zendesk developers

Via types reference

The channel of a via object tells you how an action or event was created and can be expressed as a via type (a string value) or a via id (an integer value). For example:

```
1   "via": {
2       "channel": "mail",
3       "source": {
4         "from": {
5           "address": "myemail@mycompany.com",
6           "name": "mycompany"
7         },
8         "rel": null,
9         "to": {
10          "address": "support@example.zendesk.com",
11          "name": "Example Account"
12        }
13      }
14    }
```

```
1   "via": {
2       "channel": 4,
3       "source": {
4         "from": {
5           "address": "myemail@mycompany.com",
6           "name": "mycompany"
7         },
8         "rel": null,
9         "to": {
10          "address": "support@example.zendesk.com",
11          "name": "Example Account"
12        }
13      }
14    }
```

We recommend using via type for ease of use and readability.

The following table maps the via id to the via type and ticket type.

via id	via type	Omnichannel routing	Ticket created by
0	web_form	Email	web
4	mail	Email	email
5	web_service	Email	api
8	rule		rule
9	linked_problem		
10	group_deletion		
11	user_change		
12	user_deletion		
13	group_change		
14	resource_push		
15	iphone		
16	get_satisfaction		
17	dropbox		web
19	merge	Email	
20	batch		web
21	recovered_from_suspended_tickets		

via id	via type	Omnichannel routing	Ticket created by
22	automatic_solution_suggestions		
23	twitter_favorite		twitter
24	topic		forum
25	user_merge		
26	twitter_dm		twitter
27	closed_ticket	Email	web
28	logmein_rescue		
29	chat	Messaging	chat
30	twitter	Email	twitter
31	ticket_sharing	Email	api
32	macro_reference		
33	voicemail		voice
34	phone_call_inbound	Calls	voice
35	phone_call_outbound	Calls	voice
36	blog		api
37	text_message		
38	facebook_post	Email	facebook
39	import		api

via id	via type	Omnichannel routing	Ticket created by
40	github		api
41	facebook_message		facebook
42	lotus		web
43	monitor_event		
44	api_voicemail		api
45	api_phone_call_inbound		api
46	api_phone_call_outbound		api
47	churned_account		
48	web_widget	Email	web
49	mobile_sdk	Email	mobile_sdk
50	helpcenter		help_center
51	sample_ticket		sample_ticket
52	sample_interactive_ticket		sample_ticket
53	admin_setting		
54	satisfaction_prediction		
55	any_channel	Email	any_channel
56	mobile		mobile

via id	via type	Omnichannel routing	Ticket created by
57	sms	Email	sms
58	ticket_tagging		
59	connect_ipm		
60	connect_mail		
61	connect_sms		
62	rule_revision		rule
63	answer_bot_for_agents		answer_bot_for_agents
64	answer_bot_for_slack		answer_bot_for_slack
65	answer_bot_for_sdk		answer_bot_for_sdk
66	answer_bot_api		answer_bot_api
67	answer_bot_for_web_widget		answer_bot_for_web_widg
68	symphony		
69	side_conversation	Email	side_conversation
70	answer_bot		
71	omnichannel		
72	line	Messaging	line
73	wechat	Messaging	wechat

via id	via type	Omnichannel routing	Ticket created by
74	whatsapp	Messaging	whatsapp
75	native_messaging	Messaging	native_messaging
76	mailgun	Messaging	mailgun
77	messagebird_sms	Messaging	messagebird_sms
78	sunshine_conversations_facebook_messenger	Messaging	sunshine_conversations_fa
79	telegram	Messaging	telegram
80	twilio_sms	Messaging	twilio_sms
81	viber	Messaging	viber
82	google_rcs	Messaging	google_rcs
83	apple_business_chat	Messaging	apple_business_chat
84	google_business_messages	Messaging	google_business_message
85	kakaotalk	Messaging	kakaotalk
86	instagram_dm	Messaging	instagram_dm

via id	via type	Omnichannel routing	Ticket created by
87	sunshine_conversations_api	Messaging	sunshine_conversations_a
88	sunshine_conversations_twitter_dm	Messaging	sunshine_conversations_t'
89	chat_offline_message		
90	chat_transcript		chat_transcript
91	business_messaging_slack_connect		business_messaging_slac

*CTI – Computer Telephony Integration

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