

# Zendesk tickets approval process

## Before you begin:

1. Need an account in Zendesk, create a subdomain.
2. Zendesk trial account lasts for only 13 days. After that it expires. So, it is better to use a paid account.

## About this task:

1. To be able to mark the tickets as solved from Remix Labs tool via REST APIs without actually logging into the zendesk portal.

## Procedure:

1. Connecting to Zendesk:
  - a) Zendesk follows **basic authentication** for making HTTP GET requests and OAuth for the rest of HTTP requests (POST, PATCH).
2. GET request to Zendesk:
  - a) All our **tickets** which need to be solved are stored in the **ticket** table. So, we need to pull data from this table.

b) Make a GET request to Zendesk server to get the list of all tickets. The endpoint used was

[https://remixlabshelp.zendesk.com/api/v2/search.json?type=ticket&query=status:"+status\\_type](https://remixlabshelp.zendesk.com/api/v2/search.json?type=ticket&query=status:)

**Parameters:** subdomain: remixlabshelp, type: ticket, status: open/pending/solved

c) To the above endpoint, while making HTTP Get call we also need to pass our credentials in headers.

**base64encode(email:password)** can be used for authorization.

d) Make a GET Request to the ticket table to get the details of a particular ticket, by passing id of the ticket in the endpoint. The endpoint used was

<https://remixlabshelp.zendesk.com/api/v2/tickets/1.json>

3. Solving a ticket:
  - a) Now, finally we can solve the ticket by making a Patch call to a certain endpoint by passing payload.
  - b) Since, we need to make a PATCH request. We need an access token.
  - c) Access token can be obtained by making a POST request to a certain endpoint by passing our email, password in base64 format and client\_id and scopes in the body.

- d) **Client\_id** can be obtained when we create an account. Scopes used are read, write. The endpoint used was  
<https://remixlabshelp.zendesk.com/api/v2/oauth/tokens.json>
- e) Now, we can make a PATCH request to mark the ticket as solved by passing the access token obtained in the above step. The endpoint used was  
<https://remixlabshelp.zendesk.com/api/v2/tickets/1.json>  
**status:solved** should be passed in the payload.

After we mark the ticket as solved, if it was successful we get the status code as 200. We can check in the Zendesk server too.

References:

- [https://developer.zendesk.com/rest\\_api/docs/support/tickets](https://developer.zendesk.com/rest_api/docs/support/tickets)
- [https://developer.zendesk.com/rest\\_api/docs/support/users](https://developer.zendesk.com/rest_api/docs/support/users)