firstItemDefinitionId?</_firstItemDefinitionId>
        <_firstItemId?</_firstItemId>
        <_secondItemDefinitionId?</_secondItemDefinitionId>
        <_secondItemId?</_secondItemId>
        <_linkTypeName?</_linkTypeName>
        <!--Optional:-->
        <_submitter?</_submitter>
      </linkItemsRequest>
    </ext:linkItems>
  </soapenv:Body> </soapenv:Envelope>
```

Link Type Names

Note: When you use a link type name to configure a SOAP request, ensure that you use the values mentioned in the **Link Type Name** column.

Link Type	Link Type Name
linkTypeTicketContact	Ticket/Contact
linkTypeRelatedTicket	Related Tickets
linkTypeMasterSubtask	Master/Subtask
linkTypeGlobalLink	Global Link
linkTypeTicketCI	Ticket/CI
linkTypeRelatedCIs	Related CIs
linkTypeContractSLT	Contract/Service Level Target
linkTypeServiceSLT	Service/Service Level Target
linkTypeWorkTargetSLT	Work Target/Service Level Target
linkTypeTicketWorkTarget	Ticket/Work Target
linkTypeTicketService	Ticket/Service
linkTypeTicketAsset	Ticket/Asset
linkTypeTicketSolution	Ticket/Solution
linkTypeTicketSurvey	Ticket/Survey
linkTypeContactCI	Contact/CI
linkTypeRelatedTicketDynamic	Related Tickets (Dynamic)
linkTypeconnects	Connects
linkTypecontains	Contains
linkTypeDepends	Depends
linkTypeexchanges	Exchanges data with
linkTypehosts	Hosts
linkTyperack	In Rack
linkTypeinstance	Instance Of
linkTypelocation	Location
linkTypemember	Member
linkTypepowers	Powers
linkTypereceived	Received data from
linkTyperuns	Runs
linkTypevirtualises	Virtualises
linkTypedocuments	Documents
linkTypemanages	Manages
linkTypebackups	Backs Up
linkTypeapplications	Application Installed

createTicket

Parameter name	Mandatory	Comments
Input		
_ticketDefinitionId	Yes	
_submitter	No	
_quickTemplateId	No	
_ticketFields:itemFields:fieldName	According to definition	ItemFields is an array. fieldName is the external name.
_ticketFields:itemFields:fieldValue:value	According to definition	
_assignees:value	No	assignees is an array.
_contactDefinitionId	No	For contact linking.
_selectContact	No	Contact primary key. Usually email.
Output		
return		Ticket ID

SOAP request

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/"
  <soapenv:Header/>
  <soapenv:Body>
    <ext:createTicket>
      <createTicketRequest>
        <_ticketDefinitionId?></_ticketDefinitionId>
        <!--Optional:-->
        <_quickTemplateId?></_quickTemplateId>
        <!--Optional:-->
        <_ticketFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?></fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?></value>
            </fieldValue>
          </itemFields>
        </_ticketFields>
        <!--Optional:-->
        <_assignees>
          <!--Zero or more repetitions:-->
          <value?></value>
        </_assignees>
        <!--Optional:-->
        <_contactDefinitionId?></_contactDefinitionId>
        <!--Optional:-->
        <_selectContact?></_selectContact>
        <!--Optional:-->
        <_submitter?></_submitter>
      </createTicketRequest>
    </ext:createTicket>
  </soapenv:Body>
</soapenv:Envelope>

```


createTicketAndLinkAssets

Parameter name	Mandatory	Comments
Input		
_ticketDefinitionId	Yes	
_submitter	No	
Parameter name		
Mandatory		
Comments		
_quickTemplateId	No	
_ticketFields:itemFields:fieldName	According to definition	ItemFields is an array. fieldName is the external name.
_ticketFields:itemFields:fieldValue:value	According to definition	
_assignees:value	No	assignees is an array.
_assetsList:assets:assetFields:fieldName	No	For contact linking
_assetsList:assets:assetFields:fieldValue	No	Contact primary key. Usually email.
Output		
return		Ticket ID

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/"
  <soapenv:Header/>
  <soapenv:Body>
    <ext:createTicketAndLinkAssets>
      <createTicketAndLinkAssetsRequest>
        <_ticketDefinitionId?></_ticketDefinitionId>
        <!--Optional:-->
        <_quickTemplateId?></_quickTemplateId>
        <!--Optional:-->
        <_ticketFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?></fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?></value>
            </fieldValue>
          </itemFields>
        </_ticketFields>
        <!--Optional:-->
        <_assigness>
          <!--Zero or more repetitions:-->
          <value?></value>
        </_assigness>
        <!--Optional:-->
        <_submitter?></_submitter>
        <_assetsList>
          <!--Zero or more repetitions:-->
          <assets>
            <!--Zero or more repetitions:-->
            <assetFields>
              <!--Optional:-->
              <fieldName?></fieldName>
              <!--Optional:-->
              <fieldValue?></fieldValue>
            </assetFields>
          </assets>
        </_assetsList>
      </createTicketAndLinkAssetsRequest>
```

```
</ext:createTicketAndLinkAssets>  
</soapenv:Body> </soapenv:Envelope>
```

getTicketDetails

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_submitter	No	
_itemId	Yes	
_fieldsToRetrieve:value	No	List of external field names
Output		
_ticketNumber		
_submitter		
_createDate		
_createTime		
_title		
_status		
_priority		
_description		
_allDescriptionsList:descriptionsDetail:_stamp		
_allDescriptionsList:descriptionsDetail:_data		
_allDescriptionsText		
_descriptionStamp		
_assignees:value		
_customFields:itemFields:fieldName		
_customFields:itemFields:fieldValue:value		
_history:historyEvents:action		
Parameter name	Mandatory	Comments
_history:historyEvents:date		
_history:historyEvents:events		
_history:historyEvents:events:action		
_history:historyEvents:events:date		
_history:historyEvents:events:fieldsChange:fieldName		
_history:historyEvents:events:fieldsChange:newValue		
_history:historyEvents:events:fieldsChange:oldValue		
_editors:value		
_lastEditDate		
_lastEditTime		
_mostRecentEdit:date		

_mostRecentEdit:events		
_mostRecentEdit:events:action		
_mostRecentEdit:events:date		
_mostRecentEdit:events:fieldsChange:fieldName		
_mostRecentEdit:events:fieldsChange:newValue		
_mostRecentEdit:events:fieldsChange:oldValue		
_emailRecipients:value		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:getTicketDetails>
      <getItemDetailsRequest>
        <_itemDefinitionId?</_itemDefinitionId>
        <_itemId?</_itemId>
        <!--Optional:-->
        <_fieldsToRetrieve>
          <!--Zero or more repetitions:-->
          <value?</value>
        </_fieldsToRetrieve>
        <!--Optional:-->
        <_submitter?</_submitter>
      </getItemDetailsRequest>
    </ext:getTicketDetails>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns2:getTicketDetailsResponse
xmlns:ns2="http://externalapi.business.footprints.numarasoftware.com/">
  <!-- optional -->
    <return>
  <!-- optional -->
    <_ticketNumber?XXX?</_ticketNumber>
  <!-- optional -->
    <_submitter?XXX?</_submitter>
  <!-- optional -->
    <_createDate?XXX?</_createDate>
  <!-- optional -->
    <_createTime?XXX?</_createTime>
  <!-- optional -->
    <_title?XXX?</_title>
  <!-- optional -->
    <_status?XXX?</_status>
  <!-- optional -->
    <_priority?XXX?</_priority>
  <!-- optional -->
    <_description?XXX?</_description>
  <!-- optional -->
    <_allDescriptionsList>
  <!-- from 0 to unbounded -->
  <!-- This element may be left empty if xsi:nil='true' is set. -->
    <descriptionsDetail>
  <!-- optional -->
    <_stamp?XXX?</_stamp>
  <!-- optional -->
    <_data?XXX?</_data>
  <!-- optional -->
    <_userName?XXX?</_userName>
    </descriptionsDetail>
  </_allDescriptionsList>
  <!-- optional -->
    <_allDescriptionsText?XXX?</_allDescriptionsText>
```

```

<!-- optional -->
    <_descriptionStamp>?XXX?</_descriptionStamp>
<!-- optional -->
    <_assignees/>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </_assignees> <!-- optional -->
    <_customFields>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <itemFields>
<!-- optional -->
    <fieldName>?xxx?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    <itemFields>
<!-- optional -->
    <fieldName>?XXX?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    <itemFields>
<!-- optional -->
    <fieldName>?XXX?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    <itemFields>
<!-- optional -->
    <fieldName>?XXX?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    <itemFields>
<!-- optional -->
    <fieldName>?XXX?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    <itemFields>
<!-- optional -->
    <fieldName>?XXX?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    <itemFields>
<!-- optional -->
    <fieldName>?XXX?</fieldName>
<!-- optional -->
    <fieldValue>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
    <value>?XXX?</value>
    </fieldValue>
    </itemFields>
    </_customFields>
<!-- optional -->
    <_history>
<!-- from 0 to unbounded -->

```

```

<!-- This element may be left empty if xsi:nil='true' is set. -->
    <historyEvents>
<!-- optional -->        <_date>?XXX?</_date>
<!-- optional -->        <_events>
<!-- optional -->            <action>?XXX?</action>
<!-- optional -->            <date>?XXX?</date>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
        <fieldsChange>
<!-- optional -->            <fieldName>?XXX?</fieldName>
<!-- optional -->            <newValue>???</newValue>
<!-- optional -->            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->            <fieldName>?XXX?</fieldName>
<!-- optional -->            <newValue>???</newValue>
<!-- optional -->            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->            <fieldName>?XXX?</fieldName>
<!-- optional -->            <newValue>???</newValue>
<!-- optional -->            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->            <fieldName>?XXX?</fieldName>
<!-- optional -->            <newValue>???</newValue>
<!-- optional -->            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->            <fieldName>?XXX?</fieldName>
<!-- optional -->            <newValue>???</newValue>
<!-- optional -->            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->            <fieldName>?XXX?</fieldName>
<!-- optional -->            <newValue>???</newValue>
<!-- optional -->            <oldValue>???</oldValue>
        </fieldsChange>
        </_events>
<!-- optional -->    <_events>
<!-- optional -->        <action>?XXX?</action>
<!-- optional -->        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->            <action>?XXX?</action>
<!-- optional -->            <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->

```

```

        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
<!-- optional -->
        </_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        </historyEvents>
    </_history>
<!-- optional -->
    <_editors>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
        <value>?XXX?</value>
    </_editors>
<!-- optional -->
        <_lastEditDate>?XXX?</_lastEditDate>
<!-- optional -->
        <_lastEditTime>?XXX?</_lastEditTime>
<!-- optional -->
        <_mostRecentEdit>
<!-- optional -->
        <_date>?XXX?</_date>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
<!-- from 0 to unbounded -->
<!-- This element may be left empty if xsi:nil='true' is set. -->
        <fieldsChange>
<!-- optional -->
            <fieldName>?XXX?</fieldName>
<!-- optional -->
            <newValue>???</newValue>
<!-- optional -->
            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->
            <fieldName>?XXX?</fieldName>
<!-- optional -->
            <newValue>???</newValue>
<!-- optional -->
            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->
            <fieldName>?XXX?</fieldName>
<!-- optional -->
            <newValue>???</newValue>
<!-- optional -->
            <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->
            <fieldName>?XXX?</fieldName>
<!-- optional -->
            <newValue>???</newValue>
<!-- optional -->
            <oldValue>???</oldValue>

```

```

        </fieldsChange>
        <fieldsChange>
<!-- optional -->
        <fieldName>?XXX?</fieldName>
<!-- optional -->
        <newValue>???</newValue>
<!-- optional -->
        <oldValue>???</oldValue>
        </fieldsChange>
        <fieldsChange>
<!-- optional -->

        <fieldName>?XXX?</fieldName>
<!-- optional -->
        <newValue>???</newValue>
<!-- optional -->
        <oldValue>???</oldValue>
        </fieldsChange>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        <_events>
<!-- optional -->
        <action>?XXX?</action>
<!-- optional -->
        <date>?XXX?</date>
        </_events>
        </_mostRecentEdit>
    </return>
</ns2:getTicketDetailsResponse>

```


editTicket

Parameter name	Mandatory	Comments
Input		
_ticketDefinitionId	Yes	
_submitter	No	
_ticketId	Yes	
_ticketFields:itemFields:fieldName	According to definition	ItemFields is an array. fieldName is the external name.
_ticketFields:itemFields:fieldValue:value	According to definition	
_assignees:value	No	assignees is an array.
_contactDefinitionId	No	For contact linking.
_selectContact	No	Contact primary key. Usually email.
Output		
return		Ticket ID.

SOAP request

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/"
  <soapenv:Header/>
  <soapenv:Body>
    <ext:editTicket>
      <editTicketRequest>
        <_ticketDefinitionId>?</_ticketDefinitionId>                <_ticketId>?</_ticketId>
        <_ticketFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName>?</fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value>?</value>
            </fieldValue>
          </itemFields>
        </_ticketFields>                <!--Optional:-->
        <_assignees>
          <!--Zero or more repetitions:-->
          <value>?</value>
        </_assignees>
        <!--Optional:-->
        <_contactDefinitionId>?</_contactDefinitionId>
        <!--Optional:-->
        <_selectContact>?</_selectContact>
        <!--Optional:-->
        <_submitter>?</_submitter>
      </editTicketRequest>
    </ext:editTicket>
  </soapenv:Body> </soapenv:Envelope>

```

linkTickets

Parameter name	Mandatory	Comments
Input		
_firstTicketDefinitionId	Yes	
_firstTicketId	Yes	
_secondTicketDefinitionId	Yes	
_secondTicketId	Yes	
_linkTypeName	Yes	Link Type Names
_submitter	No	
Output		
Return		Dynamic Item Link ID

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:linkTickets>
      <linkTicketsRequest>
        <_firstTicketDefinitionId>?</_firstTicketDefinitionId>
        <_firstTicketId>?</_firstTicketId>
        <_secondTicketDefinitionId>?</_secondTicketDefinitionId>
        <_secondTicketId>?</_secondTicketId>
        <_linkTypeName>?</_linkTypeName>
        <!--Optional:-->
        <_submitter>?</_submitter>
      </linkTicketsRequest>
    </ext:linkTickets>
  </soapenv:Body>
</soapenv:Envelope>
```

createContact

Parameter name	Mandatory	Comments
Input		
_addressBookDefinitionId	Yes	
_submitter	No	
_contactFields:itemFields:fieldName	According to definition	ItemFields is an array. fieldName is the external name.
_contactFields:itemFields:fieldValue:value	According to definition	
Output		
Return		Contact ID.

SOAP request

```
<soapenv:Envelope
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/"
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ext:createContact>
      <createContactRequest>
        <_addressBookDefinitionId?</_addressBookDefinitionId>
        <_contactFields>
          <!--Zero or more repetitions:-->
            <itemFields>
              <!--Optional:-->
                <fieldName?</fieldName>
              <!--Optional:-->
                <fieldValue>
                  <!--Zero or more repetitions:-->
                    <value?</value>
                </fieldValue>
            </itemFields>
          </_contactFields>
          <!--Optional:-->
            <_submitter?</_submitter>
        </createContactRequest>
      </ext:createContact>
    </soapenv:Body>
  </soapenv:Envelope>
```

createOrEditContact

Parameter name	Mandatory	Comments
Input		
_addressBookDefinitionId	Yes	
_submitter	No	
_contactId	No	
_contactFields:itemFields:fieldName	According to definition	itemFields is an array. fieldName is the external name.
_contactFields:itemFields:fieldValue:value	According to definition	
Output		
return		Contact ID.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:createOrEditContact>
      <createOrEditContactRequest>
        <_addressBookDefinitionId?</_addressBookDefinitionId>
        <!--Optional:-->
        <_contactId?</_contactId>
        <_contactFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?</fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?</value>
            </fieldValue>
          </itemFields>
        </_contactFields>
        <!--Optional:-->
        <_submitter?</_submitter>
      </createOrEditContactRequest>
    </ext:createOrEditContact>
  </soapenv:Body>
</soapenv:Envelope>
```

getContactAssociatedTickets

Parameter name	Mandatory	Comments
Input		
_contactDefinitionId	Yes	
_submitter	No	
_primaryKeyValue	Yes	Contact primary key. Usually email.
Output		
_items:_containerDefinitionId		
_containerDefinitionName		
_itemDefinitionId		
_itemDefinitionName		
_itemId		
_itemFields:itemFields:fieldName		itemFields is an array. fieldName is the external name.
_itemFields:itemFields:fieldName:fieldValue:value		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:getContactAssociatedTickets>
      <getContactAssociatedTicketsRequest>
        <_contactDefinitionId?</_contactDefinitionId>
        <_primaryKeyValue?</_primaryKeyValue>
        <!--Optional:-->
        <_submitter?</_submitter>
      </getContactAssociatedTicketsRequest>
    </ext:getContactAssociatedTickets>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:getContactAssociatedTicketsResponse
  xmlns:ns1="http://externalapi.business.footprints.numarasoftware.com/">
  <!-- optional -->
  <return>
  <!-- from 0 to unbounded -->
  <_items>
    <_containerDefinitionId?999?</_containerDefinitionId>
    <_containerDefinitionName?XXX?</_containerDefinitionName>
    <_itemDefinitionId?999?</_itemDefinitionId>
    <_itemDefinitionName?XXX?</_itemDefinitionName>
    <_itemId?999?</_itemId>
    <_itemFields>
  <!-- from 0 to unbounded -->
  <!-- This element may be left empty if xsi:nil='true' is set. -->
    <itemFields>
  <!-- optional -->
    <fieldName?XXX?</fieldName>
  <!-- optional -->
    <fieldValue>
  <!-- from 0 to unbounded -->
  <!-- This element may be left empty if xsi:nil='true' is set. -->
    <value?XXX?</value>
```

```
        </fieldValue>
      </itemFields>
    </_itemFields>
  </_items>
</return>
</ns1:getContactAssociatedTicketsResponse>
```

editContact

Parameter name	Mandatory	Comments
Input		
_addressBookDefinitionId	Yes	
_submitter	No	
_contactId	Yes	
_contactFields:itemFields:fieldName	According to definition	itemFields is an array. fieldName is the external name.
_contactFields:itemFields:fieldValue:value	According to definition	
Output		
Return		Contact ID.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:editContact>
      <editContactRequest>
        <_addressBookDefinitionId?</_addressBookDefinitionId>
        <_contactId?</_contactId>
        <_contactFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?</fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?</value>
            </fieldValue>
          </itemFields>
        </_contactFields>
        <!--Optional:-->
        <_submitter?</_submitter>
      </editContactRequest>
    </ext:editContact>
  </soapenv:Body> </soapenv:Envelope>
```

createCI

Parameter name	Mandatory	Comments
Input		
_cmdbDefinitionId	Yes	
_submitter	No	
_status	No	
_ciFields:itemFields:fieldName	According to definition	itemFields is an array. fieldName is the external name.
_ciFields:itemFields:fieldValue:value	According to definition	
Output		
Return		CI ID.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:createCI>
      <createCIRequest>
        <_cmdbDefinitionId?</_cmdbDefinitionId>
        <_ciFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?</fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?</value>
            </fieldValue>
          </itemFields>
        </_ciFields>
        <!--Optional:-->
        <_submitter?</_submitter>
        <!--Optional:-->
        <_status?</_status>
      </createCIRequest>
    </ext:createCI>
  </soapenv:Body> </soapenv:Envelope>
```


editCI

Parameter name	Mandatory	Comments
Input		
_cmdbDefinitionId	Yes	
_submitter	No	
_cild	Yes	
_ciFields:itemFields:fieldName	According to definition	itemFields is an array. fieldName is the external name.
_ciFields:itemFields:fieldValue:value	According to definition	
_status	No	
Output		
Return		CI ID.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">  <soapenv:Header/>
  <soapenv:Body>
    <ext:editCI>
      <editCIRequest>
        <_cmdbDefinitionId?</_cmdbDefinitionId>
        <_ciId?</_ciId>
        <_ciFields>
          <!--Zero or more repetitions:-->
          <itemFields>
            <!--Optional:-->
            <fieldName?</fieldName>
            <!--Optional:-->
            <fieldValue>
              <!--Zero or more repetitions:-->
              <value?</value>
            </fieldValue>
          </itemFields>
        </_ciFields>
        <!--Optional:-->
        <_submitter?</_submitter>
        <!--Optional:-->
        <_status?</_status>
      </editCIRequest>
    </ext:editCI>
  </soapenv:Body> </soapenv:Envelope>
```

listContainerDefinitions

Parameter name	Mandatory	Comments
Input		
_containerSubtypeName	No	
_submitter	No	
Output		
_definitions:_definitionId		_definitions is an array.
_definitions:_subtypeName		
_definitions:_definitionName		
_definitions:_definitionDescription		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:listContainerDefinitions>
      <listContainerDefinitionsRequest>
        <!--Optional:-->
        <_containerSubtypeName?></_containerSubtypeName>
        <!--Optional:-->
        <_submitter?></_submitter>
      </listContainerDefinitionsRequest>
    </ext:listContainerDefinitions>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:listContainerDefinitionsResponse
  xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
  <!-- optional -->
  <return>
    <!-- from 0 to unbounded -->
    <!-- This element may be left empty if xsi:nil='true' is set. -->
    <_definitions>
      <_definitionId>?999?</_definitionId>
    <!-- optional -->
    <_subtypeName>?XXX?</_subtypeName>
    <!-- optional -->
    <_definitionName>?XXX?</_definitionName>
    <!-- optional -->
    <_definitionDescription>?XXX?</_definitionDescription>
  </_definitions>
  </return>
</ns1:listContainerDefinitionsResponse>
```

listItemDefinitions

Parameter name	Mandatory	Comments
Input		
_containerDefinitionId	Yes	
_itemSubtypeName	No	
_submitter	No	
Output		
_definitions:_definitionId		_definitions is an array.
_definitions:_subtypeName		
_definitions:_definitionName		
_definitions:_definitionDescription		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:listItemDefinitions>
      <listItemDefinitionsRequest>
        <_containerDefinitionId?</_containerDefinitionId>
        <!--Optional:-->
        <_itemSubtypeName?</_itemSubtypeName>
        <!--Optional:-->
        <_submitter?</_submitter>
      </listItemDefinitionsRequest>
    </ext:listItemDefinitions>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:listItemDefinitionsResponse
xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
  <!-- optional -->
  <return>
    <!-- from 0 to unbounded -->
    <!-- This element may be left empty if xsi:nil='true' is set. -->
    <_definitions>
      <_definitionId?999?</_definitionId>
    <!-- optional -->
      <_subtypeName?XXX?</_subtypeName>
    <!-- optional -->
      <_definitionName?XXX?</_definitionName>
    <!-- optional -->
      <_definitionDescription?XXX?</_definitionDescription>
    </_definitions>
  </return>
</ns1:listItemDefinitionsResponse>
```

listFieldDefinitions

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_submitter	No	
Output		
_fieldDefinitions: _definitionId		_fieldDefinitions is an array.
Parameter name	Mandatory	Comments
_fieldDefinitions: _fieldExternalName		
_fieldDefinitions: _fieldType		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:listFieldDefinitions>
      <listFieldDefinitionsRequest>
        <_itemDefinitionId?</_itemDefinitionId>
        <!--Optional:-->
        <_submitter?</_submitter>
      </listFieldDefinitionsRequest>
    </ext:listFieldDefinitions>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:listFieldDefinitionsResponse
  xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
  <!-- optional -->
  <return>
    <!-- from 0 to unbounded -->
    <!-- This element may be left empty if xsi:nil='true' is set. -->
    <_fieldDefinitions>
      <_definitionId?999?</_definitionId>
    <!-- optional -->
    <_fieldExternalName?XXX?</_fieldExternalName>
    <!-- optional -->
    <_fieldType?XXX?</_fieldType>
  </_fieldDefinitions>
  </return>
</ns1:listFieldDefinitionsResponse>
```

listQuickTemplates

Parameter name	Mandatory	Comments
Input		
_itemDefinitionId	Yes	
_submitter	No	
Output		
_quickTemplates:_itemDefinitionId		_quickTemplates is an array.
_quickTemplates:_templateId		
_quickTemplates:_templateName		
_quickTemplates:_templateDescription		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:listQuickTemplates>
      <listQuickTemplatesRequest>
        <_itemDefinitionId?</_itemDefinitionId>
        <!--Optional:-->
        <_submitter?</_submitter>
      </listQuickTemplatesRequest>
    </ext:listQuickTemplates>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:listQuickTemplatesResponse
  xmlns:ns1="http://externalapi.business.footprints.numarasoftware.com/">
  <!-- optional -->
  <return>
    <!-- from 0 to unbounded -->
    <!-- This element may be left empty if xsi:nil='true' is set. -->
    <_quickTemplates>
      <!-- optional -->
      <_itemDefinitionId?999?</_itemDefinitionId>
      <!-- optional -->
      <_templateId?999?</_templateId> <!-- optional -->
      <_templateName?XXX?</_templateName>
      <!-- optional -->
      <_templateDescription?XXX?</_templateDescription>
    </_quickTemplates>
  </return>
</ns1:listQuickTemplatesResponse>
```

listSearches

Parameter name	Mandatory	Comments
Input		
_itemName	No	You can use this parameter to retrieve item name only from the existing Saved Searches in the FootPrints application.
_submitter	No	
Output		
_searches:_searchId		_searches is an array.
_searches:_searchName		
_searches:_searchDescription		
_searches:_searchType		

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:listSearches>
      <listSearchesRequest>
        <!--Optional:-->
        <_itemName?</_itemName>
        <!--Optional:-->
        <_submitter?</_submitter>
      </listSearchesRequest>
    </ext:listSearches>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:listSearchesResponse
xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
  <!-- optional -->
  <return>
    <!-- from 0 to unbounded -->
    <!-- This element may be left empty if xsi:nil='true' is set. -->
    <_searches>
      <_searchId?999?</_searchId>
      <_searchName?XXX?</_searchName>
      <_searchDescription?XXX?</_searchDescription>      <_searchType?XXX?</_searchType>
    </_searches>
  </return>
</ns1:listSearchesResponse>
```

runSearch

Parameter name	Mandatory	Comments
Input		
_searchId	Yes	You can retrieve the _itemTypeName parameter to get the item ID to run the search query from the existing Saved Searches only. For more information, see listSearches .
_submitter	No	
Output		
_items:_containerDefinitionId		_items is an array.
_items:_containerDefinitionName		
_items:_itemDefinitionId		
_items:_itemDefinitionName		
_items:_itemId		
_items:itemFields:fieldName		itemFields is an array. fieldName is the external name.
_items:itemFields:fieldValue:value		fieldValue is an array.

SOAP request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:runSearch>
      <runSearchRequest>
        <_searchId>?</_searchId>
        <!--Optional:-->
        <_submitter>?</_submitter>
      </runSearchRequest>
    </ext:runSearch>
  </soapenv:Body>
</soapenv:Envelope>
```

Example:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ext="http://externalapi.business.footprints.numarasoftware.com/">
  <soapenv:Header/>
  <soapenv:Body>
    <ext:runSearch>
      <runSearchRequest>
        <_searchId>2</_searchId>
        <!--Optional:-->
        <_submitter>sadmin</_submitter>
      </runSearchRequest>
    </ext:runSearch>
  </soapenv:Body>
</soapenv:Envelope>
```

SOAP response

```
<ns1:runSearchResponse
xmlns:ns1='http://externalapi.business.footprints.numarasoftware.com/'>
```

```

<!-- optional -->
<return>
<!-- from 0 to unbounded -->
  <_items>
    <_containerDefinitionId>?999?</_containerDefinitionId>
    <_containerDefinitionName>?XXX?</_containerDefinitionName>
    <_itemDefinitionId>?999?</_itemDefinitionId>
    <_itemDefinitionName>?XXX?</_itemDefinitionName>
    <_itemId>?999?</_itemId>
    <_itemFields>
      <!-- from 0 to unbounded -->
      <!-- This element may be left empty if xsi:nil='true' is set. -->
      <itemFields>
        <!-- optional -->
        <fieldName>?XXX?</fieldName>
        <!-- optional -->
        <fieldValue>
          <!-- from 0 to unbounded -->
          <!-- This element may be left empty if xsi:nil='true' is set. -->
          <value>?XXX?</value>
        </fieldValue>
      </itemFields>
    </_itemFields>
  </_items>
</return>
</ns1:runSearchResponse>

```

Note: You must create Saved Searches in the FootPrints application before using the web service to run the search queries. You cannot create Saved Searches by using the web services.