**API for Common Ticket Creation**

1 ) **Create Ticket**

**Environment** : production

**URL** : https://api.ctrls.in/index.php/api/ticketcreation\_keol/createticket

API METHOD **:** createticket

Type: **POST**

**Request Inputs**

Headers :

auth-key(\*) = e10adc3949ba59abbe56e057f20f883e

|  |  |  |  |
| --- | --- | --- | --- |
| **Fieldname** | **Value** | **Type** | **comments** |
| subject (\*) | <Test subject> | text | Relevant subject |
| description (\*) | <Test description> | text | Relevant description |
| user\_email (\*) | <useremail> | text | email id |
| Departmentid (\*) | <223> | Integer | 223 => ProfServices |
| tickettypeid(\*) | 84 | Integer | 84 => SAPEWA |
| priority (\*) | 3719 | Integer | 3719=> P1 C, 3741 => P2 High, 3752=> P3 Normal |
| ownerid | <staffiid> | Integer | Swstaff staffid of myshift user. |
| attachment | base64 encode files | array | Example given below |

Note: **referred the priority id based on tickettypeid**

|  |  |  |  |
| --- | --- | --- | --- |
| **typetittle** | **Kayakotypeid** | **Priority id** |  |
| Incident | 15 | 7,8,9,3464,3519 |  |
| Service Request | 17 | 10,11,12,4859 |  |
| Alert | 19 | 19,20,21 |  |
| Others | 21 | 25,26,27 |  |
| New Implementation | 9 | 22,23,24 |  |
| Problem | 11 | 28,29,30 |  |
| Change Request | 7 | 1,2,3 |  |
| Task | 2 | 606,612,618 |  |
| Security Request | 13 | 13,14,15 |  |
| SOC-Incident | 38 | 3514,3569 |  |
| SAPEWA | 84 | 3741,3752,3719 |  |
| SAPCWF | 95 | 3818,3807,3796 |  |
| SIP | 42 | 3996,4003,4010,4122,4248 |  |
| SAPHCR | 304 | 4649,4656,4663 |  |
| Project | 313 | 4761,4768,4775 |  |
| ELK | 349 | 4936,4943,4950 |  |

**attachment**

{

"tmp\_name":[

"/9j/4AAQSkZJRgABAgEAYABgAAD/7gAOQWRvYmUAZAAAAAAB/+E....etc",

"/9j/4AAQSkZJRgABAgEAYABgAAD/4RKGRXhpZgAATU0AKgAAAAg....etc"

],

"name":[

"Penguins.jpg",

"Tulips.jpg"

]

}

**Response**

{"status":"success","data":{"itilticketid":98,"rfcno":"RR00000098","swticketpostid":112,"url":"https:\/\/myshift1.cloud4c.com\/itil\/ticketview\_keol\/getdetails\/RR\/OTg=","ticket\_url":"

<a target=\"\_blank\" href=\"https:\/\/myshift1.cloud4c.com\/itil\/ticketview\_keol\/getdetails\/RR\/OTg=\">RR00000098<\/a>","status":200,"message":"success"}}

**2. Create Frun Ticket**

**Environment** : production

**URL** : https://api.ctrls.in/index.php/api/ticket\_solman\_frun\_keol/createticketdup

API METHOD **:** createticketdup

Type: **POST**

**Request Inputs**

Headers :

auth-key(\*) = e10adc3949ba59abbe56e057f20f883e

|  |  |  |  |
| --- | --- | --- | --- |
| **Fieldname** | **Value** | **Type** | **comments** |
| subject (\*) | <Test subject> | text | Relevant subject |
| description (\*) | <Test description> | text | Relevant description |
| user\_email (\*) | <useremail> | text | email id |
| department\_id (\*) | <223> | Integer | 223 => ProfServices |
| tickettypeid(\*) | 19 | Integer | 19 => Alert |
| priority (\*) | 21 | Integer | Referred the below id for priority id |
| ownerid | <staffiid> | Integer | Swstaff staffid of myshift user. |
| type | Internal,external | Integer | 1,2 |
| triggerid(\*) | 4567775121 | Integer | This unique id, based on that ticket will identify duplicate ticket |
| myshift\_organization | 91930 | Integer |  |
| sopid | 1 | Integer |  |
| sopvalue | teste | string |  |
| hostname | test | string |  |
| cid | 1233 | Integer |  |
| sid | 33 | Integer |  |
| yellow\_ip | 1.1.1.1.1 | string |  |
| blue\_ip | 1.1.1.1.1 | string |  |
| attachment | base64 encode files | array | Example given below |

Note: **referred the priority id based on tickettypeid**

|  |  |  |  |
| --- | --- | --- | --- |
| **typetittle** | **Kayakotypeid** | **Priority id** |  |
| Incident | 15 | 7,8,9,3464,3519 |  |
| Service Request | 17 | 10,11,12,4859 |  |
| Alert | 19 | 19,20,21 |  |
| Others | 21 | 25,26,27 |  |
| New Implementation | 9 | 22,23,24 |  |
| Problem | 11 | 28,29,30 |  |
| Change Request | 7 | 1,2,3 |  |
| Task | 2 | 606,612,618 |  |
| Security Request | 13 | 13,14,15 |  |
| SOC-Incident | 38 | 3514,3569 |  |
| SAPEWA | 84 | 3741,3752,3719 |  |
| SAPCWF | 95 | 3818,3807,3796 |  |
| SIP | 42 | 3996,4003,4010,4122,4248 |  |
| SAPHCR | 304 | 4649,4656,4663 |  |
| Project | 313 | 4761,4768,4775 |  |
| ELK | 349 | 4936,4943,4950 |  |

**attachment**

{

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"/9j/4AAQSkZJRgABAgEAYABgAAD/7gAOQWRvYmUAZAAAAAAB/+E....etc",

"/9j/4AAQSkZJRgABAgEAYABgAAD/4RKGRXhpZgAATU0AKgAAAAg....etc"

],

"name":[

"Penguins.jpg",

"Tulips.jpg"

]

}

**Response**

{

"response\_code": 200,

"data": {

"subject": "Test ALERT TICKET CREATION",

"rfcno": "AL00000516",

"tickettype": "Alert",

"createdon": "Aug 09, 2021 16:47 PM",

"priority": "P3 Normal",

"status": "success"

}

}

**3. Create Zabbix Ticket**

**Environment** : production

**URL** :https://api.ctrls.in/index.php/api/ticket\_solman\_zabbix\_keol/createticketdup\_zabbix

METHOD **:** createticketdup\_zabbix

Type: **POST**

**Request Inputs**

Headers :

auth-key(\*) = e10adc3949ba59abbe56e057f20f883e

|  |  |  |  |
| --- | --- | --- | --- |
| **Fieldname** | **Value** | **Type** | **comments** |
| subject (\*) | <Test subject> | text | Relevant subject |
| description (\*) | <Test description> | text | Relevant description |
| user\_email (\*) | <useremail> | text | email id |
| department\_id (\*) | <223> | Integer | 223 => ProfServices |
| tickettypeid(\*) | 19 | Integer | 19 => Alert |
| priority (\*) | 21 | Integer | Referred the below id for priority id |
| ownerid | <staffiid> | Integer | Swstaff staffid of myshift user. |
| type | Internal,external | Integer | 1,2 |
| triggerid(\*) | 4567775121 | Integer | This unique id, based on that ticket will identify duplicate ticket |
| myshift\_organization | 91930 | Integer |  |
| sopid | 1 | Integer |  |
| sopvalue | teste | string |  |
| hostname | test | string |  |
| cid | 1233 | Integer |  |
| sid | 33 | Integer |  |
| yellow\_ip | 1.1.1.1.1 | string |  |
| blue\_ip | 1.1.1.1.1 | string |  |
| attachment | base64 encode files | array | Example given below |

Note: **referred the priority id based on tickettypeid**

|  |  |  |  |
| --- | --- | --- | --- |
| **typetittle** | **Kayakotypeid** | **Priority id** |  |
| Incident | 15 | 7,8,9,3464,3519 |  |
| Service Request | 17 | 10,11,12,4859 |  |
| Alert | 19 | 19,20,21 |  |
| Others | 21 | 25,26,27 |  |
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| Change Request | 7 | 1,2,3 |  |
| Task | 2 | 606,612,618 |  |
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| SOC-Incident | 38 | 3514,3569 |  |
| SAPEWA | 84 | 3741,3752,3719 |  |
| SAPCWF | 95 | 3818,3807,3796 |  |
| SIP | 42 | 3996,4003,4010,4122,4248 |  |
| SAPHCR | 304 | 4649,4656,4663 |  |
| Project | 313 | 4761,4768,4775 |  |
| ELK | 349 | 4936,4943,4950 |  |

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"/9j/4AAQSkZJRgABAgEAYABgAAD/4RKGRXhpZgAATU0AKgAAAAg....etc"

],

"name":[

"Penguins.jpg",

"Tulips.jpg"

]

}

**Response**

{

"response\_code": 200,

"data": {

"subject": "Test ALERT TICKET CREATION",

"rfcno": "AL00000516",

"tickettype": "Alert",

"createdon": "Aug 09, 2021 16:47 PM",

"priority": "P3 Normal",

"status": "success"

}

}