

Update a Ticket via API

The API allows you to update an existing ticket 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/update/ticket/>

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

Here is how the complete request will look like

```
Accept : application/json
Content-Type : application/json
{
  "account_email" : "john@proprofs.com",
  "token" : "*****7edf67d0a*****aca630b0*****",
  "ticket_id" : 1001,
  "staff" : "ST007-009",
  "priority" : "high"
}
```

The Update request depends on one required parameter, a ticket ID to identify the exact ticket that you want to update. All properties are optional and you should use only those that are applicable to update.

Request Parameters for the user information

Parameter	Required	Type	Description
token	Yes	String	Unique ProProfs API key. It is usually available on your 'My Account' page of the Help Desk.
account_email	Yes	String	The ProProfs account email that you have used to register the Help Desk account.
ticket_id	Yes	Number	The unique Ticket ID that you want to update.
email	No	String	The email address of the requester.
name	No	String	Name of the requester.
phone	No	String	Phone number of the requester.
subject	No	String	The subject of the ticket.
description	No	String	Content of the ticket in plain text.

staff	No	String	The ID of the staff to whom the ticket has been assigned. The ID is associated with every staff in the list.
priority	No	String	A priority of the ticket. Possible values: "high", "normal", "low".
inbox	No	String	The ID of the inbox the ticket is in. The ID is associated with every inbox available in the account.
custom_fields	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 message when the ticket is created successfully.
ticket_id	The ID of the updated 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 has failed.
description	The error text to describe the error.

Related Articles:

- [How to Create a ticket via API?](#)

- [How to Integrate Salesforce CRM With ProProfs Help Desk?](#)
- [How to Access Help Desk Reports?](#)