



Side-loading related records

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Overview

Side-loading allows you to retrieve related records as part of a single request. For example, normally a request to `/tickets.json` returns ticket resources with a structure similar to:

```
1  {
2    "tickets": [
3      {
4        "requester_id": 7,
5        ...
6      },
7      ...
8    ]
9  }
```

To fetch the requester's data, you must then make another request to `/users/7.json`.

Using side-loading, you can fetch a partial user resource along with the ticket in a single request. To make the request, add an `include` parameter containing a comma-separated list of resources to load. Examples:

```
.../tickets.json?include=users,groups
```

```
.../tickets/1.json?include=users,groups
```

The response will include a top-level array of associated data under the appropriate resource key.

```
1  {
2    "tickets": [
3      {
4        "requester_id": 7,
5        ...
6      },
7      ...
8    ],
9    "users": [
10     {
11       "id": 7,
12       "name": "Bob Bobberson",
13       ...
14     }
15   ]
16 }
```

Special Sideloads

Abilities

A resource may have an additional `abilities` sideload that describes what the current user can do with the resource. Example:

```
GET /api/v2/users/me.json?include=abilities
```

```
1  {
2    "user": {
3      "active": true,
4      "alias": null,
5      "created_at": "2012-05-08T01:04:47Z",
6      ...
7    },
8    "abilities": [
9      {
10       "can_edit": true,
11       "can_edit_password": true,
12       "can_manage_identities_of": true,
```

```
13     "can_verify_identities": false,  
14     "url": "http://example.zendesk.com/api/v2/users/11.json",  
15     "user_id": 11  
16   }  
17 ]  
18 }
```

Comment events

A ticket event stream can have a `comment_events` sideload that includes the ticket comments. The data returned is embedded in the `child_events` property rather than in a separate array. For more information, see Sideloading in [Incremental Ticket Event Export](#).

Open Ticket Count

A user can have a `open_ticket_count` sideload that specifies the total number of open tickets assigned to the user.

GET `/api/v2/users/me.json?include=open_ticket_count`

```
1  {  
2    "user": {  
3      "id": 10001,  
4      "active": true,  
5      "alias": null,  
6      "created_at": "2012-05-08T01:04:47Z",  
7      ...  
8    },  
9    "open_ticket_count": {  
10     "10001": 10  
11   }  
12 }
```

For more information, see [Sideloading related records](#).

Searches

[Search](#) supports sideloads. However, you must specify the type of records searched in the `include` query parameter to sideload data related to that record type. Specify the type and sideload using the following syntax:

```
include={type}({sideload})
```

For example, the following request searches for a user and specifies the type `users` to sideload the user's identities:

```
1 /api/v2/search.json?query=email:jdoe@example.com&include=users(identities)
```

The following request searches for tickets and specifies the type `tickets` to sideload the tickets' user and SLA data:

```
1 api/v2/search.json?query=type:ticket%20billing&include=tickets(users,slas)
```

See the table in [Supported Endpoints](#) for the supported sideloads for different record types.

Supported Endpoints

The following Support API resources support side-loaded records:

| Support API resource | Side-loaded records |
|-----------------------------------|---|
| Tickets | brands, custom_statuses, users, groups, organizations, last_audits, metric_sets, dates, sharing_agreements, comment_count, incident_counts, ticket_forms, metric_events (single ticket), slas (single ticket) |
| Ticket Fields | users |
| Ticket Forms | ticket_fields |
| Audits | users, organizations, groups, tickets |
| Requests | users, organizations |
| Users | organizations, abilities, roles, identities, groups, open_ticket_count |
| Groups | users |
| Group Memberships | users, groups |
| Automations | app_installation, permissions, usage_1h, usage_24h, usage_7d, usage_30d |
| Macros | app_installation, categories, permissions, usage_1h, usage_24h, usage_7d, usage_30d |

| Support API resource | Side-loaded records |
|---|---|
| Triggers | app_installation, permissions, usage_1h, usage_24h, usage_7d, usage_30d |
| Views | app_installation, permissions |
| Organizations | abilities |
| Support addresses | brands |
| View Execution / Previewing | The following are automatically side-loaded if applicable: group, organization, users |
| Search | Records related to type of records searched (mainly tickets, users, orgs). See Searches |

The following Help Center API resources support side-loaded records:

| Help Center API resource | Side-loaded records |
|----------------------------------|---|
| Categories | translations |
| Sections | categories, translations |
| Articles | users, sections, categories, translations |
| Article comments | users, articles, translations |
| Posts | users, topics |
| Post comments | users, posts |
| Subscriptions | users, articles, sections |
| Votes | users, articles, translations |

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