SupportAI 0.1.0 OAS 3.1

/openapi.json

AI-powered customer support triage and response generation system. Automatically classifies tickets, assigns priority, and generates draft responses with knowledge base citations.

health ⌃

| GET | **/health** Health Check | ⌄ |

| GET | **/health/ready** Readiness Check | ⌄ |

| GET | **/health/live** Liveness Check | ⌄ |

tickets ⌃

POST **/api/v1/tickets/process** Process a support ticket ⌃

Process an incoming support ticket through the AI triage and response generation workflow. Returns triage classification, draft response, and citations.

Parameters   [Cancel]

No parameters

Request body *required*   [application/json]

Edit Value   Schema

```json
{
    "customer_email": "john.doe@example.com",
    "customer_name": "John Doe",
    "raw_message": "I was charged twice for my subscription this month. Please help!",
    "ticket_id": "TKT-2025-001"
}
```

| Execute | Clear |

Responses

Curl

```
curl -X 'POST' \
  'http://localhost:8000/api/v1/tickets/process' \
  -H 'accept: application/json' \
  -H 'Content-Type: application/json' \
  -d '{
  "customer_email": "john.doe@example.com",
  "customer_name": "John Doe",
  "raw_message": "I was charged twice for my subscription this month. Please help!",
  "ticket_id": "TKT-2025-001"
}'
```

Request URL

```
http://localhost:8000/api/v1/tickets/process
```

Server response

Code	Details
200	**Response body**

```
  "success": true,
  "ticket_id": "TKT-2025-001",
  "result": {
    "ticket_id": "TKT-2025-001",
    "timestamp": "2026-01-04T19:53:25.881195+00:00",
    "triage": {
      "category": "Billing",
      "subcategory": "Payments",
      "priority": "P2",
      "sla_hours": 24,
      "suggested_team": "Finance Team",
      "sentiment": "frustrated",
      "confidence": 0.9
    },
    "answer_draft": {
      "greeting": "Dear John Doe,",
      "body": "I'm really sorry to hear about the double charge on your subscription this month. I understand how frustrating this situation can be. Unfortunately, our knowledge base does not have specific information on this issue. However, I want to assure you that we take this matter very seriously. I will escalate this to our billing speciali
```

Code	Details

hould expect to hear from them within the next 24-48 hours. Meanwhile, please keep any emails or notifications related to this charge handy, as they may be useful for the investigation.",
        "closing": "Thank you for your patience and understanding. We appreciate your cooperation and assure you that we are doing our best to resolve this issue as quickly as possible.\n\nBest Regards,\nCustomer Support Team",
        "tone": "empathetic_apologetic"

Download

Response headers

access-control-allow-credentials: true
access-control-allow-origin: *
content-length: 1437
content-type: application/json
date: Sun,04 Jan 2026 19:52:54 GMT
server: uvicorn
x-request-id: req-1767556375.0478597

Responses

Code	Description	Links
200	Successful Response	No links

Media type

application/json

Controls `Accept` header.

Example Value   Schema

```
{
  "success": true,
  "ticket_id": "string",
  "result": {
    "answer_draft": {
      "body": "I understand your concern about the duplicate charge...",
      "closing": "Best regards,\nSupport Team",
      "greeting": "Hi John,",
      "tone": "empathetic_professional"
    },
    "citations": [
      {
        "chunk_id": "KB-1234-c-45",
        "doc_id": "KB-1234",
        "score": 0.89,
        "title": "Duplicate Charge Resolution",
        "url": "https://kb.company.com/billing/duplicate"
      }
    ],
    "policy_check": {
      "compliance": "passed",
      "escalation_needed": false,
      "refund_promise": false,
      "sla_mentioned": true
    },
    "ticket_id": "TKT-2025-001",
    "timestamp": "2025-01-15T10:30:00+00:00",
    "triage": {
```

| 422 | Validation Error | No links |

Media type

application/json

Example Value   Schema

```
{
  "detail": [
    {
      "loc": [
        "string",
```

Code	Description	Links

```
              0
           ],
           "msg": "string",
           "type": "string"
         }
       ]
     }
```

GET `/api/v1/tickets/metrics` Get processing metrics ⌄

root ⌄

Schemas ⌃

AnswerDraft ⌃ Collapse all **object**

Draft response structure.

> **greeting*** ⌃ Collapse all **string**
>
> Personalized greeting
>
> **body*** ⌃ Collapse all **string**
>
> Main response body with [DOC-ID] citations
>
> **closing*** ⌃ Collapse all **string**
>
> Professional closing
>
> **tone** ⌃ Collapse all **string**
>
> Response tone: empathetic_professional | formal | casual
>
>> **Default**="empathetic_professional"

CitationOutput ⌃ Collapse all **object**

Citation reference for knowledge base articles.

> **doc_id*** ⌃ Collapse all **string**
>
> Document ID
>
> **chunk_id*** ⌃ Collapse all **string**
>
> Specific chunk ID
>
> **title*** ⌃ Collapse all **string**
>
> Document title
>
> **score*** ⌃ Collapse all **number** [0, 1]
>
> Relevance score
>
> **url*** ⌃ Collapse all **string**
>
> Knowledge base URL

HTTPValidationError ⌃ Expand all **object**

HealthStatus ⌃ Expand all **object**

PolicyCheckOutput ›   Expand all   `object`

ProcessResponse ^   Collapse all   `object`

Response for ticket processing endpoint.

> **success*** `boolean`
>
> **ticket_id*** `string`
>
> **result*** ›   Expand all   `object`

TicketInput ^   Collapse all   `object`

Input model for incoming support tickets.
NOTE: Using EmailStr requires pydantic[email] extra!

> **ticket_id*** ›   Expand all   `string`
>
> **raw_message*** ›   Expand all   `string` `≥ 10 characters`
>
> **customer_name*** ›   Expand all   `string` `≥ 1 characters`
>
> **customer_email*** ›   Expand all   `string` `email`
>
> **Examples** ›   Expand all   `array`

TicketOutput ^   Collapse all   `object`

Complete output model for processed ticket.

> **ticket_id*** ^   Collapse all   `string`
>
> Ticket identifier
>
> **timestamp** ^   Collapse all   `string`
>
> Processing timestamp
>
> **triage*** ^   Collapse all   `object`
>
> Triage classification results
>
>> **category*** ^   Collapse all   `string`
>>
>> Main category
>>
>> **subcategory*** ^   Collapse all   `string`
>>
>> Specific subcategory
>>
>> **priority*** ^   Collapse all   `string` `matches ^P[1-3]$`
>>
>> Priority level: P1/P2/P3
>>
>> **sla_hours*** ^   Collapse all   `integer` `[1, 168]`
>>
>> SLA in hours
>>
>> **suggested_team*** ^   Collapse all   `string`
>>
>> Recommended team for assignment
>>
>> **sentiment*** ^   Collapse all   `string`
>>
>> Customer sentiment
>>
>> **confidence*** ^   Collapse all   `number` `[0, 1]`
>>
>> Classification confidence
>
> **answer_draft*** ^   Collapse all   `object`
>
> Generated response draft
>
>> **greeting*** ^   Collapse all   `string`
>>
>> Personalized greeting
>>
>> **body*** ^   Collapse all   `string`
>>
>> Main response body with [DOC-ID] citations

closing* ^ Collapse all **string**

Professional closing

tone ^ Collapse all **string**

Response tone: empathetic_professional | formal | casual

Default="empathetic_professional"

citations* ^ Collapse all **array<object>**

Knowledge base citations

Items ^ Collapse all **object**

Citation reference for knowledge base articles.

doc_id* ^ Collapse all **string**

Document ID

chunk_id* ^ Collapse all **string**

Specific chunk ID

title* ^ Collapse all **string**

Document title

score* ^ Collapse all **number** `[0, 1]`

Relevance score

url* ^ Collapse all **string**

Knowledge base URL

policy_check* ^ Collapse all **object**

Policy compliance check

refund_promise* ^ Collapse all **boolean**

Contains refund promise

sla_mentioned* ^ Collapse all **boolean**

Mentions SLA/timeline

escalation_needed* ^ Collapse all **boolean**

Requires escalation

compliance* ^ Collapse all **string** `matches ^(passed|failed|warning)$`

Overall compliance status

issues ^ Collapse all **(array<string> | null)**

Compliance issues found

Any of ^ Collapse all **(array<string> | null)**

#0 ^ Collapse all **array<string>**

Items **string**

#1 **null**

Examples ^ Collapse all **array**

#0 ^ Collapse all **object**

answer_draft ^ Collapse all **object**

body="I understand your concern about the duplicate charge..."

closing="Best regards,\nSupport Team"

greeting="Hi John,"

tone="empathetic_professional"

citations ^ Collapse all **array**

#0 ^ Collapse all **object**

chunk_id="KB-1234-c-45"

doc_id="KB-1234"

score=0.89

title="Duplicate Charge Resolution"

        url="https://kb.company.com/billing/duplicate"

    policy_check ⌃   Collapse all   `object`

        compliance="passed"

        escalation_needed=false

        refund_promise=false

        sla_mentioned=true

    ticket_id="TKT-2025-001"

    timestamp="2025-01-15T10:30:00+00:00"

    triage ⌃   Collapse all   `object`

        category="Billing"

        confidence=0.92

        priority="P2"

        sentiment="frustrated"

        sla_hours=24

        subcategory="Duplicate Charge"

        suggested_team="Finance Team"

TriageOutput ⌃   Collapse all   `object`

Triage classification output.

   category* ⌃   Collapse all   `string`

   Main category

   subcategory* ⌃   Collapse all   `string`

   Specific subcategory

   priority* ⌃   Collapse all   `string`   `matches ^P[1-3]$`

   Priority level: P1/P2/P3

   sla_hours* ⌃   Collapse all   `integer`   `[1, 168]`

   SLA in hours

   suggested_team* ⌃   Collapse all   `string`

   Recommended team for assignment

   sentiment* ⌃   Collapse all   `string`

   Customer sentiment

   confidence* ⌃   Collapse all   `number`   `[0, 1]`

   Classification confidence

ValidationError ⌃   Collapse all   `object`

   loc* ⌃   Collapse all   `array<(string | integer)>`

      Items ⌃   Collapse all   `(string | integer)`

         Any of ⌃   Collapse all   `(string | integer)`

            #0 `string`

            #1 `integer`

   msg* `string`

   type* `string`