

osTicket API

Overview

The **osTicket API** is a **RESTful web service** that allows users to interact programmatically with the osTicket helpdesk system. osTicket is an open-source support ticket system that enables organizations to efficiently manage customer inquiries, issues, and tickets.

This document provides detailed information about available endpoints, request and response formats, authentication methods, error handling, and best practices for API usage. It serves as a comprehensive resource for developers looking to integrate osTicket with their applications or systems.

The available endpoints are grouped as follows:

- **Departments:** Provides operations to create, update and delete departments, as well as an operation to get the IDs of the available departments in the system.
- **SLA (Service-Level Agreement):** Provides operations to create, update and delete SLAs, as well as an operation to get the IDs of the available SLAs in the system. These SLAs can be associated to tickets and departments.
- **Staff:** Provides operations to create, update and delete staff members, as well as an operation to get the IDs of the available staff members in the system.
- **Teams:** Provides operations to create, update and delete teams, as well as an operation to get the IDs of the available teams in the system.
- **Tickets:** Provides operations to create, update and delete tickets, as well as an operation to get and filter the IDs of the available tickets in the system based on various properties.
- **Ticket Priorities:** Provides an operation to get the IDs of the available ticket properties in the system.
- **Ticket Status:** Provides an operation to get the available ticket status IDs in the system.
- **Ticket Topics:** Provides operations to create, update and delete ticket topics, as well as an operation to get the IDs of the available ticket topics in the system.
- **Users:** Provides operations to create, update and delete users, as well as an operation to get the IDs of the available users in the system.

Authentication

Authentication via the API is done via API keys configured inside the osTicket admin panel. API keys are created and tied to a source IP address, which will be checked against the source IP of requests to the HTTP API. API keys can be created and managed via the admin panel.

Navigate to Manage → API keys. Use 'Add New API Key' to create a new API key.

All HTTP requests require the presence of a valid API key in the authorization header. Header key: X-API-Key

Tags

Departments::SLA (Service-Level Agreement)::Staff::Teams::Tickets::Ticket Priorities::Ticket Status::Ticket Topics::Users

== Security

Type	Name	Scopes
apiKey	APIKeyAuth	

Paths

GET

[/https://host/osTicketBase/http.php/departments.json](https://host/osTicketBase/http.php/departments.json)

Get department IDs

Retrieves a list of department IDs available in the system.

Departments represent organizational units within the ticketing system. Each department is identified by a unique ID.

This endpoint allows clients to fetch the list of available department IDs, which can be used for various purposes such as ticket assignment or filtering.

NOTE

For ease of identification, department names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>Department IDs retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available departments.</p> <p><i>Properties</i></p> <table><tr><th>Name</th><th>Description</th><th>Schema</th></tr><tr><td>depts <i>optional</i></td><td></td><td>< object > array</td></tr></table>	Name	Description	Schema	depts <i>optional</i>		< object > array	No Links
Name	Description	Schema						
depts <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						

Code	Description	Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

PUT

/https://host/osTicketBase/http.php/departments.json

Update an existing department

This endpoint allows the update of an existing department in the system.

To update a department, the request body must include the following parameters:

- **id**: The department's ID.
- **name**: The name of the department. (optional)
- **ispublic**: A string representation of a boolean value indicating whether the department is publicly visible. (optional)
- **sla_id**: The ID of the Service-Level Agreement (SLA) associated with the department. (optional)

NOTE

All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned.

Responses

Code	Description	Links
204	Department updated successfully	No Links

Code	Description	Links
400	<p>Syntax error, missing ID, missing updatable properties or invalid name</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div> <p>invalid_name</p> <p><i>Example</i></p> <div>name: Department already exists</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Department not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

POST

/https://host/osTicketBase/http.php/departments.json

Create a new department

This endpoint allows the creation of a new department in the system.

To create a new department, the request body must include the following parameters:

- **name:** The name of the department.

- **ispublic**: A string representation of a boolean value indicating whether the department is publicly visible. (optional)
- **sla_id**: The ID of the Service-Level Agreement (SLA) associated with the department. (optional)

If **ispublic** isn't provided, the department will be public by default. If **sla_id** isn't provided, the department will use the system's default SLA.

This endpoint returns the ID of the newly created department.

Responses

Code	Description	Links
201	Department created successfully <i>Content</i> application/json The ID of the newly created department.	No Links
400	Syntax error or invalid name <i>Content</i> text/plain syntax_error <i>Example</i> <div>Syntax error, malformed JSON</div> invalid_name <i>Example</i> <div>name: Department already exists</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

DELETE

/https://host/osTicketBase/http.php/departments.json

Delete an existing department

This endpoint allows the deletion of an existing department in the system.

To delete a department, provide the department's ID, **id**, as a query parameter.

Parameters

Type	Name	Description	Schema
query	id <i>required</i>	The ID of the department to be deleted.	integer

Responses

Code	Description	Links
204	Department deleted successfully	No Links
400	Invalid query parameter	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Department not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

GET /https://host/osTicketBase/http.php/sla.json **Get SLA IDs**

Retrieves a list of SLA IDs available in the system.

SLA IDs are used to represent different service-level agreements for tickets and departments.

The endpoint does not require any parameters. It returns a list of available SLA IDs

NOTE

For ease of identification, SLA names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	SLA IDs retrieved successfully <i>Content</i> application/json The IDs and names of the available SLAs. <i>Properties</i> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>slas <i>optional</i></td><td></td><td>< object > array</td></tr> </table>	Name	Description	Schema	slas <i>optional</i>		< object > array	No Links
Name	Description	Schema						
slas <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						
500	Internal server error	No Links						

Type	Name	Scopes
apiKey	APIKeyAuth	

***PUT* /https://host/osTicketBase/http.php/sla.json**

Update an existing SLA

This endpoint allows the update of an existing SLA in the system.

To update a SLA, the request body may include the following parameters:

- **id**: The ID of the SLA.
- **name**: The name of the SLA. (optional)
- **grace_period**: The grace period, in hours, for resolving tickets within the SLA timeframe. (optional)

NOTE All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned.

Responses

Code	Description	Links
204	SLA updated successfully	No Links

Code	Description	Links
400	<p>Syntax error, missing ID, missing updatable properties or invalid name</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div> <p>invalid_name</p> <p><i>Example</i></p> <div>name: Department already exists</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	SLA not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

POST /https://host/osTicketBase/http.php/sla.json

Create a new SLA

This endpoint allows the creation of a new SLA in the system.

To create a new SLA, the request body must include the following parameters:

- **name**: The name of the SLA.
- **grace_period**: The grace period, in hours, for resolving tickets within the SLA timeframe.

This endpoint returns the ID of the newly created SLA.

Responses

Code	Description	Links
201	SLA created successfully <i>Content</i> application/json The ID of the newly created SLA.	No Links
400	Syntax error or invalid name <i>Content</i> text/plain syntax_error <i>Example</i> <div>Syntax error, malformed JSON</div> invalid_name <i>Example</i> <div>name: Department already exists</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

DELETE /https://host/osTicketBase/http.php/sla.json

Delete an existing SLA

This endpoint allows the deletion of an existing SLA in the system.

To delete an SLA, provide the SLA's ID, **id**, as a query parameter.

Parameters

Type	Name	Description	Schema
query	id <i>required</i>	The ID of the SLA to be deleted.	integer

Responses

Code	Description	Links
204	SLA deleted successfully	No Links
400	Invalid query parameter	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	SLA not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

***GET* /https://host/osTicketBase/http.php/staff.json Get staff member IDs**

This endpoint retrieves the IDs of all staff members in the system.

Staff IDs are unique identifiers assigned to each staff member. This information can be useful for various administrative purposes, such as assigning tasks or permissions.

The response will include an array of staff IDs.

NOTE

For ease of identification, the staff members' names, usernames, and email addresses are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>Staff IDs retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available staff members.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>staff <i>optional</i></td><td></td><td>< object > array</td></tr> </table>	Name	Description	Schema	staff <i>optional</i>		< object > array	No Links
Name	Description	Schema						
staff <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						
500	Internal server error	No Links						

Type	Name	Scopes
apiKey	APIKeyAuth	

PUT /https://host/osTicketBase/http.php/staff.json

Update an existing staff member (agent)

This endpoint allows the update of a staff member (agent) in the system.

To update a staff member, the request body may include the following parameters:

- **id**: The ID of the staff member to update.
- **firstname**: The staff member's first name. (optional)
- **lastname**: The staff member's last name. (optional)
- **username**: The staff member's username. (optional)
- **email**: The staff member's email address. (optional)
- **dept_id**: The staff member's primary department. (optional)
- **isadmin**: A boolean value indicating whether the staff member has administrative privileges. (optional)

NOTE

All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned.

Responses

Code	Description	Links
204	Staff member updated successfully	No Links

Code	Description	Links
400	<p>Syntax error, missing ID, missing updatable properties or invalid input</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div> <p>invalid_email</p> <p><i>Example</i></p> <div>email: Email already in use by another agent</div> <p>invalid_username</p> <p><i>Example</i></p> <div>username: Username already in use</div> <p>invalid_dept_id</p> <p><i>Example</i></p> <div>dept_id: Department not found</div> <p>invalid_id</p> <p><i>Example</i></p> <div>id: Staff member not found</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links

Code	Description	Links
404	Staff member not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

POST /https://host/osTicketBase/http.php/staff.json Create a new staff member (agent)

This endpoint allows the creation of a new staff member (agent) in the system.

To create a new staff member, the request body must include the following parameters:

- **firstname**: The staff member's first name.
- **lastname**: The staff member's last name.
- **username**: The staff member's username.
- **email**: The staff member's email address.
- **dept_id**: The staff member's primary department.
- **isadmin**: A boolean value indicating whether the staff member has administrative privileges.

This endpoint returns the ID and the initial password of the newly created staff member.

NOTE

Upon successful creation of the staff member, an email will be automatically sent to the provided email address containing instructions on how to reset the password. This ensures the security of the account and allows the staff member to set their own unique password.

Responses

Code	Description	Links									
201	<p>Staff member created successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The ID and password of the newly created staff member.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>id <i>optional</i></td><td>The ID of the newly created staff member.</td><td>integer</td></tr> <tr> <td>passwd <i>optional</i></td><td>The password of the newly created staff member.</td><td>string</td></tr> </table>	Name	Description	Schema	id <i>optional</i>	The ID of the newly created staff member.	integer	passwd <i>optional</i>	The password of the newly created staff member.	string	No Links
Name	Description	Schema									
id <i>optional</i>	The ID of the newly created staff member.	integer									
passwd <i>optional</i>	The password of the newly created staff member.	string									

Code	Description	Links
400	<p>Syntax error or invalid input</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>invalid_email</p> <p><i>Example</i></p> <div>email: Email already in use by another agent</div> <p>invalid_username</p> <p><i>Example</i></p> <div>username: Username already in use</div> <p>invalid_dept_id</p> <p><i>Example</i></p> <div>dept_id: Department not found</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

***DELETE* /https://host/osTicketBase/http.php/staff.json**

Delete an existing staff member (agent)

This endpoint allows the deletion of an existing staff member in the system.

To delete a staff member, provide the staff member's ID, **id**, as a query parameter.

Parameters

Type	Name	Description	Schema
query	id <i>required</i>	The ID of the staff member to be deleted.	integer

Responses

Code	Description	Links
204	Staff member deleted successfully	No Links
400	Invalid query parameter	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Staff member not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

GET /https://host/osTicketBase/http.php/teams.json Get team IDs

Retrieves a list of team IDs available in the system.

The response contains a list of team IDs that can be used to assign a ticket to a team.

NOTE

For ease of identification, team names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>Team IDs and names retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available teams.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>teams <i>optional</i></td><td></td><td>< object > array</td></tr> </table>	Name	Description	Schema	teams <i>optional</i>		< object > array	No Links
Name	Description	Schema						
teams <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						

Code	Description	Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

***PUT* /https://host/osTicketBase/http.php/teams.json**

Update an existing team

This endpoint allows the update of an existing team in the system.

To update a team, the request body must include the following parameters:

- **id**: The ID of the team.
- **name**: The name of the team. (optional)
- **members**: The IDs of the staff members that are part of this team. (optional)

NOTE

All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned. If any members specified in **members** are invalid (i.e., they do not exist), the team will still be updated, but its members will remain unchanged. To remove all members from a team, pass an empty array as the value for the **members** parameter.

Responses

Code	Description	Links
204	Team updated successfully	No Links

Code	Description	Links
400	<p>Syntax error, missing updatable properties, invalid name or invalid team members</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div> <p>invalid_name</p> <p><i>Example</i></p> <div>name: Team name already exists</div> <p>invalid_staff_member</p> <p><i>Example</i></p> <div>members: No such agent</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Team not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

***POST* /https://host/osTicketBase/http.php/teams.json**

Create a new team

This endpoint allows the creation of a new team in the system.

To create a new team, the request body must include the following parameters:

- **name**: The name of the team.
- **members**: The IDs of the staff members that are part of this team. (optional)

This endpoint returns the ID of the newly created team.

NOTE

If any members specified in **members** are invalid (i.e., they do not exist), the team will still be created, but no members will be assigned to it.

Responses

Code	Description	Links
201	Team created successfully <i>Content</i> application/json The ID of the newly created Team.	No Links

Code	Description	Links
400	<p>Syntax error, missing name, invalid name or invalid team members</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <pre>Syntax error, malformed JSON</pre> <p>missing_name</p> <p><i>Example</i></p> <pre>name: Team name is required</pre> <p>invalid_name</p> <p><i>Example</i></p> <pre>name: Team name already exists</pre> <p>invalid_staff_member</p> <p><i>Example</i></p> <pre>members: No such agent</pre>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

***DELETE* /https://host/osTicketBase/http.php/teams.json**

Delete an existing team

This endpoint allows the deletion of an existing team in the system.

To delete a team, provide the team's ID, **id**, as a query parameter.

Parameters

Type	Name	Description	Schema
query	id <i>required</i>	The ID of the team to be deleted.	integer

Responses

Code	Description	Links
204	Team deleted successfully	No Links
400	Invalid query parameter	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Team not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

GET /https://host/osTicketBase/http.php/tickets.json

Get ticket IDs

This endpoint allows users to search for tickets based on various properties.

To search for tickets, you can provide query parameters in the URL:

- **subject**: The subject of the ticket.
- **number**: The ticket number.
- **status**: The status of the ticket.
- **topicId**: The ID of the topic associated with the ticket.
- **priorityId**: The priority ID of the ticket.
- **deptId**: The department ID associated with the ticket.
- **staffId**: The staff ID assigned to the ticket.
- **teamId**: The team ID handling the ticket.
- **createdDate**: The creation date of the ticket.

All parameters are optional. If no parameter is provided, the search will return all tickets. If multiple parameters are provided, the search will return tickets that match all provided criteria.

NOTE

For ease of identification, the tickets' subject and number are provided alongside their respective ID in the response.

Parameters

Type	Name	Description	Schema
query	number <i>optional</i>	The ticket number.	string
query	topicId <i>optional</i>	The ID of the topic associated with the ticket.	integer
query	createdDate <i>optional</i>	The creation date of the ticket.	string (date-time)
query	subject <i>optional</i>	The subject of the ticket.	string
query	teamId <i>optional</i>	The team ID handling the ticket.	integer
query	deptId <i>optional</i>	The department ID associated with the ticket.	integer
query	staffId <i>optional</i>	The staff ID assigned to the ticket.	integer
query	status <i>optional</i>	The status of the ticket.	string
query	priorityId <i>optional</i>	The priority ID of the ticket.	integer

Responses

Code	Description	Links						
200	<p>Ticket IDs obtained successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs, subjects and numbers of the tickets matching the search parameters.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>tickets <i>optional</i></td><td></td><td>< object > array</td></tr> </table>	Name	Description	Schema	tickets <i>optional</i>		< object > array	No Links
Name	Description	Schema						
tickets <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						
500	Internal server error	No Links						

Type	Name	Scopes
apiKey	APIKeyAuth	

***PUT* /https://host/osTicketBase/http.php/tickets.json**

Update an existing ticket

This endpoint allows users to update the properties of a ticket in the system.

To update a ticket, the request body must include the following parameters:

- **id**: The ID of the ticket to be updated.
- **priorityId**: The priority level of the ticket. (optional)
- **topicId**: The ID of the topic associated with the ticket. (optional)
- **slaId**: The ID of the SLA (service-level agreement) associated with the ticket. (optional)
- **deptId**: The ID of the department responsible for the ticket. (optional)
- **staffId**: The ID of the staff member assigned to the ticket. (optional)
- **teamId**: The ID of the team handling the ticket. (optional)
- **statusId**: The status ID of the ticket. (optional)
- **message**: A message sent from the user. (optional)
- **reply**: A reply sent from a staff member. (optional)
- **note**: An internal note posted by a staff member. (optional)

NOTE

All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned. **ticketId** refers to the **number** property, not the internal ID used by osTicket.

Responses

Code	Description	Links
204	Ticket updated successfully	No Links

Code	Description	Links
400	<p>Syntax error, missing ID or missing updatable properties</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Ticket not found	No Links
423	Ticket locked	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

***POST* /https://host/osTicketBase/http.php/tickets.json**

Create a new ticket

This endpoint allows users to create a new ticket in the system.

To create a ticket, the request body must include the following parameters:

- **name**: The name of the user creating the ticket. (optional, if email is valid)
- **email**: The email address of the user creating the ticket.
- **subject**: The subject of the ticket.
- **message**: The message or description associated with the ticket.
- **priorityId**: The priority level of the ticket. (optional)

- **topicId**: The ID of the topic associated with the ticket. (optional)
- **slaId**: The ID of the SLA (service-level agreement) associated with the ticket. (optional)
- **deptId**: The ID of the department responsible for the ticket. (optional)
- **staffId**: The ID of the staff member assigned to the ticket. (optional)
- **teamId**: The ID of the team handling the ticket. (optional)
- **statusId**: The initial status ID of the ticket. (optional)

This endpoint returns the ID of the newly created ticket.

NOTE The ID returned refers to the **number** property, not the internal ID used by osTicket.

Responses

Code	Description	Links
201	Ticket created successfully <i>Content</i> application/json The ID of the newly created ticket.	No Links
400	Syntax error, malformed JSON	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

DELETE

/https://host/osTicketBase/http.php/tickets.json Delete an existing ticket

This endpoint allows users to delete a ticket in the system.

To delete a ticket, provide the ticket's ID, **ticketId**, as a query parameter.

NOTE **ticketId** refers to the **number** property, not the internal ID used by osTicket.

Parameters

Type	Name	Description	Schema
query	ticketId <i>required</i>	The ID of the ticket to be deleted.	integer

Responses

Code	Description	Links
204	Ticket deleted successfully	No Links
400	Invalid query parameter	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Ticket not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

GET

/https://host/osTicketBase/http.php/priorities.json Get ticket priority IDs

Retrieves a list of ticket priority IDs available in the system.

This endpoint allows users to retrieve a list of ticket priority IDs available in the system. Priority IDs are used to represent the priority levels assigned to tickets.

The endpoint does not require any parameters. It returns a list of available priority IDs.

NOTE

For ease of identification, priority names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>Ticket priority IDs retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available priorities.</p> <p><i>Properties</i></p> <table><tr><th>Name</th><th>Description</th><th>Schema</th></tr><tr><td>priorities <i>optional</i></td><td></td><td>< object > array</td></tr></table>	Name	Description	Schema	priorities <i>optional</i>		< object > array	No Links
Name	Description	Schema						
priorities <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						

Code	Description	Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

GET /https://host/osTicketBase/http.php/status.json

Get status IDs

Retrieves a list of ticket status IDs available in the system.

This endpoint allows users to retrieve a list of status IDs available in the system. Status IDs are used to represent the status of a ticket.

The endpoint does not require any parameters. It returns a list of available status IDs.

NOTE

For ease of identification, ticket status names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>Status IDs retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available statuses.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>statuses <i>optional</i></td><td></td><td>< object > array</td></tr> </table>	Name	Description	Schema	statuses <i>optional</i>		< object > array	No Links
Name	Description	Schema						
statuses <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						
500	Internal server error	No Links						

Type	Name	Scopes
apiKey	APIKeyAuth	

GET /https://host/osTicketBase/http.php/topics.json

Get topic IDs

Retrieves a list of ticket topic IDs available in the system.

The response contains a list of topic IDs that can be used to reference specific topics when creating or updating tickets.

NOTE

For ease of identification, topic names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>Topic IDs retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available topics.</p> <p><i>Properties</i></p> <table><tr><th>Name</th><th>Description</th><th>Schema</th></tr><tr><td>topics <i>optional</i></td><td></td><td>< object > array</td></tr></table>	Name	Description	Schema	topics <i>optional</i>		< object > array	No Links
Name	Description	Schema						
topics <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						
500	Internal server error	No Links						

Type	Name	Scopes
apiKey	APIKeyAuth	

PUT /https://host/osTicketBase/http.php/topics.json

Update an existing topic

This endpoint allows the update of an existing topic in the system.

To update a topic, the request body must include the following parameters:

- **id**: The topic's ID.
- **topic**: The name of the topic. (optional)
- **ispublic**: A boolean value indicating whether the topic is publicly visible. (optional)
- **dept_id**: The ID of the department associated with this topic. (optional)
- **priority_id**: The ID of the priority associated with this topic. (optional)

- **sla_id**: The ID of the Service-Level Agreement (SLA) associated with the department. (optional)

NOTE

All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned.

Responses

Code	Description	Links
204	Topic updated successfully	No Links
400	<p>Syntax error, missing ID or missing updatable properties</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

POST /https://host/osTicketBase/http.php/topics.json

Create a new topic

This endpoint allows the creation of a new topic in the system.

To create a new topic, the request body must include the following parameters:

- **topic**: The name of the topic.

- **ispublic**: A boolean value indicating whether the topic is publicly visible.
- **dept_id**: The ID of the department associated with this topic. (optional)
- **priority_id**: The ID of the priority associated with this topic. (optional)
- **sla_id**: The ID of the Service-Level Agreement (SLA) associated with the department. (optional)

If **dept_id**, **priority_id** or **sla_id** aren't provided, the system's default values will be used.

This endpoint returns the ID of the newly created topic.

Responses

Code	Description	Links
201	Topic created successfully <i>Content</i> application/json The ID of the newly created Topic.	No Links
400	Syntax error, malformed JSON	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

DELETE

/https://host/osTicketBase/http.php/topics.json Delete an existing topic

This endpoint allows the deletion of an existing topic in the system.

To delete a topic, provide the topic's ID, **id**, as a query parameter.

Parameters

Type	Name	Description	Schema
query	id <i>required</i>	The ID of the topic to be deleted.	integer

Responses

Code	Description	Links
204	Topic deleted successfully	No Links
400	Invalid query parameter	No Links

Code	Description	Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	Topic not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

GET /https://host/osTicketBase/http.php/users.json **Get user IDs**

This endpoint retrieves the IDs of all users in the system.

User IDs are unique identifiers assigned to each user.

The response will include an array of user IDs.

NOTE

For ease of identification, user names are provided alongside their respective IDs in the response.

Responses

Code	Description	Links						
200	<p>User IDs retrieved successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The IDs and names of the available users.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>users <i>optional</i></td><td></td><td>< object > array</td></tr> </table>	Name	Description	Schema	users <i>optional</i>		< object > array	No Links
Name	Description	Schema						
users <i>optional</i>		< object > array						
401	Valid API key required	No Links						
403	osTicket-API Plugin is currently disabled	No Links						
500	Internal server error	No Links						

Type	Name	Scopes
apiKey	APIKeyAuth	

PUT /https://host/osTicketBase/http.php/users.json

Update an existing user

This endpoint allows the update of a user in the system.

To update a user, the request body may include the following parameters:

- **id**: The ID of the user to update.
- **name**: The user's name. (optional)
- **email**: The user's email address. (optional)

NOTE

All updatable properties are optional, meaning, the client can choose which properties to update. If no updatable property is provided, an error message will be returned.

Responses

Code	Description	Links
204	User updated successfully	No Links
400	Syntax error, missing ID or missing updatable properties <i>Content</i> text/plain syntax_error <i>Example</i> <div>Syntax error, malformed JSON</div> missing_properties <i>Example</i> <div>Missing updatable properties</div> missing_id <i>Example</i> <div>Missing required ID</div>	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	User not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

POST /https://host/osTicketBase/http.php/users.json

Create a new user

This endpoint allows the creation of a new user in the system.

To create a new user, the request body must include the following parameters:

- **name**: The user's name.
- **email**: The user's email address.

This endpoint returns the ID and the initial password of the newly created user.

Responses

Code	Description	Links									
201	<p>User created successfully</p> <p><i>Content</i></p> <p>application/json</p> <p>The ID and password of the newly created user.</p> <p><i>Properties</i></p> <table> <tr> <th>Name</th><th>Description</th><th>Schema</th></tr> <tr> <td>userId <i>optional</i></td><td>The ID of the newly created user.</td><td>integer</td></tr> <tr> <td>passwd <i>optional</i></td><td>The password of the newly created user.</td><td>string</td></tr> </table>	Name	Description	Schema	userId <i>optional</i>	The ID of the newly created user.	integer	passwd <i>optional</i>	The password of the newly created user.	string	No Links
Name	Description	Schema									
userId <i>optional</i>	The ID of the newly created user.	integer									
passwd <i>optional</i>	The password of the newly created user.	string									
400	Syntax error, malformed JSON	No Links									
401	Valid API key required	No Links									
403	osTicket-API Plugin is currently disabled	No Links									
500	Internal server error	No Links									

Type	Name	Scopes
apiKey	APIKeyAuth	

***DELETE* /https://host/osTicketBase/http.php/users.json**

Delete an existing user

This endpoint allows the deletion of an existing user in the system.

To delete a user, provide the user's ID, **userId**, as a query parameter.

Parameters

Type	Name	Description	Schema
query	userId <i>required</i>	The ID of the user to be deleted.	integer

Responses

Code	Description	Links
204	User deleted successfully	No Links
400	Invalid query parameter	No Links
401	Valid API key required	No Links
403	osTicket-API Plugin is currently disabled	No Links
404	User not found	No Links
500	Internal server error	No Links

Type	Name	Scopes
apiKey	APIKeyAuth	

Components

Responses

Responses

Code	Description	Links
ValidAPI KeyReq uired	Valid API key required	No Links
Disabled Plugin	osTicket-API Plugin is currently disabled	No Links

Code	Description	Links
BadRequest	<p>Syntax error, missing ID or missing updatable properties</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div>	No Links
BadRequest2	<p>Syntax error or invalid name</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>invalid_name</p> <p><i>Example</i></p> <div>name: Department already exists</div>	No Links

Code	Description	Links
BadRequest3	<p>Syntax error, missing ID, missing updatable properties or invalid name</p> <p><i>Content</i></p> <p>text/plain</p> <p>syntax_error</p> <p><i>Example</i></p> <div>Syntax error, malformed JSON</div> <p>missing_properties</p> <p><i>Example</i></p> <div>Missing updatable properties</div> <p>missing_id</p> <p><i>Example</i></p> <div>Missing required ID</div> <p>invalid_name</p> <p><i>Example</i></p> <div>name: Department already exists</div>	No Links
InternalServerError	Internal server error	No Links