helpdesk-backend

Overview

Version information

Version : 1.0.0

URI scheme

Schemes : HTTP

Tags

- Audit
- Email
- EmailThread
- Queue
- User

Paths

Get the email threads that is related to the user.

```
GET /api/audit/email-thread/
```

Responses

HTTP Code	Description	Schema
200	Returns the current state of the email threads, that are related to the user.	< EmailThread > array
403	User not authorized.	No Content

Produces

- application/json

Tags

- Audit

Get history of an email thread by UUID.

```
GET /api/audit/email-thread/{emailThreadId}
```

Parameters

Type	Name	Schema
Path	**emailThreadId** *required*	string (uuid)

Responses

HTTP Code	Description	Schema
200	Returns history of the email thread.	< EmailThreadAudit > array
403	User not authorized.	No Content

Produces

- `application/json`

Tags

- Audit

Get the emailThreads of the authenticated user with a specific status.

```
GET /api/email-thread/assigned-to-me
```

Parameters

Type	Name	Description	Schema	Default
Header	**status** *optional*	EmailThread status	string	`"OPEN"`

Responses

HTTP Code	Description	Schema
200	Return found emailThreads.	< EmailThread > array
403	User not authorized.	No Content

Produces

- `application/json`

Tags

- EmailThread

Get the emailThreads of the authenticated user's queue with a specific status.

```
GET /api/email-thread/status
```

Parameters

Type	Name	Description	Schema	Default
Header	**status** *optional*	EmailThread status	string	`"CHANGE_ QUEUE"`

Responses

HTTP Code	Description	Schema
200	Return found emailThreads.	< EmailThread > array
403	User not authorized.	No Content

Produces

- `application/json`

Tags

- EmailThread

Get all the unassigned emailThreads from the users queue.

```
GET /api/email-thread/unassigned
```

Responses

HTTP Code	Description	Schema
200	Return unassigned emailThreads.	< EmailThread > array
403	User not authorized.	No Content

Produces

- `application/json`

Tags

- EmailThread

Get EmailThread by UUID.

```
GET /api/email-thread/{emailThreadId}
```

Parameters

Type	Name	Schema
Path	**emailThreadId** *required*	string (uuid)

Responses

HTTP Code	Description	Schema
200	Returns email. **Headers** : `ETag` (string) : The version of the EmailThread.	EmailThreadVersion
403	User not authorized.	No Content
404	EmailThread with the given ID does not exists.	No Content

Produces

- `application/json`

Tags

- EmailThread

Change the owner, or the status of the emailThread.

```
PATCH /api/email-thread/{emailThreadId}
```

Parameters

Type	Name	Description	Schema
Path	**emailThreadId** *required*	Id of the emailThread	string (uuid)
Query	**ifMatch** *required*	If-Match header	string
Body	**body** *required*	EmailThread containing the new properties	EmailThread

Responses

HTTP Code	Description	Schema
200	New fileds of the emailThread has been set	No Content

HTTP Code	Description	Schema
403	User not authorized.	No Content
404	EmailThread with the given ID does not exists.	No Content
409	EmailThread concurrently changed	No Content

Produces

- `application/json`

Tags

- EmailThread

Send an Email.

```
POST /api/email/send
```

Parameters

Type	Name	Description	Schema
Body	**body** *required*	Email to send	Email

Responses

HTTP Code	Description	Schema
200	Returns email.	Email
403	User not authorized.	No Content

Produces

- `application/json`

Tags

- Email

Get Email by UUID.

```
GET /api/email/{emailId}
```

Parameters

Type	Name	Schema
Path	**emailId** *required*	string (uuid)

Responses

HTTP Code	Description	Schema
200	Returns email.	Email
403	User not authorized.	No Content
404	Email with the given ID does not exists.	No Content

Produces

- `application/json`

Tags

- Email

Change ths status of the email's read property'.

```
PATCH /api/email/{emailId}
```

Parameters

Type	Name	Description	Schema
Path	**emailId** *required*		string (uuid)
Body	**body** *required*	Email has been read	< string, boolean > map

Responses

HTTP Code	Description	Schema
200	New status of the email has been set	No Content
403	User not authorized.	No Content
404	Email with the given ID does not exists.	No Content

Produces

- `application/json`

Tags

- Email

Get all queue.

```
GET /api/queue/all
```

Responses

HTTP Code	Description	Schema
200	Returns queues.	< Queue > array
403	User not authorized.	No Content

Produces

- `application/json`

Tags

- Queue

Get details of the authenticated user.

```
GET /api/user/details
```

Responses

HTTP Code	Description	Schema
200	Return authenticated user details.	User
403	User not authorized.	No Content
404	User with the given ID does not exists.	No Content

Produces

- `application/json`

Tags

- User

Change ths active user's queue'.

```
PATCH /api/user/queue
```

Parameters

Type	Name	Description	Schema
Body	**body** *required*	New property	< string, string (uuid) > map

Responses

HTTP Code	Description	Schema
200	New queue of the user has been set	No Content
403	User not authorized.	No Content
404	Queue with the given ID does not exists.	No Content

Produces

- `application/json`

Tags

- User

AutoComplete search for User. Searches for username with like.

```
GET /api/user/search/autocomplete
```

Parameters

Type	Name	Description	Schema
Query	**queueId** *required*	Queue id	string (uuid)
Query	**username** *optional*	Username, min length 1	string

Responses

HTTP Code	Description	Schema
200	First (size) count values about BIC field.	< User > array
403	User not authorized.	No Content
422	Operation not permitted.	No Content

Produces

- `application/json`

Tags

- User

Definitions

Attachment

Full DTO for attachment

Name	Description	Schema
content *required*	The attachment is part of this email content.	Content
contentType *required*	The content type of the data.	string
data *required*	The binary bytearray of the data.	< string (byte) > array
dataAsStream *optional*		ByteArrayOutputStream
filename *required*	The name of the data.	string

ByteArrayOutputStream

Type : object

Content

Full DTO for content

Name	Description	Schema
attachments *optional*	All the attachment the content has.	< Attachment > array
body *required*	The body of the email.	string
html *required*	The body should be read as an html document.	boolean

Email

Full DTO for email

Name	Description	Schema
content *required*	The content of the email.	Content

Name	Description	Schema
direction *optional*	The direction of the email.	enum (IN, OUT)
emailThread *optional*	The emailThread which contains this email.	EmailThread
header *required*	The header of the email.	Header
id *optional*	Unique internal identifier **Example** : `"06484c9f-6f59-4b9f-ad5e-aaaa0ec332cc"`	string (uuid)
parentId *optional*	Reply to this email.	string (uuid)
processed *optional*	Processed at.	string (date-time)
read *optional*	The email has been read.	boolean

EmailThread

Full DTO for thread

Name	Description	Schema
description *optional*	The description of the emailThread.	string
emails *required*	The emails related to the emailThread.	< Email > array
id *required*	Unique internal identifier **Example** : `"06484c9f-6f59-4b9f-ad5e-aaaa0ec332cc"`	string (uuid)
queue *required*	The queue of the emailThread.	Queue
status *required*	The status of the emailThread.	enum (OPEN, RESOLVED, CLARIFICATION, CHANGE_QUEUE)

Name	Description	Schema
user *optional*	The user who is working on the emailThread.	User

EmailThreadAudit

Full DTO for thread audit

Name	Description	Schema
description *optional*	Description.	string
id *optional*	Unique internal increasing index **Example** : 5	integer (int32)
queue *optional*	Queue name.	string
status *required*	Status.	enum (OPEN, RESOLVED, CLARIFICATION, CHANGE_QUEUE)
type *optional*	Type of the change.	enum (insert, update, delete)
user *optional*	Username.	string

EmailThreadVersion

EmailThread with version number

Name	Description	Schema
emailThread *required*	The emailThread.	EmailThread
version *required*	Version number of the EmailThread **Example** : 35	integer (int32)

Header

Full DTO for header

Name	Description	Schema
from *required*	The email received from this address.	string
inReplyTo *optional*	The messageID of the previous email. See rfc5322.	string
messageId *optional*	The globally unique identifier (messageID) of the corresponding email. See rfc5322.	string
references *optional*	The References identifier. It contains the messageIDs of the previous emails. See rfc5322.	string
subject *optional*	The subject of the mail.	string
to *required*	The email sent to this address.	string

Queue

Full DTO for queue

Name	Description	Schema
description *optional*	The description of the queue.	string
email *required*	The queue belongs to this address.	string
id *required*	Unique internal identifier **Example** : `"06484c9f-6f59-4b9f-ad5e-aaaa0ec332cc"`	string (uuid)
name *required*	The unique name of the queue.	string

User

Full DTO for users

Name	Description	Schema
email *required*	The email address of the user.	string
id *optional*	Unique internal identifier **Example** : `"06484c9f-6f59-4b9f-ad5e-aaaa0ec332cc"`	string (uuid)
queue *required*	The user can operate on this queue.	Queue
username *required*	Username.	string