



Data types

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The API returns and accepts JSON values, which can be strings in double quotes, numbers, objects, arrays, true or false, or null. Most programming languages have tools to parse this data. See [Working with JSON](#) for a few languages.

ID integers

Most Zendesk Support resources, such as tickets and users, are identified by the integer specified by the `id` attribute of API responses. The term refers to the JSON numeric type, not a C-like `int` data type.

The default numeric type in JavaScript, Ruby, Python, and PHP is sufficient to represent Zendesk Support ID integers.

If you use a static-typed language where integer types are declared explicitly, use a 64-bit integer type (signed is OK) for Zendesk Support ID integers. For example, in Java or C#, use the `long` type, not `int`.

Time stamps

Time stamps use UTC time and are formatted as [ISO 8601](#) strings. Example: "2015-04-16T09:14:57Z".

Some endpoints use Unix time, also known as Epoch or POSIX time. Example: "1455821369". See [Unix time](#) for more information.

Time zones

A `time_zone` name consists of a string such as "Eastern Time (US & Canada)". To see a list of valid `time_zone` names:

- View the Time zone list menu on the Localization (**Account > Appearance > Localization**) or Schedule (**Objects and roles > Business roules > Schedules**) page in Admin Center. Example: If the menu lists "(GMT+02:00) Berlin", then use "Berlin" as the `time_zone` name.
- Use the GET `/api/v2/time_zones` endpoint or enter https://support.zendesk.com/api/v2/time_zones in your browser window. The request doesn't need to be authenticated. When specifying a time zone, use the `name` property of the returned time zone object.

Locales

The Locales API retrieves locale information in Support or a Zendesk account. Locales are returned and passed as strings. Example: "en-us". For information on available locales, see [List Locales](#).

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

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