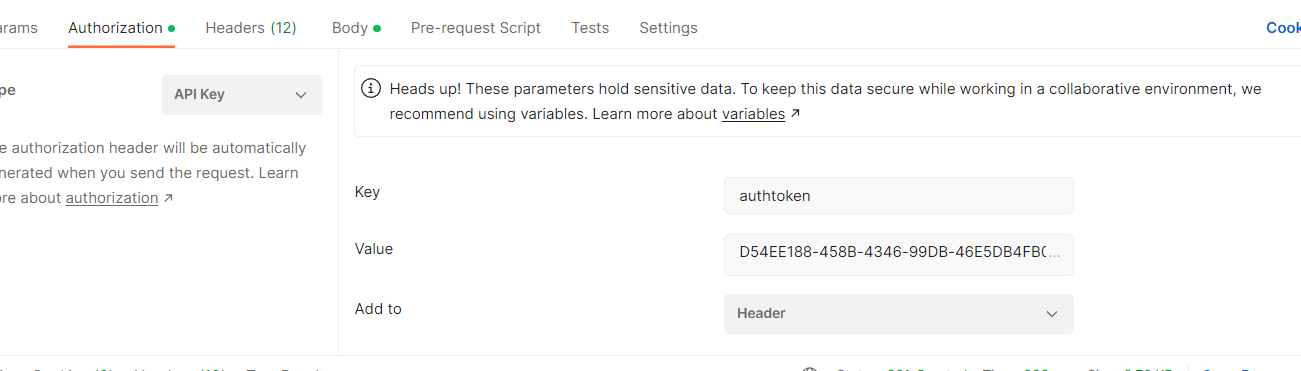
Service Desk URL

<https://demo.servicedeskplus.com/SetUpWizard.do?forwardTo=apidoc>

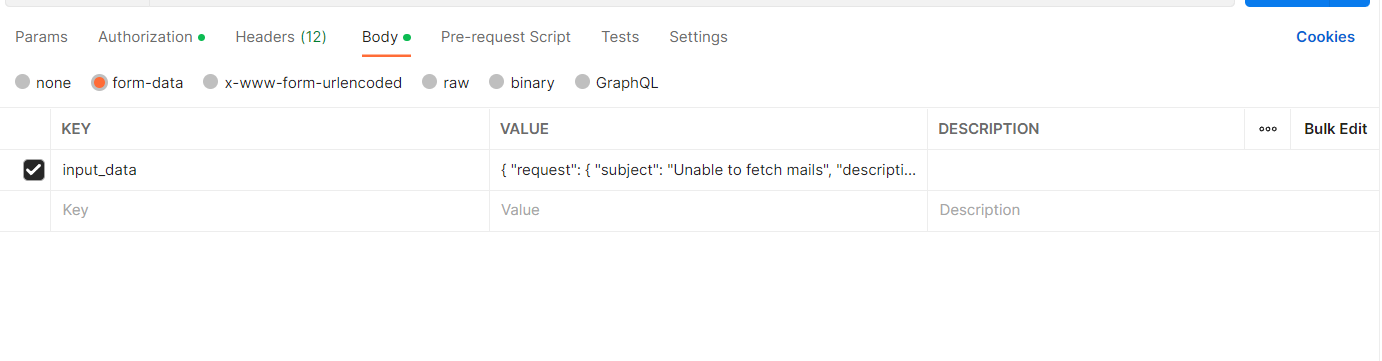
Steps:

1. Generate API key for the User

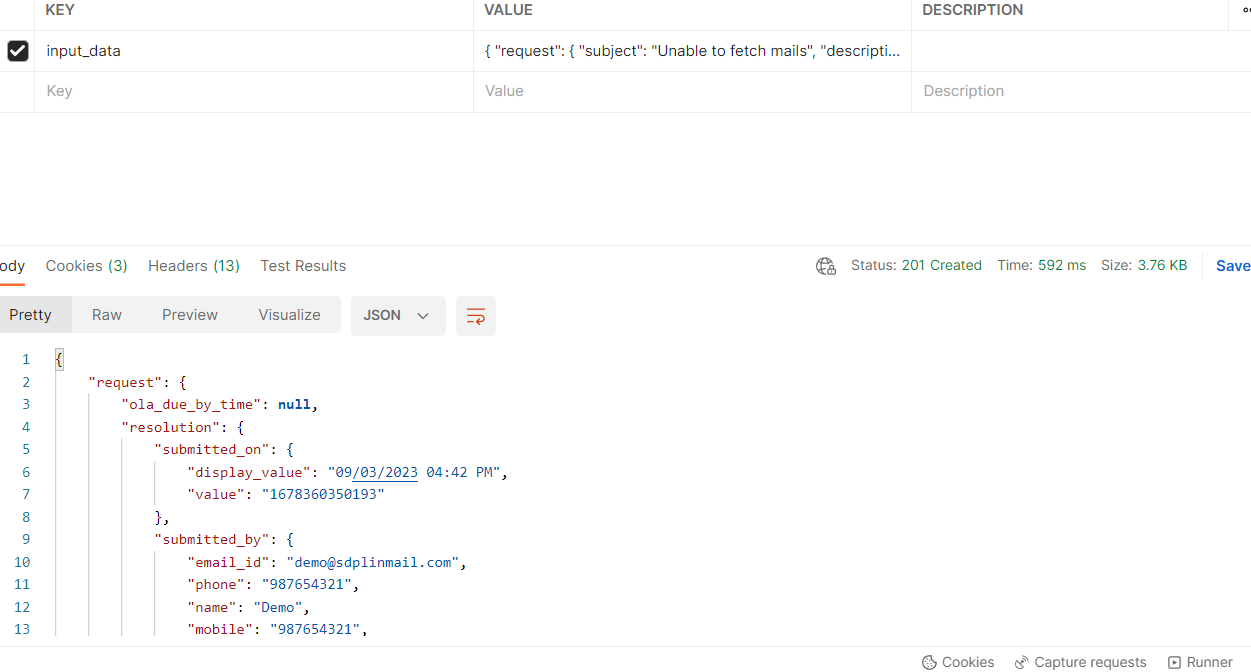


1. URL to add request

<https://demo.servicedeskplus.com/api/v3/requests>



1. Response received



Response Received

{

    "request": {

        "ola\_due\_by\_time": **null**,

        "resolution": {

            "submitted\_on": {

                "display\_value": "09/03/2023 04:23 PM",

                "value": "1678359207167"

            },

            "submitted\_by": {

                "email\_id": "demo@sdplinmail.com",

                "phone": "987654321",

                "name": "Demo",

                "mobile": "987654321",

                "profile\_pic": {

                    "content-url": "/api/v3/requests/386/submitted\_by/10/images/901",

                    "id": 901

                },

                "is\_vipuser": **false**,

                "id": "10",

                "department": {

                    "site": **null**,

                    "name": "Engineering",

                    "id": 2

                }

            },

            "resolution\_attachments": [],

            "content": "Mail Fetching Server problem has been fixed"

        },

        "onhold\_time": **null**,

        "is\_trashed": **false**,

        "id": "386",

        "assigned\_time": **null**,

        "requester": {

            "email\_id": "sdpuser1@sdplinmail.com",

            "phone": "8888",

            "name": "Guest",

            "mobile": "1234567890",

            "profile\_pic": {

                "content-url": "/images/default-profile-pic2.svg"

            },

            "is\_vipuser": **false**,

            "id": "4",

            "department": {

                "site": **null**,

                "name": "Administration",

                "id": 1

            }

        },

        "cancel\_requested\_by": **null**,

        "sla\_violated\_technician": **null**,

        "item": **null**,

        "has\_resolution\_attachments": **false**,

        "impact": **null**,

        "sla": **null**,

        "priority": **null**,

        "sla\_violated\_group": **null**,

        "tags": [],

        "has\_notes": **false**,

        "is\_current\_ola\_violated": **null**,

        "image\_token": "d6053a43832e07d722d13949227c2c0f009af5b8c02cfb45a60dbc7846253cf80ca527b396a3dcf26eda39545e3c08d7aebb52a3",

        "udf\_fields": {

            "udf\_pick\_303": **null**,

            "udf\_mline\_2406": "You can print and send documents provided with UltraTax CS to clients without modifying the documents, or you can customize the documents to better meet the needs of your firm. Custom paragraphs enable you to easily personalize the documents provided",

            "udf\_pick\_301": **null**,

            "udf\_pick\_302": **null**

        },

        "status": {

            "color": "#0066ff",

            "name": "Open",

            "id": "1"

        },

        "template": {

            "is\_service\_template": **false**,

            "service\_category": **null**,

            "name": "Default Request",

            "id": "4"

        },

        "primary\_asset": **null**,

        "request\_type": **null**,

        "cancel\_requested\_time": **null**,

        "chat\_type": 0,

        "is\_service\_request": **false**,

        "cancel\_requested": **false**,

        "has\_request\_initiated\_change": **false**,

        "has\_attachments": **false**,

        "has\_linked\_requests": **false**,

        "has\_request\_caused\_by\_change": **false**,

        "has\_problem": **false**,

        "site": **null**,

        "subject": "Unable to fetch mails",

        "linked\_to\_request": **null**,

        "mode": **null**,

        "is\_read": **false**,

        "lifecycle": **null**,

        "reason\_for\_cancel": **null**,

        "assets": [],

        "group": {

            "site": **null**,

            "name": "ROV",

            "id": "13"

        },

        "email\_to": [],

        "created\_time": {

            "display\_value": "09/03/2023 04:23 PM",

            "value": "1678359207167"

        },

        "level": **null**,

        "approval\_status": **null**,

        "created\_by": {

            "email\_id": "demo@sdplinmail.com",

            "phone": "987654321",

            "name": "Demo",

            "mobile": "987654321",

            "profile\_pic": {

                "content-url": "/api/v3/requests/386/created\_by/10/images/901",

                "id": 901

            },

            "is\_vipuser": **false**,

            "id": "10",

            "department": {

                "site": **null**,

                "name": "Engineering",

                "id": 2

            }

        },

        "scheduled\_end\_time": **null**,

        "first\_response\_due\_by\_time": **null**,

        "last\_updated\_time": **null**,

        "impact\_details": "Routine tasks are pending due to mail server problem",

        "subcategory": **null**,

        "email\_cc": [],

        "scheduled\_start\_time": **null**,

        "email\_ids\_to\_notify": [],

        "notification\_status": **null**,

        "description": "I am unable to fetch mails from the mail server",

        "has\_dependency": **false**,

        "has\_conversation": **false**,

        "callback\_url": **null**,

        "urgency": **null**,

        "is\_shared": **false**,

        "request\_template\_task\_ids": [],

        "department": {

            "site": **null**,

            "name": "Administration",

            "id": "1"

        },

        "is\_reopened": **false**,

        "has\_draft": **false**,

        "is\_overdue": **false**,

        "technician": **null**,

        "due\_by\_time": **null**,

        "has\_project": **false**,

        "is\_first\_response\_overdue": **false**,

        "cancel\_requested\_is\_pending": **false**,

        "recommend\_template": **null**,

        "unreplied\_count": **null**,

        "category": **null**,

        "maintenance": **null**

    },

    "response\_status": {

        "status\_code": 2000,

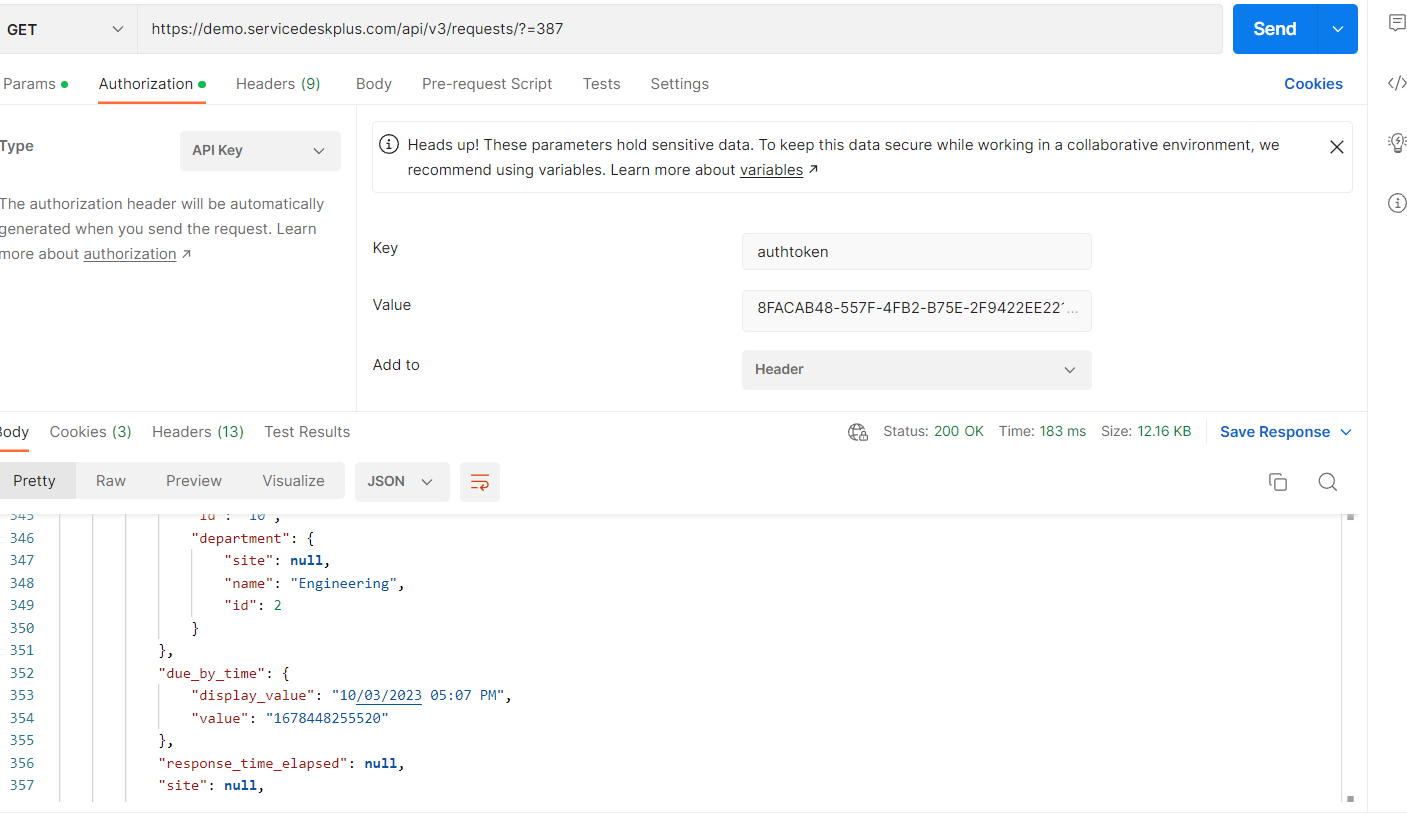
        "status": "success"

    }

}

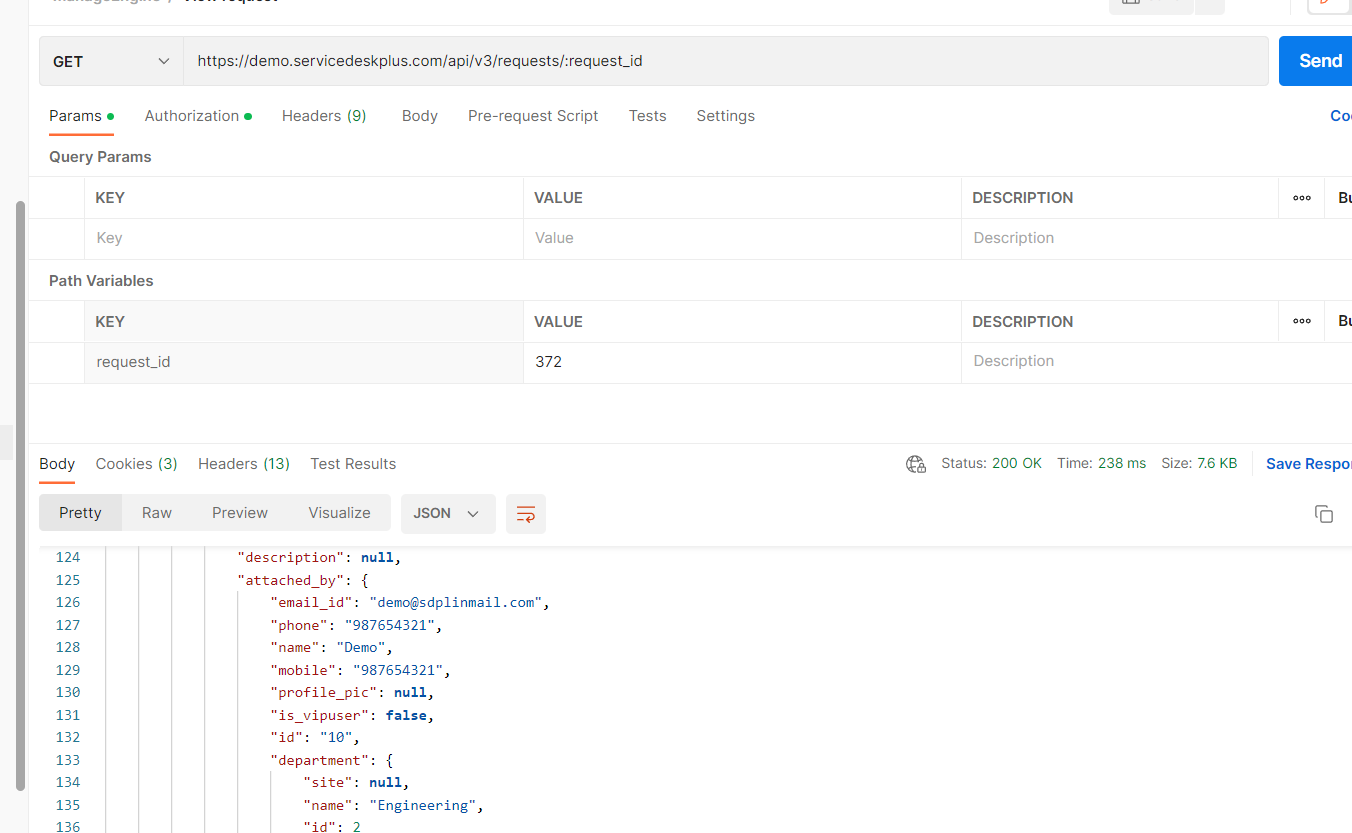
Sample:

{ "request": { "subject": "Unable to fetch mails", "description": "I am unable to fetch mails from the mail server", "requester": { "id": "4", "name": "administrator" }, "impact\_details": "Routine tasks are pending due to mail server problem", "resolution": { "content": "Mail Fetching Server problem has been fixed" }, "status": { "name": "Open" } }}

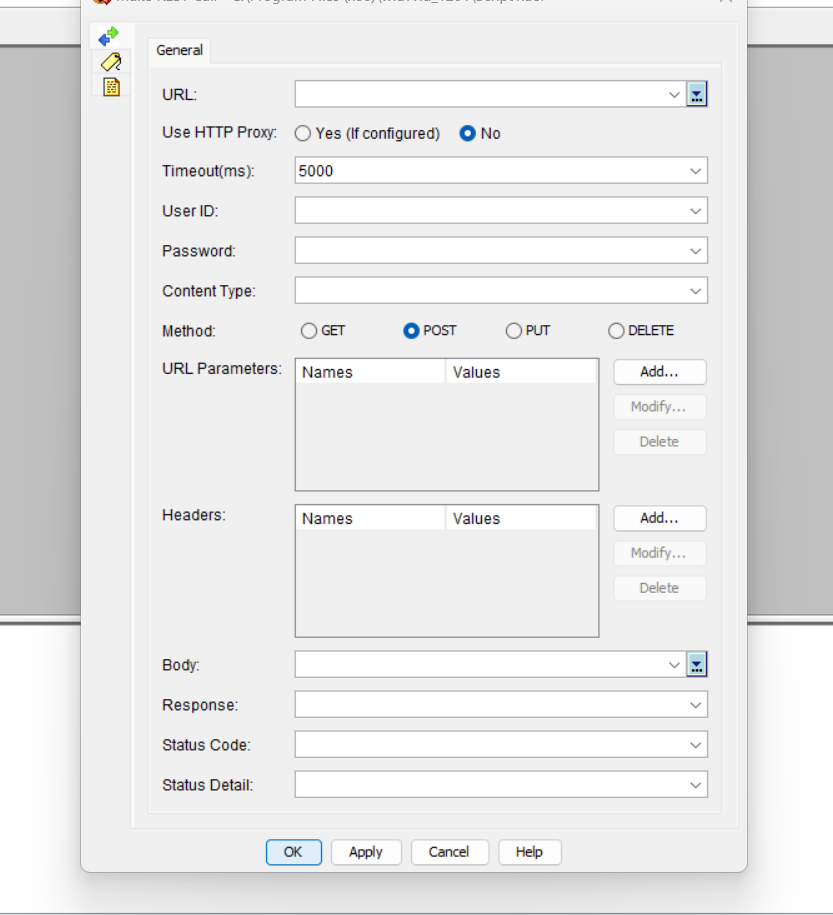


View Request URL

<https://demo.servicedeskplus.com/api/v3/requests/:request_id>



{ "request": { "subject": "Please hold off the issuance of macbook as the employee will be joining late", "description": "Hold off issuance of macbook", "impact\_details": "Routine tasks are pending due to mail server problem", "resolution": { "content": "Mail Fetching Server problem has been fixed" }, "status": { "name": "Open" } } }



Reference:

https://codebeautify.org/remove-extra-spaces