

Create a ticket via API

You can implement an API that will create a ticket by setting ticket specific properties in Help Desk.

Endpoint URL:

The endpoint URL given below is used to call the rest API. **POST** will be used as the request method. **JSON** will be your request format.

```
POST https://www.proprofsdesk.com/app/api/v1/create/ticket/
```

Note: Endpoint URL is case-sensitive and with forward-slash (/) at the end.

Sample Code | JSON

```
Accept: application/json
Content-Type: application/json
{
  "account_email" : "john@proprofs.com",
  "token" : "*****7edf67d0a*****aca630b0*****",
  "name" : "John Smith",
  "email" : "john@acme.com",
  "phone" : "0000000000",
  "subject" : "Query About GPS Tracking Device",
  "description" : "I am writing to inquire about the availability of
the product 101 GPS Tracking Device.",
  "staff" : "ST007-007",
  "priority" : "normal",
  "inbox" : "IB238-436",
  "custom_fields" :
  [
    {
      "id" : "CF007-07",
      "value" : "Micro"
    },
    {
      "id" : "CF007-08",
      "value" : "10KM"
    }
  ]
}
```

Request Parameters

Parameter	Required	Type	Description
token	Yes	String	Your ProProfs account email that you have used to register the Help Desk account.
email	Yes	String	Email address of the requester.

name	No	String	Name of the requester.
phone	No	String	Phone number of the requester.
subject	Yes	String	ID of the staff to whom the ticket has been assigned. The ID is associated with every staff on the list.
priority	No	String	Custom fields for the ticket. It's an array of objects consisting of id and value properties.

Response Format

JSON

Example Response [Success]

```
Accept: application/json
Content-Type: application/json
{
  "status" : "success",
  "ticket_id" : "00700"
}
```

Response Field	Description
status	Success when the ticket created successfully.
ticket_id	The ID of the newly created ticket.

Example Response [Failed]

```
Accept : application/json
Content-Type : application/json
{
  "status" : "error",
  "description" : "Unable to authenticate request using account email and token"
}
```

Response Field	Description
status	Error when the operation was failed.
description	The error text to describe the error.

Related Articles:

- [How to Integrate ProProfs Knowledge Base With ProProfs Help Desk?](#)
- [How to Update a Ticket via API?](#)
- [How to Integrate Salesforce CRM With ProProfs Help Desk?](#)