



Adding tags to tickets without overwriting existing tags

ON THIS PAGE

Option 1: Update Many Tickets

Adding tags

Removing tags

Option 2: Add Tags

If you use the [Update Ticket](#) endpoint to add one or more tags to a ticket, the new tags replace any existing tags. To add tags without replacing any existing tags, use either the [Update Many Tickets](#) or [Add Tags](#) endpoints.

Option 1: Update Many Tickets

The [Update Many Tickets](#) endpoint lets you add tags without replacing the existing ones. You can also remove old tags without affecting existing tags.

The endpoint is expressed as follows:

```
PUT /api/v2/tickets/update_many.json?ids={ids}
```

It accepts a comma-separated list of up to 100 ticket ids. The ticket data is sent in a `ticket` object with the properties to be updated. Example:

```
1 curl https://{subdomain}.zendesk.com/api/v2/tickets/update_many.json?ids=1,2,3 \
2   -d '{"ticket": {"status": "solved"}}' \
3   -H "Content-Type: application/json" \
4   -v -u {email_address}/token:{api_token} -X PUT \
```

To add or remove tags, include the `additional_tags` or the `remove_tags` property, as described in the following sections.

Adding tags

To add tags to tickets, include the `additional_tags` property in the `ticket` object. The property takes an array of tags. Examples:

Bulk updates

```
1 curl https://{subdomain}.zendesk.com/api/v2/tickets/update_many.json?ids=1,2,3 \  
2   -d '{"ticket": {"additional_tags": ["new_tag_1"]}}' \  
3   -H "Content-Type: application/json" \  
4   -v -u {email_address}/token:{api_token} -X PUT
```

Batch updates

```
1 curl https://{subdomain}.zendesk.com/api/v2/tickets/update_many.json \  
2   -d \  
3   '{"tickets": [{ "id": 123, "additional_tags": "a_new_tag" }, { "id": 456, \  
4   "additional_tags": "another_new_tag" } ]}' \  
5   -H "Content-Type: application/json" \  
6   -v -u {email_address}/token:{api_token} -X PUT
```

Removing tags

To remove selected tags from tickets, include the `remove_tags` property. Example:

```
1 curl https://{subdomain}.zendesk.com/api/v2/tickets/update_many.json?ids=1,2,3 \  
2   -d '{"ticket": {"remove_tags": ["old_tag_1"]}}' \  
3   -H "Content-Type: application/json" \  
4   -v -u {email_address}/token:{api_token} -X PUT
```

Option 2: Add Tags

The [Add Tags](#) endpoint lets you add tags to specific tickets, organizations, or users without replacing any existing tags.

To add ticket tags, the endpoint is expressed as follows:

PUT /api/v2/tickets/{ticket_id}/tags

The tags are sent in a `tags` object in the request body. Example:

```
1 curl https://{subdomain}.zendesk.com/api/v2/tickets/{ticket_id}/tags.json \
2   -d '{ "tags": ["customer"] }' \
3   -H "Content-Type: application/json" \
4   -v -u {email_address}/token:{api_token} -X PUT
```

To remove selected tags from tickets, use the [Remove Tags](#) endpoint.

Join our developer community

 [Forum](#)  [Blog](#)  [Slack](#)

Zendesk 181 Fremont Street, 17th Floor, San Francisco, California 94105

[Privacy Policy](#) [Terms & Conditions](#) [System Status](#) [Cookie Settings](#)