

Ticketing System API Documentation

Introduction

This document provides official documentation for the Ticketing System API. The API allows support agents to manage and query tickets, with filtering, sorting, and pagination capabilities. This document covers all available endpoints, request parameters, response formats, and examples.

API Endpoints

POST /tickets

Summary: Create a new ticket

Description: Create a new ticket in the system

Parameters:

- *ticket (body, required=True): Ticket Data*

Responses:

- *201: Created*
- *400: Invalid input data*
- *500: Internal server error*

PATCH /tickets/{id}/status

Summary: Update ticket status

Description: Update the status of an existing ticket

Parameters:

- *id (path, required=True): Ticket ID*
- *status (body, required=True): New Status*

Responses:

- *200: OK*
- *400: Invalid status*

- 500: Failed to update ticket status

POST /tickets/list

Summary: Get list of tickets

Description: Retrieves a list of tickets with optional filtering, sorting, and pagination

Parameters:

- request (body, required=True): Request payload for getting ticket list

Responses:

- 200: Successful response with ticket list

- 400: Invalid request payload

- 500: Failed to retrieve tickets