zendesk developers

API Basics > Best practices

Working with url properties

The response data from API requests may include urls to additional resources. For example, a user returned by the Users API has a `url` property that points to the user's API record. A ticket comment may have a `recording_url` property that points to an audio file.

For security reasons, you should take care not to inadvertently send Zendesk authentication credentials to third parties when attempting to access assets specified by url properties. Zendesk may not host the files. Make sure your code checks the url's domain first.

The following urls can point to externally hosted files:

- The `content_url` of a ticket attachment
- The `recording_url` of a voice comment added to a ticket

The `content_url` property can be returned in the following GET requests:

- Show Attachment
- List Comments
- List All Ticket Audits, List Audits for a Ticket, and Show Audit (in comment events)

The `recording_url` property can be returned in the following GET requests:

- List Comments
- List All Ticket Audits, List Audits for a Ticket, and Show Audit (in voice comment events)

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