

# helpdesk-backend

## Overview

### Version information

Version : 0.0.1

### 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.	< <a href="#">EmailThread</a> > 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	<b>emailThreadId</b> <i>required</i>	string (uuid)

### Responses

HTTP Code	Description	Schema
200	Returns history of the email thread.	< <a href="#">EmailThreadAudit</a> > 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	<b>status</b> <i>optional</i>	EmailThread status	string	"OPEN"

## Responses

HTTP Code	Description	Schema
200	Return found emailThreads.	< <a href="#">EmailThread</a> > 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	<b>status</b> <i>optional</i>	EmailThread status	string	"CHANGE_QUEUE"

## Responses

HTTP Code	Description	Schema
200	Return found emailThreads.	< <a href="#">EmailThread</a> > 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.	< <a href="#">EmailThread</a> > 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	<b>emailThreadId</b> <i>required</i>	string (uuid)

## Responses

HTTP Code	Description	Schema
200	Returns email. <b>Headers :</b> <b>ETag</b> (string) : The version of the EmailThread.	<a href="#">EmailThreadVersion</a>
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	<b>emailThreadId</b> <i>required</i>	Id of the emailThread	string (uuid)
Query	<b>ifMatch</b> <i>required</i>	If-Match header	string
Body	<b>body</b> <i>required</i>	EmailThread containing the new properties	<a href="#">EmailThread</a>

## 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	<b>body</b> <i>required</i>	Email to send	<a href="#">Email</a>

## Responses

HTTP Code	Description	Schema
200	Returns email.	<a href="#">Email</a>
403	User not authorized.	No Content

## Produces

- `application/json`

## Tags

- Email

# Get Email by UUID.

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

## Parameters

Type	Name	Schema
Path	<b>emailId</b> <i>required</i>	string (uuid)

## Responses

HTTP Code	Description	Schema
200	Returns email.	<a href="#">Email</a>
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	<b>emailId</b> <i>required</i>		string (uuid)
Body	<b>body</b> <i>required</i>	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.	< <a href="#">Queue</a> > 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.	<a href="#">User</a>
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	<b>body</b> <i>required</i>	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	<b>queueId</b> <i>required</i>	Queue id	string (uuid)
Query	<b>username</b> <i>optional</i>	Username, min length 1	string

### Responses

HTTP Code	Description	Schema
200	First (size) count values about BIC field.	< <a href="#">User</a> > 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
<b>content</b> <i>required</i>	The attachment is part of this email content.	<a href="#">Content</a>
<b>contentType</b> <i>required</i>	The content type of the data.	string
<b>data</b> <i>required</i>	The binary bytearray of the data.	< string (byte) > array
<b>dataAsStream</b> <i>optional</i>		<a href="#">ByteArrayOutputStream</a>
<b>filename</b> <i>required</i>	The name of the data.	string

## ByteArrayOutputStream

Type : object

## Content

Full DTO for content

Name	Description	Schema
<b>attachments</b> <i>optional</i>	All the attachment the content has.	< <a href="#">Attachment</a> > array
<b>body</b> <i>required</i>	The body of the email.	string
<b>html</b> <i>required</i>	The body should be read as an html document.	boolean

## Email

Full DTO for email

Name	Description	Schema
<b>content</b> <i>required</i>	The content of the email.	<a href="#">Content</a>

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

## EmailThread

Full DTO for thread

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

Name	Description	Schema
<b>user</b> <i>optional</i>	The user who is working on the emailThread.	<a href="#">User</a>

## EmailThreadAudit

Full DTO for thread audit

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

## EmailThreadVersion

EmailThread with version number

Name	Description	Schema
<b>emailThread</b> <i>required</i>	The emailThread.	<a href="#">EmailThread</a>
<b>version</b> <i>required</i>	Version number of the EmailThread <b>Example</b> : 35	integer (int32)

# Header

Full DTO for header

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

# Queue

Full DTO for queue

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

# User

Full DTO for users

Name	Description	Schema
<b>email</b> <i>required</i>	The email address of the user.	string
<b>id</b> <i>optional</i>	Unique internal identifier <b>Example :</b> "06484c9f-6f59-4b9f-ad5e-aaaa0ec332cc"	string (uuid)
<b>queue</b> <i>required</i>	The user can operate on this queue.	<a href="#">Queue</a>
<b>username</b> <i>required</i>	Username.	string