zendesk developers

Ticketing > **Reference articles**

Via object reference

The via object tells you how or why an action or event was created. The following resources in the Support REST API use the via object:

- Tickets
- Requests
- Suspended Tickets
- Ticket Comments
- Ticket Audits

Via objects have the following properties:

Name	Type	Comment
channel	string or integer	How the ticket or event was created expressed as a via type or via id. For a list of valid via types and ids, see Via Types. Via type examples: `"channel": "rule"`, `"channel": "mobile"` Via id examples: `"channel": 8`, `"channel": 56` We recommend using via types for readability and ease of use.
source	object	For some channels a source object gives more information about how or why the ticket or event was created

The `channel` property can be set using the API to certain Via Types only at ticket creation and cannot be changed afterwards. Setting the channel of a ticket is not advisable and could cause unforeseen problems.

Example

```
1    "via": {
```

```
 2        "channel": "rule",
 3        "source": {
 4          "to": { },
 5          "from": {
 6            "id": 22472716,
 7            "title": "Assign to first responder"
 8          },
 9          "rel": "trigger"
10        }
11      }
```

The `source` attribute gives more information about the source of the ticket. It consists of `from`, `to`, and `rel` attributes. Examples:

source	from	to	rel
an email	address, name, original_recipients	address, name, email_ccs	null
"Submit a request" on website			null
Zendesk widget			zendesk_widget
Feedback tab			feedback_tab
Zendesk mobile agent apps			mobile
API - ticket sharing			api
API - ticket endpoints			null
API - follow-up ticket	ticket_id, subject		follow_up
Business rule (trigger)	id, title, deleted, revision_id (Enterprise)		trigger

source	from	to	rel
Business rule (automation)	id, title, deleted		automation
a forum topic	topic_id, topic_name		null
an X (formerly Twitter) message or mention	profile_url, username, name	profile_url, username, name	direct_message
a chat			null
a chat offline message			chat_offline_message
a call	phone, formatted_phone, name	phone, formatted_phone, name	voicemail, inbound, or outbound
a Facebook post or message	name, profile_url, facebook_id	name, profile_url, facebook_id	post or message
system - ticket merged	ticket_id, subject		merge
system - ticket follow-up	ticket_id, subject		follow_up
system - suspended ticket	suspended_ticket_id		suspended_ticket
system - problem ticket solved	ticket_id, subject		problem
AnyChannel	service_info, supports_channelback, supports_clickthrough, registered_integration_service_name		

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