

IMS RESTful API Documentation

AGENTS

GET	/agent	Get currently logged in agent
GET	/agents	Get complete list of active agents
GET	/agents/{username}	Get information for specific agent
GET	/agents/{username}/incidents	Get incidents associated with agent
GET	/logout	Logout agent
POST	/login	Login agent

COMPANIES

GET	/companies[?search=<name>]	Get complete list of active companies
GET	/companies/{id}	Get information for specific company
GET	/companies/{id}/incidents	Get list of incidents associated with a company
GET	/companies/{id}/contacts	Get list of contacts associated with a company
GET	/companies/{id}/addresses	Get list of addresses associated with a company
POST	/companies	Create a new company
POST	/companies/{id}	Update an existing company
POST	/companies/{id}/contacts	Add a contact to an existing company
POST	/companies/{id}/addresses/{id2}	Add an address to an existing company
DELETE	/companies/{id}	Delete an existing company

CONTACTS

GET	/contacts[?search=<fullname>]	Get complete list of active contacts
GET	/contacts/{id}	Get information for a specific contact
GET	/contacts/{id}/incidents	Get list of incidents associated with a contact
GET	/contacts/{id}/companies	Get company associated with a contact
POST	/contacts/{id}	Update an existing contact
DELETE	/contacts/{id}	Delete an existing contact

INCIDENTS

GET	/incidents[?status=<status>]	Get a list of incidents associated with current Agent
GET	/incidents/{id}	Get information for a specific incident
GET	/incidents/{id}/actions	Get list of actions associated with a specific incident
POST	/incidents/{id}/actions	Add an action to an existing incident
POST	/incidents/{id}/reopen	Reopen a closed incident
POST	/incidents/{id}/close	Close an existing incident
POST	/incidents	Create a new incident
POST	/incidents/{id}	Update an existing incident
DELETE	/incidents/{id}	Delete an existing incident