**OSTicket Ticketing System APIs**

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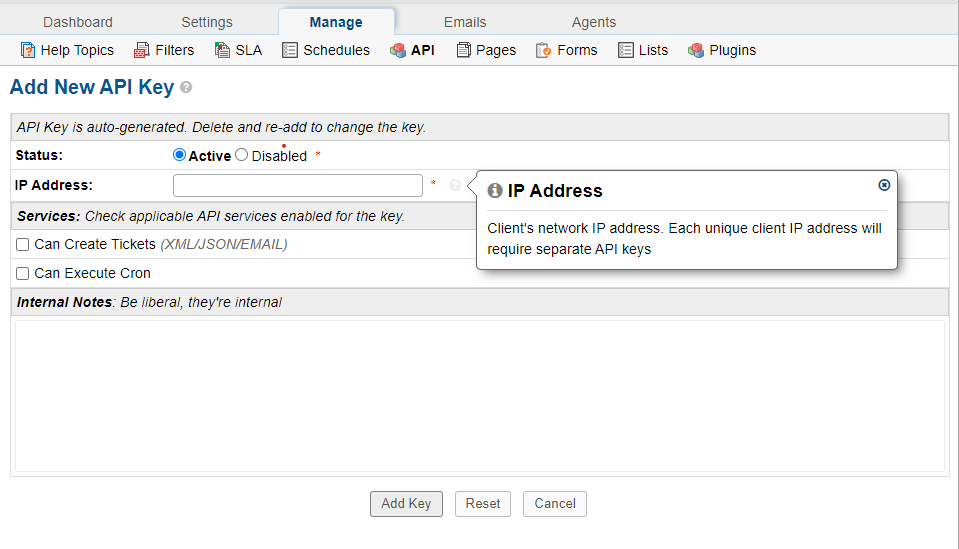
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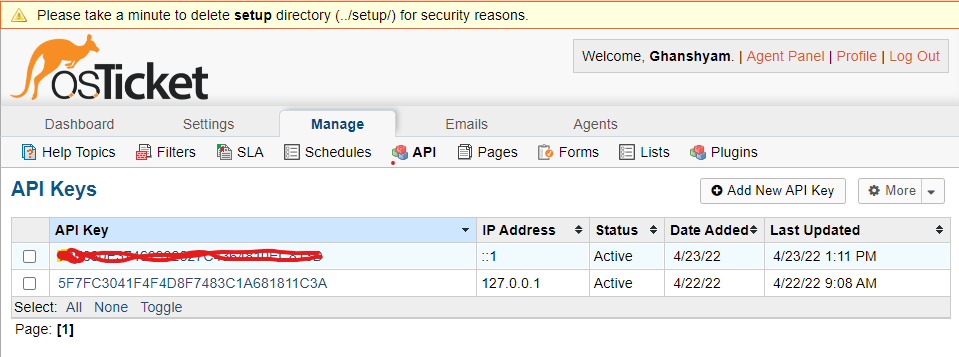
**Create API Token**

**Domain URL** - http://localhost/gs

1. Login in Admin panel (URL - <http://localhost/gs/scp>)
2. Go to Manage >> API
3. Click on “Add New API Key”

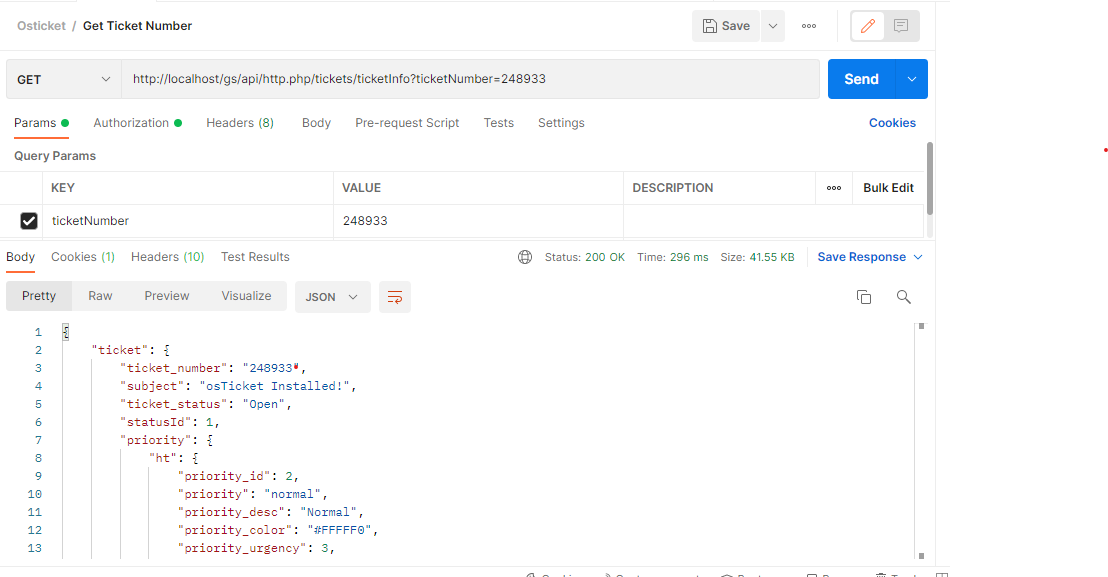


1. Enter IP Address from where API access we need to allow.
2. Select Services and enter internal note if any.
3. Click on Add Key button.



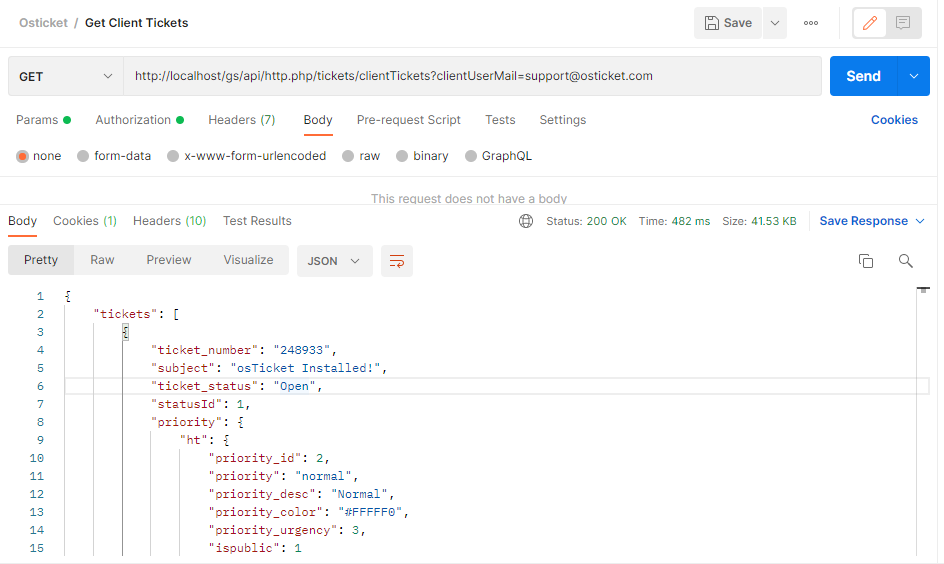
### **Get Ticket Number**

|  |  |
| --- | --- |
| **Name** | **Get Ticket Number** |
| **Method** | **Get** |
| **URL** | <http://localhost/gs/api/http.php/tickets/ticketInfo?ticketNumber=248933> |
| **Request Headers** | X-Api-Key => 73F880E37462922627C4364810EC813D |
| **Parameters** | \* ticketnumber => 248933 |
| **Notes** |  |

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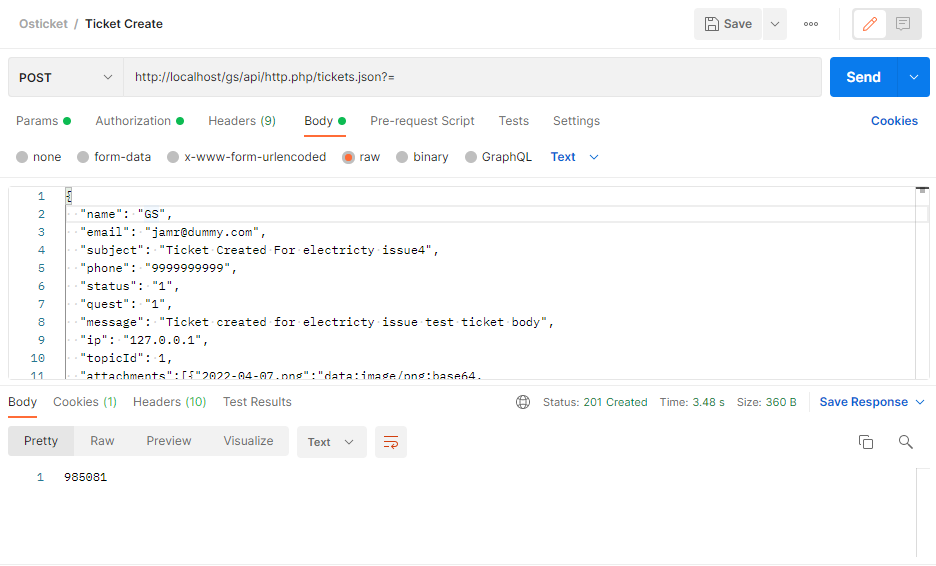
### **Get Client Tickets**

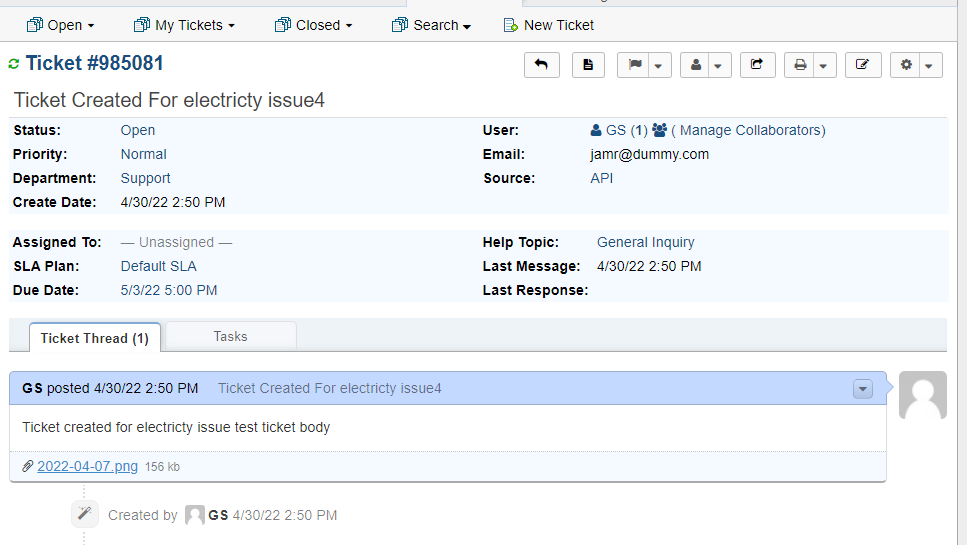
|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Get Client Tickets** | | |
| **Method** | **Get** | | |
| **URL** | <http://localhost/gs/api/http.php/tickets/clientTickets?clientUserMail=support@osticket.com> | | |
|  |  | | |
| **Request Headers** | 1. | X-Api-Key => 73F880E37462922627C4364810EC813D | |
| **Parameters** |  | **Key** | **Value** |
| 1. | clientUserMail | support@osticket.com |
| **Notes** |  | | |



### **Ticket Create**

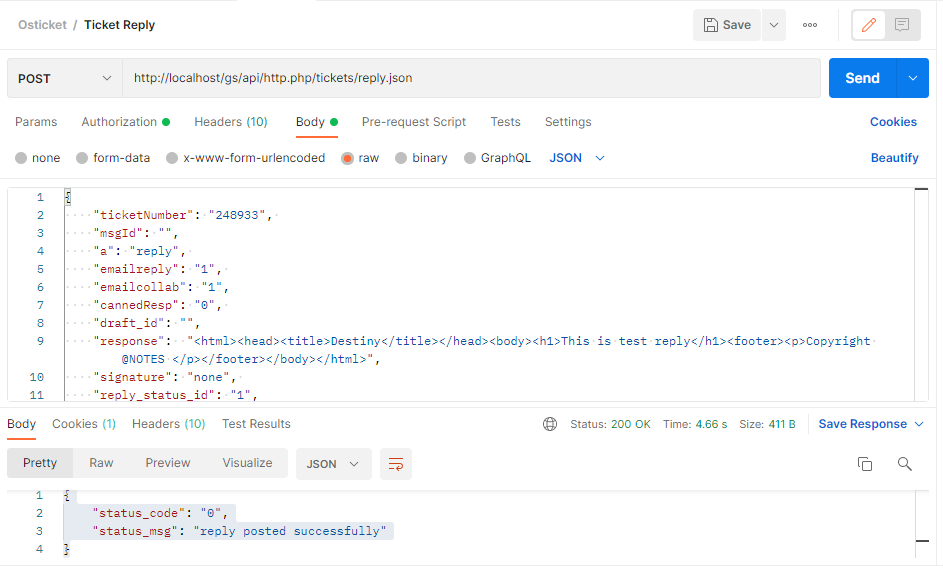
|  |  |  |
| --- | --- | --- |
| **Name** | **Ticket Create** | |
| **Method** | **Post** | |
| **URL** | http://localhost/gs/api/http.php/tickets.json | |
|  |  | |
| **Request Headers** | 1. | X-Api-Key => 73F880E37462922627C4364810EC813D |
|  |  |
| **Body (Raw) Text** | **{**  **"name": "GS",**  **"email": "dummy@dummy.com",**  **"subject": "Ticket Created For water issue",**  **"phone": "9999999999",**  **"status": "1",**  **"quest": "1",**  **"message": "Ticket created for test ticket body, aka Issue Details.",**  **"ip": "127.0.0.1",**  **"topicId": 1,**  **"attachments": []**  **}** | |
| **Result** | [571724] | |
| **Note** | **See attachment.txt for image attachment, Image should be passed in Base64 format** | |





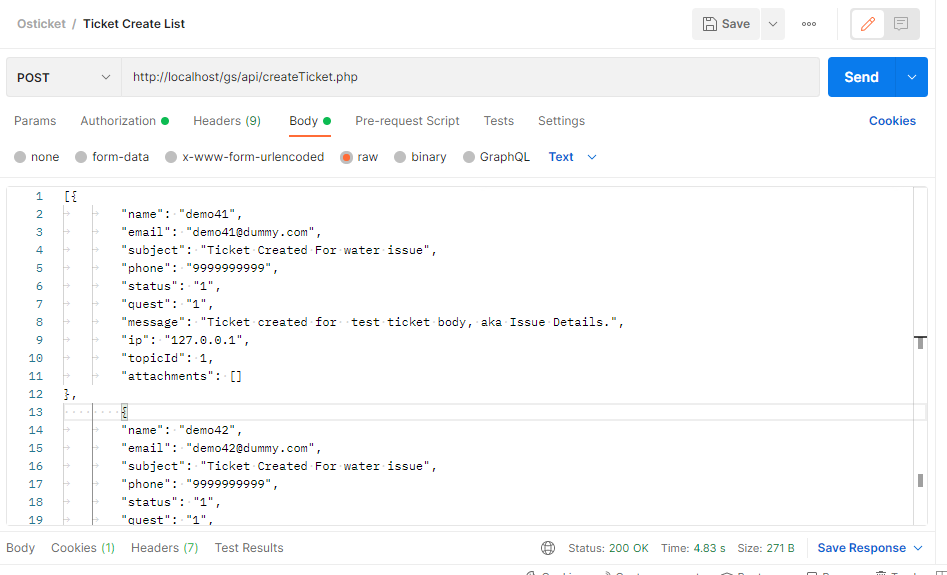
### **Ticket Reply**

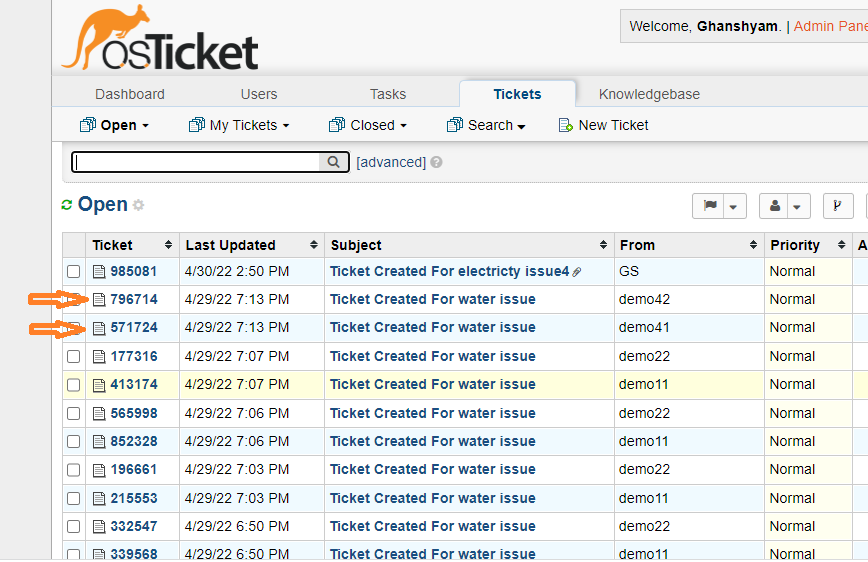
|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Ticket Reply** | | |
| **Method** | **Post** | | |
| **URL** | http://localhost/gs/api/http.php/tickets/reply.json | | |
| **Request Headers** | 1. | X-Api-Key => 73F880E37462922627C4364810EC813D | |
| 2. | Content-Type => application/json | |
| **Parameters** |  | **Key** | **Value** |
| 1. |  |  |
| **Body** (Raw) | **{**  **"ticketNumber": "248933",**  **"msgId": "",**  **"a": "reply",**  **"emailreply": "1",**  **"emailcollab": "1",**  **"cannedResp": "0",**  **"draft\_id": "",**  **"response": "<html><head><title>Destiny</title></head><body><h1>This is test reply</h1><footer><p>Copyright @NOTES </p></footer></body></html>",**  **"signature": "none",**  **"reply\_status\_id": "1",**  **"staffUserName": "admin123",**  **"ip\_address": "::1",**  **"attachments": []**  **}** | | |
| **Response** | {      "status\_code": "0",      "status\_msg": "reply posted successfully"  } | | |
| **Note** | **See attachment.txt for image attachment, Image should be passed in Base64 format** | | |



### **Ticket Create List**

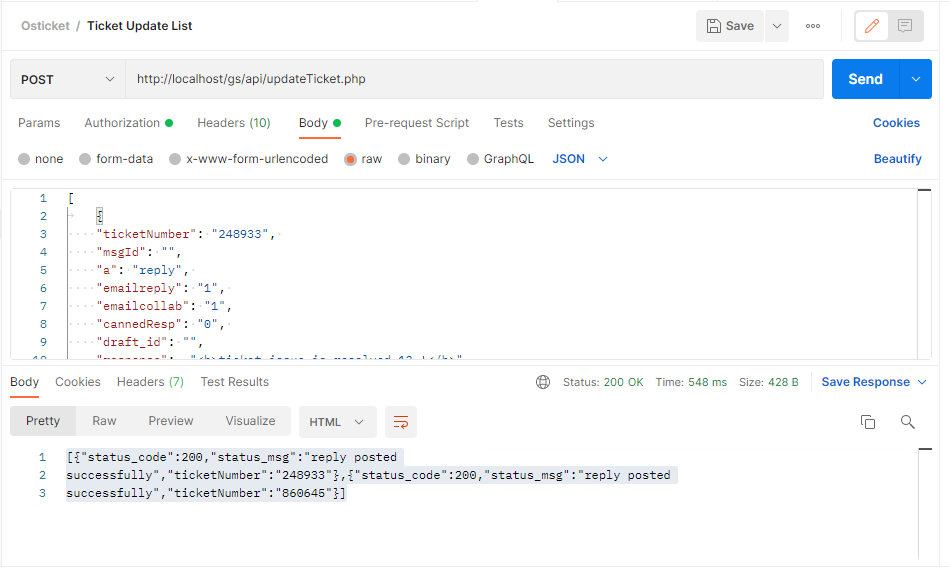
|  |  |  |
| --- | --- | --- |
| **Name** | **Ticket Create** | |
| **Method** | **Post** | |
| **URL** | <http://localhost/gs/api/createTicket.php> | |
| **Request Headers** | 1. | X-Api-Key => 73F880E37462922627C4364810EC813D |
|  |  |
| **Body (Raw) Text** | **[{**  **"name": "demo41",**  **"email": "demo41@dummy.com",**  **"subject": "Ticket Created For water issue",**  **"phone": "9999999999",**  **"status": "1",**  **"quest": "1",**  **"message": "Ticket created for test ticket body, aka Issue Details.",**  **"ip": "127.0.0.1",**  **"topicId": 1,**  **"attachments": []**  **},**  **{**  **"name": "demo42",**  **"email": "demo42@dummy.com",**  **"subject": "Ticket Created For water issue",**  **"phone": "9999999999",**  **"status": "1",**  **"quest": "1",**  **"message": "Ticket created for test ticket body, aka Issue Details.",**  **"ip": "127.0.0.1",**  **"topicId": 1,**  **"attachments": []**  **}**  **]** | |
| **Result** | [571724,796714] | |
| **Note** | **See attachment.txt for image attachment, Image should be passed in Base64 format**  **Mandatory**  **Name , email,subject,phone,topicId and IP**  **Status**  **1 = Open**  **2 = Resolved**  **3 = Closed**  **4 = Archived**  **5 = Deleted**  **Topic Id values**  **1 = General Inquiry**  **2 = Feedback**  **10 = Report a problem** | |





### **Ticket Update List**

|  |  |  |
| --- | --- | --- |
| **Name** | **Ticket Update List** | |
| **Method** | **Post** | |
| **URL** | <http://localhost/gs/api/http.php/tickets/reply.json> | |
| **Request Headers** | 1. | X-Api-Key => 73F880E37462922627C4364810EC813D |
| 2. | Content-Type => application/json |
| **Body** (Raw) text | **[**  **{**  **"ticketNumber": "248933",**  **"msgId": "",**  **"a": "reply",**  **"emailreply": "1",**  **"emailcollab": "1",**  **"cannedResp": "0",**  **"draft\_id": "",**  **"response": "<b>ticket issue is resolved 12 !</b>",**  **"signature": "none",**  **"reply\_status\_id": "1",**  **"staffUserName": "admin123",**  **"ip\_address": "::1",**  **"attachments": []**  **},**  **{**  **"ticketNumber": "860645",**  **"msgId": "",**  **"a": "reply",**  **"emailreply": "1",**  **"emailcollab": "1",**  **"cannedResp": "0",**  **"draft\_id": "",**  **"response": "<b>ticket issue is resolved 2 !</b>",**  **"signature": "none",**  **"reply\_status\_id": "1",**  **"staffUserName": "admin123",**  **"ip\_address": "::1",**  **"attachments": []**  **}**  **]** | |
| **Response** | [{"status\_code":200,"status\_msg":"reply posted  successfully","ticketNumber":"248933"},{"status\_code":200,"status\_msg":"reply posted  successfully","ticketNumber":"860645"}] | |
| **Note** | **See attachment.txt for image attachment, Image should be passed in Base64 format**  **Example -** "attachments": [{"2022-04-07new1.png":"data:image/png;base64, .base64\_encode(file\_get\_contents('/file.png))}] | |



In case you have any doubts, you can mail us at [jumboteam726@gmail.com](mailto:jumboteam726@gmail.com) .