



ServicePRO Web API

User Guide

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I. Introduction

ServicePRO exposes about 16 Web APIs for performing specific operations on the following objects:

1. Service Requests
2. Users
3. Support Reps
4. Categories
5. Queue Folders
6. Service Catalogs
7. Best Solutions

This document provide guided details on the usage of these Web APIs.

II. ServicePRO's Service Request related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

POST

POST Service request

Creates a new service request with all the properties specified in the request body arguments and with the first memo.

PUT

PUT Service Request

Updates an existing service request by replacing all its properties with the values passed in the Request Body Arguments and by updating a memo if specified in the argument.

PATCH

PATCH Service Request

Updates an existing service request by passing only the selected properties that require to be updated. PATCH can take call the arguments as PUT but NONE of them are mandatory, all are optional. Only request Id is mandatory. And only the properties specified in the Request Body arguments will be updated for the particular service request

GET

Get Service Request

Gets the properties of a Service Request in ServicePRO by passing the Service Request ID as request argument.

GET

Get Requests List

Gets the list of Service Requests in ServicePRO that are accessible to the currently authenticated ServicePRO User

1. [POST] Create Service Request REST API

Create Request HTTP POST Web API - This creates a new service request with all the properties specified in the request body arguments and with the first memo.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

1.1. Resource URL:
POST <https://api.xxxx.ServicePRO.com/api/requests/>

1.2. Header Arguments:

Sl.No.	Parameter	Data type	Required (Yes/No)	Data to send / Description
1)	Authorization	String	YES	"Basic " + Utilities.base64Encode(user Name string + ':' +password string) (OR) Bearer <Token>
2)	Content-Type	String	YES	application/json

1.3. Request Body Arguments for POST [JSON]

Sl.No.	Parameter	Data type	Required	Data to send / Description
1.	Id	Integer	NO (default = 0)	Should be 0 for POST Should be >0 for PUT & PATCH – Same as specified in the URL
2.	Title	String	YES	Title for the Service Request. ➤ Cannot be more than 255 characters.
3.	ObjectTypeld	Integer	YES	ID for the Service Request Type. a) For a Generic Service Request, this value should be passed as 0. b) For Custom Service Request type, the value to be passed in this argument is the 'ID' in TblDatabaseMainTable table in the ServicePRO Database that corresponds to the Custom Service Request type name in the 'TableDisplayName' field.
4.	ParentRequestTypeld	Integer	NO (default = 13)	ID for the Parent Request type – Service Request/Purchase Request. a) 13 for Service Request b) 115 for Purchase Request
5.	RequesterId	Integer	YES	ID of the Requester for this Service Request. ➤ It's the 'ID' in tblUser table in the ServicePRO Database that corresponds to the requester name in the 'Name' field.
6.	QueueId	Integer	NO (default = System Default Dispatch Folder ID in ServicePRO)	ID of the Queue Folder to where this Service Request should be routed to. ➤ It's the 'ID' in tblQueue table in the ServicePRO Database that corresponds to the queue folder name in the 'Name' field.
7.	CategoryId	Integer	NO	ID of the Category of this Service Request.

			(default = Default category's ID)	➤ It's the 'ID' in tblCategory table in the ServicePRO Database that corresponds to the Category folder name in the 'Name' field.
8.	Urgency	Integer	NO (default = 3)	One of the following Urgency values – a) 0 for UNDEFINED b) 1 for CRITICAL c) 2 for HIGH d) 3 for MEDIUM e) 4 for LOW
9.	BasePriority	Integer	NO (default = 0)	One of the following values (base or initial priority of the request): a) 0 for NONE b) 1 for CRITICAL c) 2 for HIGH d) 3 for MEDIUM e) 4 for LOW
10.	Priority	Integer	NO (default = 0)	One of the following values (current priority of the request): a) 0 for NONE b) 1 for CRITICAL c) 2 for HIGH d) 3 for MEDIUM e) 4 for LOW
11.	Status	Integer	NO (default = 1 if it's in a dispatch folder, otherwise 2)	One of the following values Request Status values: a) 1 for IN_DISPATCH b) 2 for IN_QUEUE c) 4 for IN_SERVICE d) 6 for CLOSED e) -1 for APPROVED
12.	FirstCallResolution	Boolean	NO (default = true if Status is 6 or -1; false otherwise.)	true – if the service request was resolved on first call; false – if the service request was not resolved on first call.
13.	ClosedBy	Integer	NO (default=0)	ID of the user who closed the Service Request
14.	SatisfactionTimelinessRatingOrder	Integer	NO	Order of the timeliness approval rating set for the approved request
15.	SatisfactionQualityRatingOrder	Integer	NO	Order of the quality approval rating set for the approved request

16.	RepId	Integer	NO (default = 0)	ID of the Support Rep to whom the request has to be assigned to if Status = 4. If the request is not in 'In Service' of a Support Rep, it's not required to be passed.
17.	TeamId	Integer	NO (default = 0)	ID of the Team to whom the request has to be assigned to. If the request is not in 'In Service' of a team, it's not required to be passed.
18.	ResponsibilityId	Integer	NO (default = 0)	ID of the support rep to whom the request has been assigned as Responsible to. If responsibility assignment is not set for the request, it's 0.
19.	Suspend	Integer	NO (default = 2)	One of the following Request Wait State values – a) 1 for SCHEDULE b) 2 for ASAP c) 3 for SUSPEND d) 5 for WAITING_FOR_RESPONSE e) 8 for SUSP_INTERVAL f) 9 for SUSP_INTERVALTIME
20.	DateSuspend	Date String	NO (default = "9999-12-31")	Specific Date time string if the request has been scheduled for a particular date time [i.e. if Suspend = 1], otherwise it's not required to be passed.
21.	DueByWait State	Integer	NO (default = 4)	One of the following Request Work Wait State values – a) 4 for Asap b) 5 for ScheduleInterval c) 6 for ScheduleIntervalAndTime d) 7 for .ScheduleDateTime e) 8 for WaitingForResponse f) 9 for Suspended g) 10 for Scheduled
22.	DateDueBy	Date String	NO (default = "9999-12-31")	Specific Date time string if the request has been set with a particular due by date time, otherwise it's "9999-12-31".
23.	AssociationTypeld	Integer	NO	ID of the Type of Item (asset/discovered item) associated to the Service Request. c) 27 for Asset d) 56 for hsmWorkstation
24.	AssociationId	Integer	NO	ID of the Item (asset/discovered item) associated to the Service Request.
25.	Memo	Object	NO (default = same as the request title)	{"AuthorId": Integer value (Memo author's User Id), "PrivateMemo": Boolean value (true if private memo, false if public memo), "DateWorked": Date String value (optional), "MemoTime": Date String value (optional), "SecondsWorked": Integer value (optional),

				<p>"TimeCode": Integer value (optional - Possible Values - 1 for Time Code 1, 2 for Time Code 2, 3 for Time Code 3),</p> <p>"Memo": Array of JSON objects with the following key/value pairs for each information that needs to be saved into the first memo for the Service Request-</p> <p>a) "Label": string value</p> <p>b) "Data": string value</p> <p>c) "Newline": Boolean value</p> <p>}</p>
26.	CustomFieldValues	Array	NO	<p>Array of JSON objects with the following key/value pairs for each of the Custom Fields values to be set -</p> <p>a) "FieldName": string value [Get the "FieldIdentifier" for the Custom Field from the tblMetaDataField table in the ServicePRO Database that corresponds to the name of the custom field in the 'FieldCaption' field and to the ID of the Service Request Type in the 'HostTableID' field]</p> <p>b) "FieldValue": Value to be set for the custom field (can be of any JSON data type)</p>
27.	LastPublicMemo	String	NO	Not Applicable for POST/PUT/PATCH and Get Requests List – Only receiving response for GET Request by ID
28.	NotificationType	Integer	NO (default = 0)	<p>One of the following Notification type values:</p> <p>a) 0 - Notification will be set according to the setting in "Update Via Email" option under "Email" tab in User Options for the requester.</p> <p>b) 32768 – To send Current Memo updates in Notification to the requester.</p> <p>c) 16384 - To send Entire Request History in Notification to the requester.</p>

1.4. Response JSON

The Response for Create Request API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

1.5. Sample Request

```
curl --request POST \
--url http://coeus.serviceprocloud.com/ServiceProApi/api/requests \
--header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
```

OR

Help Desk Technology

<http://www.servicepro.solutions>

```

--header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
--header 'content-type: application/json' \
--data '{

    "Title": "Setup Email - POST Request testing request - After fixing the code - 15014",
    "ObjectTypeId": 15014,
    "ParentRequestTypeId": 0,
    "RequesterId": 89,
    "QueueId": 34,
    "CategoryId": 10045,
    "Urgency": 3,
    "BasePriority": 1,
    "Priority": 1,
    "Status": 2,
    "FirstCallResolution": false,
    "ClosedBy": 0,
    "SatisfactionTimelinessRatingOrder": 0,
    "SatisfactionQualityRatingOrder": 0,
    "RepId": 0,
    "TeamId": 0,
    "ResponsibilityId": 0,
    "Suspend": 2,
    "DateSuspend": "9999-12-31T00:00:00",
    "DueByWaitState": 4,
    "DateDueBy": "9999-12-31T00:00:00",
    "AssociationTypeId": 0,
    "AssociationId": 0,
    "NotificationType": 16384,
    "Memo": {

        "AuthorId": 1,
        "PrivateMemo": true,
        "MemoContents": [
            { "Label":"Step 1:",
              "Data":"Setting up the email for the
new user.",
              "Newline":true

```

```
        },
        { "Label":"Step 2:",
          "Data":"Informed to the Management.",
          "Newline":false
        }
      ]
    },
    "CustomFieldValues": [
      {
        "FieldName": "USR58",
        "FieldValue": false
      },
      {
        "FieldName": "USR52",
        "FieldValue": "Desktop"
      },
      {
        "FieldName": "USR47",
        "FieldValue": "Pitt2"
      },
      {
        "FieldName": "USR41",
        "FieldValue": "Blackberry2"
      },
      {
        "FieldName": "USR65",
        "FieldValue": "2017-05-03T00:00:00"
      },
      {
        "FieldName": "USR66",
        "FieldValue": false
      },
      {
        "FieldName": "USR61",
```

```

        "FieldValue": true
    },
    {
        "FieldName": "USR62",
        "FieldValue": false
    },
    {
        "FieldName": "USR71",
        "FieldValue": 9
    },

```

```

    {
        "FieldName": "USR550",
        "FieldValue": false
    }
]
}'

```

1.6. Sample Response JSON

```

{
  "stcRequestDTO": {
    "Id": 10441,
    "Title": "Setup Email - POST Request testing request - After fixing the code - 15014",
    "ObjectTypeId": 15014,
    "ParentRequestTypeId": 13,
    "RequesterId": 89,
    "QueueId": 34,
    "CategoryId": 10045,
    "Urgency": 3,
    "BasePriority": 1,
    "Priority": 1,
    "Status": 2,
    "FirstCallResolution": false,
    "ClosedBy": 0,
    "SatisfactionTimelinessRatingOrder": 0,
    "SatisfactionQualityRatingOrder": 0,
    "Repld": 0,
    "TeamId": 0,

```

```
"ResponsibilityId": 0,
"Suspend": 2,
"DateSuspend": "9999-12-31T00:00:00",
"DueByWaitState": 4,
"DateDueBy": "9999-12-31T00:00:00",
"AssociationTypeId": 0,
"AssociationId": 0,
"Memo": null,
"CustomFieldValues": [
  {
    "FieldName": "USR58",
    "FieldValue": false
  },
  {
    "FieldName": "USR52",
    "FieldValue": "Desktop"
  },
  {
    "FieldName": "USR47",
    "FieldValue": "Pitt2"
  },
  {
    "FieldName": "USR41",
    "FieldValue": "Blackberry2"
  },
  {
    "FieldName": "USR65",
    "FieldValue": "2017-05-03T00:00:00"
  },
  {
    "FieldName": "USR66",
    "FieldValue": false
  },
  {
    "FieldName": "USR61",
    "FieldValue": true
  },
  {
    "FieldName": "USR62",
    "FieldValue": false
  },
  {
    "FieldName": "USR71",
    "FieldValue": 9
  },
  {
    "FieldName": "USR550",
    "FieldValue": false
  }
]
```

```

    }
  ],
  "NotificationType": 16384
},
"Links": [
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10441",
    "Rel": "Self",
    "Method": "PUT"
  },
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10441",
    "Rel": "Self",
    "Method": "PATCH"
  },
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10441",
    "Rel": "Self",
    "Method": "GET"
  }
]
}

```

2. [PUT] Put Service Request REST API

Update Request HTTP PUT Web API - Updates an existing service request by replacing all its properties with the values passed in the Request Body Arguments and by updating a memo if specified in the argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

2.1. Resource URL:

PUT <https://api.xxx.ServicePRO.com/api/requests/id>

2.2. Header Arguments:

Same as in section 1.2

2.3. Request Body Arguments for PUT [JSON]

Same as in Section 1.3

2.4. Response JSON

The Response for PUT Request API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

2.5. Sample Request

```
curl --request PUT \  
  --url http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10300 \  
  --header 'authorization: Basic UGV0ZXIqQRhbXM6aGVscHN0YXI=' \  
      OR  
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \  
  --header 'content-type: application/json' \  
  --data '{  
    "Id": 10300,  
    "Title": "Setup Email",  
    "ObjectType": 15014,  
    "ParentRequestTypeId": 13,  
    "RequesterId": 89,  
    "QueueId": 34,  
    "CategoryId": 10045,  
    "Urgency": 3,  
    "BasePriority": 1,  
    "Priority": 1,  
    "Status": 2,  
    "FirstCallResolution": false,  
    "ClosedBy": 0,  
    "SatisfactionTimelinessRatingOrder": 0,  
    "SatisfactionQualityRatingOrder": 0,  
    "RepId": 0,  
    "TeamId": 0,  
    "ResponsibilityId": 0,  
    "Suspend": 2,  
    "DateSuspend": "9999-12-31T00:00:00",  
    "DueByWaitState": 4,  
    "DateDueBy": "9999-12-31T00:00:00",  
    "AssociationTypeId": 0,  
    "AssociationId": 0,  
    "NotificationType": 32768,  
    "Memo": {  
      "AuthorId": 1,  
      "PrivateMemo": true,
```

```

        "MemoContents": [
            { "Label": "***",
              "Data": "Closing the request because J
ohn has resigned his position.",
              "Newline": true
            },
            { "Label": "Step 1:",
              "Data": "Informed to the Management.",
              "Newline": false
            }
        ],
        "CustomFieldValues": [
            {
                "FieldName": "USR57",
                "FieldValue": "Brad"
            },
            {
                "FieldName": "USR58",
                "FieldValue": false
            },
            {
                "FieldName": "USR52",
                "FieldValue": "Laptop"
            },
            {
                "FieldName": "USR47",
                "FieldValue": "Pitt"
            },
            {
                "FieldName": "USR41",
                "FieldValue": "Blackberry"
            },
            {

```

```

        "FieldName": "USR65",
        "FieldValue": "2017-04-03T00:00:00"
    },
    {
        "FieldName": "USR66",
        "FieldValue": false
    },
    {
        "FieldName": "USR61",
        "FieldValue": true
    },
    {
        "FieldName": "USR62",
        "FieldValue": false
    },
    {
        "FieldName": "USR71",
        "FieldValue": 7
    },
    {
        "FieldName": "USR550",
        "FieldValue": true
    }
]
}'

```

2.6. Sample Response JSON

```

{
  "stcRequestDTO": {
    "Id": 10300,
    "Title": "Setup Email",
    "ObjectTypeId": 15014,
    "ParentRequestTypeId": 13,
    "RequesterId": 89,
    "QueueId": 34,
    "CategoryId": 10045,
    "Urgency": 3,
    "BasePriority": 1,

```

```
"Priority": 1,
"Status": 2,
"FirstCallResolution": false,
"ClosedBy": 0,
"SatisfactionTimelinessRatingOrder": 0,
"SatisfactionQualityRatingOrder": 0,
"Repld": 0,
"TeamId": 0,
"ResponsibilityId": 0,
"Suspend": 2,
>DateSuspend": "9999-12-31T00:00:00",
"DueByWaitState": 4,
>DateDueBy": "9999-12-31T00:00:00",
"AssociationTypeId": 0,
"AssociationId": 0,
"Memo": null,
"CustomFieldValues": [
  {
    "FieldName": "USR57",
    "FieldValue": "Brad"
  },
  {
    "FieldName": "USR58",
    "FieldValue": false
  },
  {
    "FieldName": "USR52",
    "FieldValue": "Laptop"
  },
  {
    "FieldName": "USR47",
    "FieldValue": "Pitt"
  },
  {
    "FieldName": "USR41",
    "FieldValue": "Blackberry"
  },
  {
    "FieldName": "USR65",
    "FieldValue": "2017-04-03T00:00:00"
  },
  {
    "FieldName": "USR66",
    "FieldValue": false
  },
  {
    "FieldName": "USR61",
    "FieldValue": true
  }
]
```

```

    },
    {
      "FieldName": "USR62",
      "FieldValue": false
    },
    {
      "FieldName": "USR71",
      "FieldValue": 7
    },
    {
      "FieldName": "USR550",
      "FieldValue": true
    }
  ],
  "NotificationType": 32768
},
"Links": [
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10300",
    "Rel": "Self",
    "Method": "PATCH"
  },
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10300",
    "Rel": "Self",
    "Method": "GET"
  }
]
}

```

3. [PATCH] Patch Service Request REST API

Update Request HTTP PATCH Web API - Updates an existing service request by passing only the selected properties that require to be updated. PATCH can take call the arguments as PUT but NONE of them are mandatory, all are optional. Only request Id is mandatory. And only the properties specified in the Request Body arguments will be updated for the particular service request.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

3.1. Resource URL:

PATCH <https://api.xxx.ServicePRO.com/api/requests/id>

3.2. Header Arguments:

Same as in section 1.2

3.3. Request Body Arguments for PATCH [JSON]

Same as in Section 1.3 but the properties to be replaced specified in the following JSON object format -
For eg: To update the Title property in an existing service request -

```
{
  "op": "replace",
  "path": "/Title",
  "value": "Testing Cloud Request....."
}
```

3.4. Response JSON

The Response for PATCH Request API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

3.5. Sample Request

```
curl --request PATCH \
--url http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10383 \
--header 'authorization: Basic UGV0ZXIqQRhbXM6aGVscHN0YXI=' \
      OR
--header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
--header 'content-type: application/json; charset=utf-8' \
--data '[
  {
    "op": "replace",
    "path": "/Title",
    "value": "Testing Cloud Request....."
  },
  {
    "op": "replace",
    "path": "/ObjectTypeId",
    "value": "15014"
  },
  {
    "op": "replace",
    "path": "/NotificationType",
    "value": "16384"
  },
]
```

```
{
  "op": "replace",
  "path": "/CustomFieldValues",
  "value": [
    {
      "FieldName": "USR47",
      "FieldValue": "Pitt1"
    },
    {
      "FieldName": "USR41",
      "FieldValue": "Blackberry1"
    },
    {
      "FieldName": "USR65",
      "FieldValue": "2017-05-03T00:00:00"
    },
    {
      "FieldName": "USR66",
      "FieldValue": false
    },
    {
      "FieldName": "USR61",
      "FieldValue": true
    },
    {
      "FieldName": "USR62",
      "FieldValue": false
    },
    {
      "FieldName": "USR71",
      "FieldValue": 9
    }
  ]
}
```

```
}
]'
```

3.6. Sample Response JSON

```
{
  "stcRequestDTO": {
    "Id": 10383,
    "Title": "Testing Cloud Request.....",
    "ObjectTypeId": 15014,
    "ParentRequestTypeId": 13,
    "RequesterId": 1,
    "QueueId": 10,
    "CategoryId": 0,
    "Urgency": 3,
    "BasePriority": 1,
    "Priority": 0,
    "Status": 2,
    "FirstCallResolution": false,
    "ClosedBy": 0,
    "SatisfactionTimelinessRatingOrder": 0,
    "SatisfactionQualityRatingOrder": 0,
    "Repld": 0,
    "TeamId": 0,
    "ResponsibilityId": 0,
    "Suspend": 2,
    "DateSuspend": "9999-12-31T00:00:00",
    "DueByWaitState": 4,
    "DateDueBy": "9999-12-31T00:00:00",
    "AssociationTypeId": 27,
    "AssociationId": 0,
    "Memo": null,
    "CustomFieldValues": [
      {
        "FieldName": "USR58",
        "FieldValue": false
      },
      {
        "FieldName": "USR52",
        "FieldValue": "Desktop"
      },
      {
        "FieldName": "USR47",
        "FieldValue": "Pitt1"
      }
    ]
  }
}
```



```

    {
      "FieldName": "USR41",
      "FieldValue": "Blackberry1"
    },
    {
      "FieldName": "USR65",
      "FieldValue": "2017-05-03T00:00:00"
    },
    {
      "FieldName": "USR66",
      "FieldValue": false
    },
    {
      "FieldName": "USR61",
      "FieldValue": true
    },
    {
      "FieldName": "USR62",
      "FieldValue": false
    },
    {
      "FieldName": "USR71",
      "FieldValue": 9
    },
    {
      "FieldName": "USR550",
      "FieldValue": false
    }
  ],
  "NotificationType": 16384
},
"Links": [
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10383",
    "Rel": "Self",
    "Method": "PATCH"
  },
  {
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10383",
    "Rel": "Self",
    "Method": "GET"
  }
]
}

```

4. [GET] Get Service Request REST API

Get Request HTTP GET Web API - Gets the properties of a Service Request in ServicePRO by passing the Service Request ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

4.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/requests/id>

4.2. Header Arguments:

Same as in section 1.2

4.3. Response JSON

The Response for GET Request API will be a JSON object of type stcRequestDTO (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. Response contains the last public memo for the service request in html format with embedded images if any returned as base64 strings. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

4.4. Sample Request

```
curl --request GET \
  --url http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10200 \
  --header 'authorization: Basic UGV0ZXIgaWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

4.5. Sample Response JSON

```
{
  "stcRequestDTO": {
    "Id": 10200,
    "Title": "Internet lead - Child",
    "ObjectTypeId": 15129,
    "ParentRequestTypeId": 0,
    "RequesterId": 131,
    "QueueId": 133,
    "CategoryId": 50069,
    "Urgency": 1,
    "BasePriority": 1,
    "Priority": 1,
  }
}
```

```
"Status": 6,
"FirstCallResolution": false,
"ClosedBy": 145,
"SatisfactionTimelinessRatingOrder": 0,
"SatisfactionQualityRatingOrder": 0,
"Repld": 0,
"TeamId": 0,
"ResponsibilityId": 0,
"Suspend": 2,
>DateSuspend": "9999-12-31T00:00:00",
"DueByWaitState": 4,
>DateDueBy": "9999-12-31T00:00:00",
"AssociationTypeId": 0,
"AssociationId": 0,
"Memo": null,
"CustomFieldValues": [
  {
    "FieldName": "USR255",
    "FieldValue": false
  },
  {
    "FieldName": "USR257",
    "FieldValue": false
  },
  {
    "FieldName": "USR273",
    "FieldValue": true
  },
  {
    "FieldName": "USR291",
    "FieldValue": false
  },
  {
    "FieldName": "USR294",
    "FieldValue": false
  },
  {
    "FieldName": "USR305",
    "FieldValue": "2016-10-12T00:00:00"
  },
  {
    "FieldName": "USR327",
    "FieldValue": false
  },
  {
    "FieldName": "USR335",
    "FieldValue": false
  },
]
```

```

{
  "FieldName": "USR346",
  "FieldValue": false
},
{
  "FieldName": "USR347",
  "FieldValue": false
},
{
  "FieldName": "USR349",
  "FieldValue": false
},
{
  "FieldName": "USR353",
  "FieldValue": false
},
{
  "FieldName": "USR361",
  "FieldValue": false
},
{
  "FieldName": "USR376",
  "FieldValue": "2016-10-12T00:00:00"
},
{
  "FieldName": "USR474",
  "FieldValue": false
},
{
  "FieldName": "USR534",
  "FieldValue": false
}
},
"LastPublicMemo": " <!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd"><html
xmlns="http://www.w3.org/1999/xhtml"><head><meta http-equiv="Content-Type"
content="text/html; charset=utf-8" /><title>Untitled</title></head><body><p style="margin-top:
0px;margin-bottom: 0px;line-height: 1.15;"><span style="font-family: 'Calibri';font-style:
Normal;font-weight: normal;font-size: 12px;color: #000000;">first
memo</span></p></body></html>"
},
"Links": [
{
  "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10200",
  "Rel": "Self",
  "Method": "PUT"
},
{

```

```

    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/10200",
    "Rel": "Self",
    "Method": "PATCH"
  }
]
}

```

5. [GET] Get Requests List REST API

Get Requests List HTTP GET Web API - Gets the list of Service Requests in ServicePRO that are accessible to the currently authenticated ServicePRO User.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

5.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/requests/?selectedUser=&startRow=&endRow=>

5.2. Header Arguments:

Same as in section 1.2

5.3. Response JSON

The Response for GET Requests List API will be a Collection of JSON objects based on the currently logged in user and number of rows specified for retrieval in the startRow and endRow arguments of the resource URL. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

- If the currently logged in / authenticated user is a privileged user
 - ⇒ If a privileged user's ID is sent in the "selecteduser" parameter of the API, then the API returns the requests in the Workspace of the selected user.
 - ⇒ If an end user's ID is sent in the "selecteduser" parameter of the API, then the API returns the requests created by the selected user.
- If the currently logged in / authenticated user is an end user:
 - ⇒ Then the API ignores the selectedUser parameter and it returns the requests created by the currently logged in user.

5.4. Sample Request

```

curl --request GET \
  --url 'http://coeus.serviceprocloud.com/ServiceProApi/api/requests/?selectedUser=1&startRow=0&endRow=5' \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'

```

5.5. Sample Response JSON

5.5.1 Privileged User

```
[
  {
    "hide": 98313,
    "status": "In Dispatch",
    "wait state": "ASAP",
    "assigned to": "[NONE]",
    "id": 98313,
    "title": " New Request - EMAIL ",
    "time logged": "2020-10-27T11:48:58.883-04:00",
    "priority": "Undefined",
    "requester": " Bob Stevens",
    "queue": "ITSC Dispatch",
    "email account": "xyz@gmail.com",
    "service request type": New Service Request 1,
    "rownumber": 1,
    "sys_status": 0,
    "Links": [
      {
        "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/98313",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests?startRow=2&endRow=202",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  }
]
```

5.5.2 End User

```
[
  {
    "hide": 98295,
    "id": 98295,
    "title": "test",
    "time logged": "2020-10-20T12:04:23.92-04:00",
    "priority": "Undefined",
    "status": "In Dispatch",
    "assigned to": "[NONE]",
    "wait state": "ASAP",
    "service request type": "New Service Request 1",
    "rownumber": 1,
  }
]
```

```
"sys_status": 0,  
"Links": [  
  {  
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests/98295",  
    "Rel": "Self",  
    "Method": "GET"  
  },  
  {  
    "Uri": "http://coeus.serviceprocloud.com/ServiceProApi/api/requests?startRow=2&endRow=2  
02",  
    "Rel": "Self",  
    "Method": "GET"  
  }  
]  
}  
]
```

III. ServicePRO's Users Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET
Get Users

Gets the properties of a user in ServicePRO by passing the user ID as user argument.

GET
Get Users List

Gets the list of users in ServicePRO based on user columns, search criteria and start/end row arguments specified

6. [GET] Get User REST API

Get Users HTTP GET Web API - Gets the properties of a user in ServicePRO by passing the user ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

6.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/users/id>

6.2. Header Arguments: Same as in section 1.2

6.3. Response JSON

The Response for GET Users API will be a JSON object (Key/Value pairs). Keys will be strings. In addition, values will be of a valid JSON data type. Moreover, the response will contain links to further API calls (hypermedia controls) that can be made.

6.4. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users/54 \
  --header 'authorization: Basic UGV0ZXIqQRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

6.5. Sample Response JSON

```
{
```



```
"stcUserPropertiesDTO": {
  "Id": 54,
  "publicKey": null,
  "PrivateKey": null,
  "Trustee": false,
  "EncryptedName": null,
  "PagerEmailAddress": "PCampbell@Medman.com",
  "DefaultRequestType": -2147483647,
  "ChatSessionIds": null,
  "ChatAvailabilityStatus": 0,
  "ChatFilterSelectionType": 0,
  "ChatFilterSelection": "<Select All />",
  "CellPhone": null,
  "Picture": null,
  "HasRoles": false,
  "DirtyRoles": false,
  "IsNamed": false,
  "ObjectTypeId": 0,
  "Inactive": false,
  "InactiveDate": "0001-01-01T00:00:00",
  "SecondaryEmailAddresses": null,
  "Options": 0,
  "PagerOption": 0,
  "SendEmail": false,
  "strPassword": null,
  "Password": null,
  "Comments": null,
  "AccountSource": 1,
  "DepartmentId": 0,
  "DepartmentName": null,
  "CompanyId": 3,
  "CompanyName": "Medman Office Supplies",
  "datLastAlarm": "2010-08-24T21:35:31.113+00:00",
  "Loginable": false,
  "EMailable": true,
  "Name": "Pete Campbell",
  "SystemLatestMailCount": 0,
  "DisplayName": "Pete Campbell",
  "Extension": null,
  "Fax": null,
  "Workstation": null,
  "Location": null,
  "INetAddress": "http://test.local",
  "NetWorkAddress": "10.11.12.101",
  "EmailAddress": "PCampbell@Medman.com",
  "PostOffice": null,
  "Inventory": null,
  "ImportFileName": null,
```

```

    "Telephone": "(647) 555-3230",
    "CustomFieldValues": null
  },
  "Links": [
    {
      "Uri": "http://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users/54",
      "Rel": "Self",
      "Method": "GET"
    },
    {
      "Uri":
"http://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users?columns=tbluser.id%2Ctbluser.name
",
      "Rel": "Self",
      "Method": "GET"
    }
  ]
}

```

7. [GET] Get Users List REST API

Get Users List HTTP GET Web API - Gets the list of users in ServicePRO by searching for specific user parameter field values and returns results along with specified table columns. Searches can contain equal to and wildcard like searches using the `&where=` statement, ex. `'value'`, `'value%'` and `'%value%'`. Start and end rows can also be specified.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

7.1. Resource URL:

GET `http://ServicePRO.api /api/users?columns=tbluser.id,tbluser.name`
`&where=[parameter]=&startRow=&endRow=`

GET `http://ServicePRO.api/api/users?columns=tbluser.id,tbluser.name&where=[parameter] like`
`&startRow=&endRow=`

Note: Due to API limitation, you will always need to specify the minimum table columns arguments for id and name: `/api/users?columns=tbluser.id,tbluser.name`

7.2. Searchable User Properties:

The following user properties can be searched on using the where argument. Searches can be performed using equal to `&where=[parameter]='value'` and wildcard searches `&where=[parameter] like` `'%value%'`, `&where=[parameter] like` `'value%'` or `&where=[parameter] like` `'%value%'`. Any integer searches can be done using the equal = operator. `&where=[parameter] = numericvalue`. Boolean parameters take true or false values.

Parameter field	Description	Data Type
AllPrivilegedUsers [=true]	Load all users with privileges	Bool
AllSupportReps [=true]	Load all support reps	Bool
Type [searching on type id]	Search on the users Custom field type	String
Name	Search on the user name	String
DisplayName	Search on the user display name	String
CompanyName	Search on the users company	String
DepartmentName	Search on the users OU	String
Location	Search on the users location	String
WorkStation	Search on the users workstation	String
Telephone	Search on the users telephone	String
Extension	Search on the users extension	String
CellPhone	Search on the users cell phone	String
Fax	Search on the users fax	String
EmailAddress	Search on the users email	String
SecondaryEmailAddress	Search on the users secondary email	String
EmailAccount	Search on the users email account name	String
PagerEmailAddress	Search on the users pager address	String
EmailUpdate	Search if user has update disabled/enabled	Integer: (-1 or 0)
Netaddress	Search on the users network address	String
InternetAddress	Search on the users internet address	String
Inventory	Search on the users inventory field	String
Comments	Search on the users memo field	String

7.3. Header Arguments:

Same as in section 1.2

7.4. Response JSON

The Response for GET Users List API will be a Collection of JSON objects based on the columns, search criteria arguments and number of rows specified in the resource URL. The response will also contain links to further API calls (hypermedia controls) that can be made.

7.5. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users?columns=tbluser.id,tbluser.name,tbluser.emailaddress&where=name = 'Peter Adams' \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

7.6. Sample Response JSON

```
[
  {
    "id": 1,
    "name": "Peter Adams",
    "emailaddress": "padams@oceanhouse.com",
    "hide": 1,
    "rownumber": 1,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users/1",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri":
"https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users?columns=tbluser.id%2Ctbluser.n
ame%2Ctbluser.emailaddress",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  }
]
```

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users?columns=tbluser.id,tblu
ser.name&where=name like 'Am%' \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

7.7. Sample Response JSON

```
[
  {
    "id": 150,
    "name": "Amanda Lu",
    "hide": 150,
    "rownumber": 1,
    "Links": [
      {
```

```

    "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users/150",
    "Rel": "Self",
    "Method": "GET"
  },
  {
    "Uri":
"https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users?columns=tbluser.id%2Ctbluser.n
ame",
    "Rel": "Self",
    "Method": "GET"
  }
]
},
{
  "id": 94,
  "name": "Amber Volakis",
  "hide": 94,
  "rownumber": 2,
  "Links": [
    {
      "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users/94",
      "Rel": "Self",
      "Method": "GET"
    },
    {
      "Uri":
"https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/users?columns=tbluser.id%2Ctbluser.n
ame",
      "Rel": "Self",
      "Method": "GET"
    }
  ]
}
]

```

IV. ServicePRO's Support Reps Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get SupportReps

Gets the properties of a support rep in ServicePRO by passing the user ID as user argument.

GET

Get SupportReps List

Gets the list of support reps in ServicePRO based on search criteria arguments specified

8. [GET] Get SupportReps REST API

Get SupportReps HTTP GET Web API - Gets the properties of a support rep in ServicePRO by passing the user ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

8.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/supportreps/id>

8.2. Header Arguments:

Same as in section 1.2

8.3. Response JSON

The Response for GET SupportReps API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

8.4. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/supportreps/61 \
  --header 'authorization: Basic UGV0ZXIgcWwRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

8.5. Sample Response JSON

```

{
  "stcUserPropertiesDTO": {
    "Id": 61,
    "publicKey": null,
    "PrivateKey": null,
    "Trustee": false,
    "EncryptedName": null,
    "PagerEmailAddress": null,
    "DefaultRequestType": -2147483647,
    "ChatSessionIds": null,
    "ChatAvailabilityStatus": 0,
    "ChatFilterSelectionType": 0,
    "ChatFilterSelection": "<Select All />",
    "CellPhone": null,
    "Picture": null,
    "HasRoles": false,
    "DirtyRoles": false,
    "IsNamed": false,
    "ObjectTypeId": 0,
    "Inactive": false,
    "InactiveDate": "0001-01-01T00:00:00",
    "SecondaryEmailAddresses": null,
    "Options": 0,
    "PagerOption": 0,
    "SendEmail": false,
    "strPassword": null,
    "Password": null,
    "Comments": null,
    "AccountSource": 1,
    "DepartmentId": 0,
    "DepartmentName": null,
    "CompanyId": 5,
    "CompanyName": "Spark Software Solutions",
    "datLastAlarm": "2010-08-24T21:35:32.47+00:00",
    "Loginable": false,
    "EMailable": false,
    "Name": "Craig Tucker",
    "SystemLatestMailCount": 0,
    "DisplayName": "Craig Tucker",
    "Extension": null,
    "Fax": null,
    "Workstation": null,
    "Location": null,
    "INetAddress": null,
    "NetWorkAddress": null,
    "EmailAddress": "CTucker@SparkSoft.com",
  }
}

```

```
"PostOffice": null,
"Inventory": null,
"ImportFileName": null,
"Telephone": "(647) 282-2585",
"CustomFieldValues": null
},
"Links": [
  {
    "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/supportreps/61",
    "Rel": "Self",
    "Method": "GET"
  },
  {
    "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/SupportReps",
    "Rel": "Self",
    "Method": "GET"
  }
]
}
```


9. [GET] Get Support Reps List REST API

Get SupportReps List HTTP GET Web API - Gets the list of support reps in ServicePRO by searching for user parameter field values from name, email, maxpick or jobquota values. String searches can contain equal to and wildcard like searches using the &where= statement, ex. '%value', 'value%' and '%value%'. Numeric searches can contain =, < or > operators.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

9.1. Resource URL:

GET [http://ServicePRO.api/api/supportreps?where=\[parameter\]=](http://ServicePRO.api/api/supportreps?where=[parameter]=)

GET [http://ServicePRO.api/api/supportreps?where=\[parameter\] like](http://ServicePRO.api/api/supportreps?where=[parameter] like)

9.2. Searchable Support Rep Properties:

The following support rep **String** parameters can be searched on using the %where argument. Searches can be performed using equal to &where=[parameter]='value' and wildcard searches &where=[parameter] like 'value%' or &where=[parameter] like '%value%'. **Integer** parameters can be searched using equal =, less than < and greater than > operators.

Parameter field	Description	Data Type
Name	Search on the support reps name	String
Emailaddress	Search on the support reps email address	String
Maxpick	Search on the support reps Max Pick quota	Integer
Jobquota	Search on the support reps Job Quota	Integer

9.3. Header Arguments:

Same as in section 1.2

9.4. Response JSON

The Response for GET SupportReps List API will be a Collection of JSON objects based on the searched parameter. The response will also contain links to further API calls (hypermedia controls) that can be made.

9.5. Sample Request

```
curl --request GET \
  --url http://coeus.serviceprocloud.com/ServiceProHelpdesk/api/SupportReps?where=emailaddress
= 'ASponder@serviceproeval.com' \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

9.6. Sample Response JSON

```
[
  {
    "name": "Abigail Sponder",
    "email address": "ASponder@serviceproeval.com",
    "job quota": 10,
    "max pick": 99,
    "hide": 91,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/supportreps/91",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/SupportReps",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  }
]
```

9.7. Sample Request

```
curl --request GET \
  --url http://coeus.serviceprocloud.com/ServiceProHelpdesk/api/supportreps?where=name
  like 'Am%' \
  --header 'authorization: Basic UGV0ZXIgaWQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

9.8. Sample Response JSON

```
[
  {
    "name": "Amanda Lu",
    "job quota": 28,
    "max pick": 77,
    "hide": 150,
    "Links": [
      {
```

```
"Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/supportreps/150",
"Rel": "Self",
"Method": "GET"
},
{
  "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/SupportReps",
  "Rel": "Self",
  "Method": "GET"
}
]
},
{
  "name": "Amber Volakis",
  "job quota": 10,
  "max pick": 99,
  "hide": 94,
  "Links": [
    {
      "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/supportreps/94",
      "Rel": "Self",
      "Method": "GET"
    },
    {
      "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/SupportReps",
      "Rel": "Self",
      "Method": "GET"
    }
  ]
}
]
```

V. ServicePRO's Categories Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get Categories

Gets the properties of a category in ServicePRO by passing the category ID as argument.

GET

Get Categories List

Gets the list of categories in ServicePRO based on search criteria arguments specified

10. [GET] Get Category REST API

Get Categories HTTP GET Web API - Gets the properties of a category in ServicePRO by passing the category ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

10.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/categories/id>

10.2. Header Arguments:

Same as in section 1.2

10.3. Response JSON

The Response for GET Categories API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

10.4. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.API/api/categories/46 \
  --header 'authorization: Basic UGV0ZXIgaWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

10.5. Sample Response JSON

```
{
  "stcCategoryDTO": {
    "Id": 46,
    "Name": "New Hire",
    "ParentId": 27,
    "ProblemTypeId": 12,
    "Path": ".27.46.",
    "FullPath": "ServicePRO & Eval\\Network\\New Hire",
    "ObjectTypeId": 16180,
    "FolderId": 0,
    "Inactive": false,
    "InactiveDate": "0001-01-01T00:00:00",
    "IconId": 0,
    "IsDefault": false,
    "CustomFieldValues": null
  },
  "Links": [
    {
      "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/categories/46",
      "Rel": "Self",
      "Method": "GET"
    },
    {
      "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/Categories",
      "Rel": "Self",
      "Method": "GET"
    }
  ]
}
```

11. [GET] Get Categories List REST API

Get Categories List HTTP GET Web API - Gets the list of categories in ServicePRO by searching for specific category name values as well as filter on service request type and organizational assignment.

String searches can contain equal to and wildcard like searches using the `&where=` statement, ex. `'%value'`, `'value%'` and `'%value%'`. Type and folder ID searches must be in numeric format.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

11.1. Resource URL:

GET `http://ServicePRO.api /api/categories?SRTypeld=&FolderId=`

GET `http://ServicePRO.api /api/categories?where=name=&SRTypeld=&FolderId=`

GET `http://ServicePRO.api /api/categories?where=name like&SRTypeld=&FolderId=`

11.2. Searchable Properties:

The categories search can use `%where` argument. Searches can be performed using equal to `&where=name='value'` and wildcard searches `&where=name like '%value'`, `&where=name like 'value%'` or `&where=name like '%value%'`. SRTypeld and FolderID only accept numeric values based on the database ID's. FolderID will return all categories under the parent service centre of the folder specified. If no value is passed to the FolderID parameter, then categories under all service centres will be returned. SRTypeld will be the ID of the custom field type where the category is associated.

11.3. Header Arguments:

Same as in section 1.2

11.4. Response JSON

The Response for GET Categories List API will be a Collection of JSON objects based on the search criteria arguments specified in the resource URL. The response will also contain links to further API calls (hypermedia controls) that can be made.

11.5. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/categories?where=name like 'Wo%'&SRTypId=16616&FolderId=121 \
  --header 'authorization: Basic UGV0ZXIqQRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

11.6. Sample Response JSON

```
[
  {
    "Level": 0,
    "IsEditable": true,
    "IsEnabled": false,
    "NodeId": "00000000-0000-0000-0000-000000000000",
    "NodeParentId": "00000000-0000-0000-0000-000000000000",
    "Path": null,
    "Index": 0,
    "Key": null,
    "IsExpanded": true,
    "IsSelected": true,
    "IsChecked": null,
    "HasItems": false,
    "ImageUrl": null,
    "Id": 0,
    "ParentId": 0,
    "ObjectTypeId": 0,
    "ParentObjectTypeId": 0,
    "Text": "ServicePRO & Eval",
    "Object": null,
    "Tag": {
      "Id": 0,
      "Name": "ServicePRO & Eval",
      "IsSRSSpec": false,
      "IsRepSpec": false,
      "Repld": 0,
      "IsChatEnabled": false,
      "ParentId": 0,
      "IsSystem": false,
      "FolderPath": ".",
      "FullPath": null,
      "IsAssigned": false,
      "ObjectTypeId": 0,
      "QueueType": 1,
      "AllowedStatus": 0,
      "Inactive": true,
      "InactiveDate": "0001-01-01T00:00:00",
      "IsLicensed": true,
      "IsDefault": true,
      "OUI": 0,
      "DefaultBeginWork": 1,
      "BeginWorkDays": 0,
      "BeginWorkHours": 0,
      "BeginWorkMinutes": 0,
      "BeginWorkDateTime": "0001-01-01T00:00:00",
      "DefaultSurveyID": 0,
    }
  }
]
```

```

    "HasCustomView": false,
    "IsNotSelectable": false,
    "OriginalQueueId": 0,
    "OriginalParentQueueId": 0
  },
  "ObjectData": null
},
{
  "Level": 0,
  "IsEditable": true,
  "IsEnabled": false,
  "NodeId": "00000000-0000-0000-0000-000000000000",
  "NodeParentId": "00000000-0000-0000-0000-000000000000",
  "Path": null,
  "Index": 0,
  "Key": null,
  "IsExpanded": false,
  "IsSelected": false,
  "IsChecked": null,
  "HasItems": false,
  "ImageUrl": null,
  "Id": -119,
  "ParentId": 0,
  "ObjectType": 0,
  "ParentObjectType": 0,
  "Text": "Sales",
  "Object": null,
  "Tag": {
    "Id": 119,
    "Name": "Sales",
    "IsSRSSpec": false,
    "IsRepSpec": false,
    "ReplId": 0,
    "IsChatEnabled": false,
    "ParentId": 0,
    "IsSystem": false,
    "FolderPath": ".0.",
    "FullPath": null,
    "IsAssigned": false,
    "ObjectType": 0,
    "QueueType": 1,
    "AllowedStatus": 128,
    "Inactive": true,
    "InactiveDate": "0001-01-01T00:00:00",
    "IsLicensed": true,
    "IsDefault": false,
    "OUI": 0,
    "DefaultBeginWork": 1,
  }
}

```



```

    "BeginWorkDays": 0,
    "BeginWorkHours": 0,
    "BeginWorkMinutes": 0,
    "BeginWorkDateTime": "0001-01-01T00:00:00",
    "DefaultSurveyID": 0,
    "HasCustomView": false,
    "IsNotSelectable": false,
    "OriginalQueueId": 0,
    "OriginalParentQueueId": 0
  },
  "ObjectData": null
},
{
  "Level": 0,
  "IsEditable": true,
  "IsEnabled": false,
  "NodeId": "00000000-0000-0000-0000-000000000000",
  "NodeParentId": "00000000-0000-0000-0000-000000000000",
  "Path": null,
  "Index": 0,
  "Key": null,
  "IsExpanded": false,
  "IsSelected": false,
  "IsChecked": null,
  "HasItems": false,
  "ImageUrl": null,
  "Id": 50073,
  "ParentId": -119,
  "ObjectType": 0,
  "ParentObjectType": 0,
  "Text": "Won",
  "Object": null,
  "Tag": {
    "Id": 50073,
    "Name": "Won",
    "ParentId": 0,
    "ProblemTypeId": 57,
    "Path": ".50073.",
    "FullPath": null,
    "ObjectType": 0,
    "FolderId": 119,
    "Inactive": true,
    "InactiveDate": "0001-01-01T00:00:00",
    "IconId": 0,
    "IsDefault": false
  },
  "ObjectData": null
} ]

```

VI. ServicePRO's Queue Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get Queues

Gets the properties of a queue in ServicePRO by passing the queue ID as argument.

GET

Get Queues List

Gets the list of queues in ServicePRO based on search criteria arguments specified

12. [GET] Get Queues REST API

Get Queues HTTP GET Web API - Gets the properties of a queue in ServicePRO by passing the queue ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

12.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/queues/id>

12.2. Header Arguments:

Same as in section 1.2

12.3. Response JSON

The Response for GET Queues API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

12.4. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.api/api/queues/5 \
  --header 'authorization: Basic UGV0ZXIqQRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

12.5. Sample Response JSON

```

{
  "stcQueueDTO": {
    "Id": 5,
    "AllowedStatus": 225,
    "HasCustomView": false,
    "DefaultSurveyID": 0,
    "BeginWorkDateTime": "0001-01-01T00:00:00",
    "BeginWorkMinutes": 0,
    "BeginWorkHours": 0,
    "BeginWorkDays": 0,
    "DefaultBeginWork": 1,
    "OUId": 2,
    "IsDefault": false,
    "IsLicensed": false,
    "InactiveDate": "0001-01-01T00:00:00",
    "Inactive": false,
    "OriginalParentQueueId": 0,
    "QueueType": 2,
    "ObjectType": 15030,
    "IsAssigned": false,
    "FullPath": "Tech Support\\Support\\North America",
    "FolderPath": ".0.2.38.",
    "IsSystem": false,
    "ParentId": 38,
    "IsChatEnabled": false,
    "RepId": 0,
    "IsRepSpec": false,
    "IsSRSSpec": false,
    "Name": "North America",
    "IsNotSelectable": false,
    "OriginalQueueId": 0,
    "CustomFieldValues": [
      {
        "FieldName": "USR93",
        "FieldValue": 1
      }
    ]
  },
  "Links": [
    {
      "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/queues/5",
      "Rel": "Self",
      "Method": "GET"
    },
    {
      "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/queues",
      "Rel": "Self",
    }
  ]
}

```

```
    "Method": "GET"  
  }  
]  
}
```

13. [GET] Get Queues List REST API

Get Queues List HTTP GET Web API - Gets the list of queues in ServicePRO by searching queues name value and returns results. Searches can contain equal to and wildcard like searches using the &where= statement, ex. '%value', 'value%' and '%value%'. Searches can also be performed using hsFindFolder and hsObjectStatus enumerators.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

13.1. Resource URL:

GET <http://ServicePRO.api/api/queues?hsFindFolder=&hsObjectStatus=>

GET <http://ServicePRO.api/api/queues?where=name=>

GET <http://ServicePRO.api/api/queues?where=name like>

13.2. Searchable Queue Properties:

The queue name can be searched using the %where argument. Searches can be performed using equal to &where=[parameter]='value' and wildcard searches &where=name like '%value', &where=[name like 'value%' or &where=name like '%value%'. Any searches for hsFindFolder or hsObjectStatus can be done using the equal = operator, using a numeric value only. Please refer to the following tables for enumeration values to be used with hsFindFolder and hsObjectStatus.

hsFindFolder enumerators	Value to pass
hsAll	0
hsAllDispatch	1
hsDepartmentDispatch	2
hsAllAllowedFolder	3
hsAllAllowedFolderPlusAllDispatches	4
hsAllDepartments	5
hsAllDepartmentsMinusCompanyOU	6
hsAllNonLicensedDepartments	7
hsAllFoldersPlusAllDispatches	8
hsAllAllowedToViewFoldersPlusDispatches	8
hsAllAllowedFolderWithRepPriv	9
hsAllGenericFolders	10
hsAllGenericAndDispatchFolders	11
hsAllAllowedFolderWithRepPrivInnerSect	12
hsAllAllowedFolderWithRepPrivTeamInnerSect	13
hsAllFoldersPlusAllDispatchesWithAnyRole	14
hsAllGenericAndOU	15
hsAllDispatchAndOU	16

hsubjectStatus enumerators	Value to pass
hsObjActive	0
hsObjInactive	1
hsObjAll	2

13.3. Header Arguments:

Same as in section 1.2

13.4. Response JSON

The Response for GET Queues List API will be a Collection of JSON objects based on the search criteria arguments specified in the resource URL. The response will also contain links to further API calls (hypermedia controls) that can be made.

13.5. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.API/api/queues?where=name like 'card%'\&hsFindFolder=7&hsubjectStatus=0 \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

13.6. Sample Response JSON

```
[
  {
    "Level": 0,
    "IsEditable": true,
    "IsEnabled": false,
    "NodeId": "00000000-0000-0000-0000-000000000000",
    "NodeParentId": "00000000-0000-0000-0000-000000000000",
    "Path": null,
    "Index": 0,
    "Key": null,
    "IsExpanded": true,
    "IsSelected": false,
    "IsChecked": null,
    "HasItems": false,
    "ImageUrl": "~/Assets/Images/folders/16_Department.png",
    "Id": 200,
    "ParentId": 145,
```

```

"ObjectTypeId": 0,
"ParentObjectTypeId": 0,
"Text": "Cardiology",
"Object": null,
"Tag": {
  "Id": 200,
  "Name": "Cardiology",
  "IsSRSSpec": false,
  "IsRepSpec": false,
  "Repld": 0,
  "IsChatEnabled": false,
  "ParentId": 145,
  "IsSystem": false,
  "FolderPath": ".0.145.",
  "FullPath": "University Hospitals Foundation Trust\\Cardiology",
  "IsAssigned": true,
  "ObjectTypeId": 0,
  "QueueType": 1,
  "AllowedStatus": 128,
  "Inactive": true,
  "InactiveDate": "0001-01-01T00:00:00",
  "IsLicensed": false,
  "IsDefault": false,
  "OUID": 145,
  "DefaultBeginWork": 1,
  "BeginWorkDays": 0,
  "BeginWorkHours": 0,
  "BeginWorkMinutes": 0,
  "BeginWorkDateTime": "0001-01-01T00:00:00",
  "DefaultSurveyID": 0,
  "HasCustomView": false,
  "IsNotSelectable": false,
  "OriginalQueueId": 0,
  "OriginalParentQueueId": 0
},
"ObjectData": null
},
{
  "Level": 0,
  "IsEditable": true,
  "IsEnabled": false,
  "NodeId": "00000000-0000-0000-0000-000000000000",
  "NodeParentId": "00000000-0000-0000-0000-000000000000",
  "Path": null,
  "Index": 0,
  "Key": null,
  "IsExpanded": true,
  "IsSelected": false,

```

```

"IsChecked": null,
"HasItems": false,
"ImageUrl": "~/Assets/Images/folders/16_DefaultCompany.png",
"Id": 0,
"ParentId": 0,
"ObjectType": 0,
"ParentObjectId": 0,
"Text": "ServicePRO & Eval",
"Object": null,
"Tag": {
  "Id": 0,
  "Name": "ServicePRO & Eval",
  "IsSRSSpec": false,
  "IsRepSpec": false,
  "Repld": 0,
  "IsChatEnabled": false,
  "ParentId": 0,
  "IsSystem": false,
  "FolderPath": ".",
  "FullPath": "ServicePRO & Eval",
  "IsAssigned": false,
  "ObjectType": 0,
  "QueueType": 1,
  "AllowedStatus": 0,
  "Inactive": true,
  "InactiveDate": "0001-01-01T00:00:00",
  "IsLicensed": true,
  "IsDefault": true,
  "OUID": 0,
  "DefaultBeginWork": 1,
  "BeginWorkDays": 0,
  "BeginWorkHours": 0,
  "BeginWorkMinutes": 0,
  "BeginWorkDateTime": "0001-01-01T00:00:00",
  "DefaultSurveyID": 0,
  "HasCustomView": false,
  "IsNotSelectable": false,
  "OriginalQueueId": 0,
  "OriginalParentQueueId": 0
},
"ObjectData": null
},
{
  "Level": 0,
  "IsEditable": true,
  "IsEnabled": false,
  "NodeId": "00000000-0000-0000-0000-000000000000",
  "NodeParentId": "00000000-0000-0000-0000-000000000000",

```



```

"Path": null,
"Index": 0,
"Key": null,
"IsExpanded": true,
"IsSelected": false,
"IsChecked": null,
"HasItems": false,
"ImageUrl": "~/Assets/Images/folders/16_LicensedOU.png",
"Id": 145,
"ParentId": 0,
"ObjectTypeId": 0,
"ParentObjectTypeId": 0,
"Text": "University Hospitals Foundation Trust",
"Object": null,
"Tag": {
  "Id": 145,
  "Name": "University Hospitals Foundation Trust",
  "IsSRSSpec": false,
  "IsRepSpec": false,
  "Repld": 0,
  "IsChatEnabled": false,
  "ParentId": 0,
  "IsSystem": false,
  "FolderPath": ".0.",
  "FullPath": "University Hospitals Foundation Trust",
  "IsAssigned": true,
  "ObjectTypeId": 0,
  "QueueType": 1,
  "AllowedStatus": 128,
  "Inactive": true,
  "InactiveDate": "0001-01-01T00:00:00",
  "IsLicensed": true,
  "IsDefault": false,
  "OUIId": 0,
  "DefaultBeginWork": 1,
  "BeginWorkDays": 0,
  "BeginWorkHours": 0,
  "BeginWorkMinutes": 0,
  "BeginWorkDateTime": "0001-01-01T00:00:00",
  "DefaultSurveyID": 0,
  "HasCustomView": false,
  "IsNotSelectable": false,
  "OriginalQueueId": 0,
  "OriginalParentQueueId": 0
},
"ObjectData": null
}
]

```

VII. ServicePRO's Service Catalogs Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get Service Catalogs List

Gets the list of service catalogs in ServicePRO based on search criteria arguments specified

14. [GET] Get Service Catalogs List REST API

Get Service Catalogs List HTTP GET Web API - Gets the list of service catalogs in ServicePRO by searching for catalog name. Searches on string value can contain equal to and wildcard like searches using the &where= statement, ex. '%value', 'value%' and '%value%'. Additional Boolean parameters can also be specified to return only service requests, purchase requests, project requests, and quick requests that are visible to the currently logged in user. Data field returned can be used to determine the type of service catalog being returned in list, see below table in section 14.3 for the data id values.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

14.1. Resource URL:

GET <http://ServicePRO.api/api/requests/servicecatalogs?where=name=>

GET <http://ServicePRO.api/api/requests/servicecatalogs?where=name like>

GET <http://ServicePRO.api/api/requests/servicecatalogs?includeServiceRequest=&includePurchaseRequest=&includeProjectTemplate=&includeQuickRequestTemplate=>

14.2. Searchable Parameters:

The service catalog name property can be searched on using the %where argument. Searches can be performed using equal to &where=[parameter]='value' and wildcard searches &where=[parameter] like '%value', &where=[parameter] like 'value%' or &where=[parameter] like '%value%'. Additional Boolean parameters can be used to filter the type of catalog to return. Note that if a parameter is not passed, it is automatically set to true. If set to false, then the specified catalog will not be included in results

Parameter field	Description	Data Type
includeServiceRequest	Returns service request types if set to true	Bool (true/false)
includePurchaseRequest	Returns purchase request types if set to true	Bool (true/false)
includeProjectTemplate	Returns Project templates if set to true	Bool (true/false)
includeQuickRequestTemplate	Returns Quick templates if set to true	Bool (true/false)

14.3. Catalog data types:

The list of service catalogs will have a 'data' type id returned for each result item, this can be used to determine what type of service catalog has been fetched. See below table for the numeric values and corresponding catalog type.

Data id	Service Catalog type
0	Project template
1	Quick template
13	Service Request (generic and custom types)
115	Purchase Request (generic and custom types)

14.4. Header Arguments:

Same as in section 1.2

14.5. Response JSON

The Response for GET Service Catalogs List API will be a Collection of JSON objects based on the search criteria arguments. The response will also contain links to further API calls (hypermedia controls) that can be made.

14.6. Sample Request

```
curl --request GET \
  --url http://coeus.serviceprocloud.com/ServicePro.api/api/requests/servicecatalogs?where=name like 'Ad%' \
  --header 'authorization: Basic UGV0ZXIgaWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

14.7. Sample Response JSON

```
[
  {
    "Id": 16607,
    "Name": "Admin SR",
    "SecondaryId": null,
    "Data": 13,
    "Tag": null
  },
  {
    "Id": 16460,
    "Name": "Admissions",
    "SecondaryId": null,
    "Data": 13,
  }
]
```

```

    "Tag": null
  }
]

```

14.7. Sample Request

```

curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/requests/servicecatalogs?includeServiceRequest=false&includePurchaseRequest=false&includeProjectTemplate=false&includeQuickRequestTemplate=true \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'

```

14.8. Sample Response JSON

```

[
  {
    "Id": 33,
    "Name": "Applicant Tracking Request",
    "SecondaryId": null,
    "Data": 1,
    "Tag": null
  },
  {
    "Id": 8,
    "Name": "Facilities Request - Setup",
    "SecondaryId": null,
    "Data": 1,
    "Tag": null
  },
  {
    "Id": 2,
    "Name": "Feature Request",
    "SecondaryId": null,
    "Data": 1,
    "Tag": null
  },
  {
    "Id": 37,
    "Name": "Incident QR",
    "SecondaryId": null,
    "Data": 1,
  }
]

```

```
"Tag": null
},
{
  "Id": 34,
  "Name": "Log an IT Help Desk Request",
  "SecondaryId": null,
  "Data": 1,
  "Tag": null
},
{
  "Id": 32,
  "Name": "New Hire Request",
  "SecondaryId": null,
  "Data": 1,
  "Tag": null
},
{
  "Id": 5,
  "Name": "New Sales Opp",
  "SecondaryId": null,
  "Data": 1,
  "Tag": null
},
{
  "Id": 1,
  "Name": "Password Reset",
  "SecondaryId": null,
  "Data": 1,
  "Tag": null
},
{
  "Id": 27,
  "Name": "Planned Maintenance",
  "SecondaryId": null,
  "Data": 1,
  "Tag": null
},
{
  "Id": 41,
  "Name": "Service Installation",
  "SecondaryId": null,
  "Data": 1,
  "Tag": null
},
{
  "Id": 11,
  "Name": "Submit AP Inquiry",
  "SecondaryId": null,
```

```

    "Data": 1,
    "Tag": null
  },
  {
    "Id": 10,
    "Name": "Submit Invoice",
    "SecondaryId": null,
    "Data": 1,
    "Tag": null
  }
]

```

VIII. ServicePRO's Best Solutions Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get Solution

Gets the properties of a best solution in ServicePRO by passing the category ID as argument.

GET

Get Solutions List

Gets the list of Best Solutions in ServicePRO based on search criteria arguments specified

15. [GET] Get Solution REST API

Get Solutions HTTP GET Web API - Gets the properties of a best solution in ServicePRO by passing the solution ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

15.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/solutions/id>

15.2. Header Arguments:

Same as in section 1.2

15.3. Response JSON

The Response for GET Solutions API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type. And also, the response will contain links to further API calls (hypermedia controls) that can be made.

15.4. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.API/api/solutions/12 \
  --header 'authorization: Basic UGV0ZXIgcWwRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

15.5. Sample Response JSON

```
{
  "stcSolutionDTO": {
    "Id": 12,
    "AuthorId": 89,
    "blsWeb": false,
    "DateCreated": "2018-06-15T10:19:20+00:00",
    "DateLastModified": "2018-06-15T10:19:20+00:00",
    "DateMemoCreated": "2018-06-15T10:19:20+00:00",
    "FolderId": 2,
    "FormattedMemo": "<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
  \"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd\"><html
  xmlns=\"http://www.w3.org/1999/xhtml\"><head><meta http-equiv=\"Content-Type\"
  content=\"text/html; charset=utf-8\" /><title>Untitled</title></head><body><p style=\"margin-top:
  0px;margin-bottom: 0px;line-height: 1.15;\"><span style=\"font-family: 'Calibri';font-style: Normal;font-
  weight: normal;font-size: 12px;color: #000000;\">Solution</span><span style=\"font-family:
  'Calibri';font-style: Normal;font-weight: normal;font-size: 12px;color: #000000;\"><br /></span><span
  style=\"font-family: 'Calibri';font-style: Normal;font-weight: normal;font-size: 12px;color:
  #000000;\"><br /></span><span style=\"font-family: 'Calibri';font-style: Normal;font-weight:
  normal;font-size: 12px;color: #000000;\">1) Step 1</span><span style=\"font-family: 'Calibri';font-style:
  Normal;font-weight: normal;font-size: 12px;color: #000000;\"><br /></span><span style=\"font-family:
  'Calibri';font-style: Normal;font-weight: normal;font-size: 12px;color: #000000;\">2) Step
  2</span><span style=\"font-family: 'Calibri';font-style: Normal;font-weight: normal;font-size:
  12px;color: #000000;\"><br /></span><span style=\"font-family: 'Calibri';font-style: Normal;font-weight:
  normal;font-size: 12px;color: #000000;\">3) Step 3</span></p></body></html>\",
    "FormatType": 10,
    "Hits": 1,
    "InActive": false,
    "InActiveDate": "1900-01-01T00:00:00",
    "Keywords": "/9/",
    "KeywordsSet": [
      {
        "Id": 9,
        "Name": "Mail"
      }
    ]
  }
}
```

```
    }  
  ],  
  "LastRevision": 0,  
  "NextRevision": 0,  
  "ObjectTypeId": 0,  
  "ProblemDescription": "Not receiving incoming emails",  
  "ProblemTypeId": 10039,  
  "Reference": "/6/",  
  "ReferenceSet": [  
    {  
      "Name": "Setup Personal GMail account on a Blackberry",  
      "Value": 6,  
      "Operator": 0  
    }  
  ],  
  "RevisionNumber": 1,  
  "SolutionStatus": 3,  
  "StandardMemo": "Solution\r\n\r\n1) Step 1\r\n2) Step 2\r\n3) Step 3",  
  "StandardMemoid": 13,  
  "Title": "Not receiving incoming emails",  
  "CustomFieldValues": null  
}  
}
```


16. [GET] Get Solutions List REST API

Get Solutions List HTTP GET Web API - Gets the list of best solutions in ServicePRO by searching on specified search parameters.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

16.1. Resource URL:

GET [http://ServicePRO.api /api/solutions?searchPhrase=&solutionStatusList=\['Draft', 'Internal','Published'\]&startRow=&endRow=](http://ServicePRO.api /api/solutions?searchPhrase=&solutionStatusList=['Draft','Internal','Published']&startRow=&endRow=)

Searchable Solution Properties:

Using the searchPhrase parameter to search will automatically perform a contains search on relevant solution fields including the title, problem and resolution fields. Any matches found in the value being searched will return the corresponding solution(s) in the result. SearchPhrase searches can be performed without specifying wildcard characters such as %. Simply entering a word, ex.

[api/solutions?searchPhrase=Microsoft](http://ServicePRO.api/solutions?searchPhrase=Microsoft), will perform a contains search matching any words specified. To further filter the list of Solutions returned, the solutionStatusList parameter may be specified with Draft, Internal or Published values. Please see table below for the possible combinations.

Parameter field	Description	Data Type
searchPhrase	Performs a contains search on solution related fields such as title, problem and resolution fields	String
solutionStatusList	Returns solutions based on draft, internal or published status. Five possible combinations.	String collection: ["Draft", "Internal", "Published"] ["Draft", "Internal"] ["Draft"] ["Draft", "Published"] ["Published"]

16.2. Header Arguments:

Same as in section 1.2

16.3. Response JSON

The Response for GET Solutions List API will be a Collection of JSON objects based on the search criteria arguments specified in the resource URL. The response will also contain links to further API calls (hypermedia controls) that can be made.

16.4. Sample Request

```
curl --request GET \
  --url http://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions?searchPhrase='Error 4934' \
```

```

--header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
        OR
--header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
--header 'content-type: application/json'

```

16.5. Sample Response JSON

```

[
  {
    "Solution ID": 2,
    "Title": "Published: Error 4934 When Opening Word",
    "Category": "Word",
    "Hits": 0,
    "IsDraft": false,
    "IsInternal": false,
    "IsPublished": true,
    "RowNumber": 1,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions/2",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  }
]

```

16.6. Sample Request

```

curl --request GET \
  --url http://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions?solutionStatusList=[
'Draft', 'Internal'] \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
        OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'

```

16.6. Sample Response JSON

```
[
  {
    "Solution ID": 10,
    "Title": "Draft: New Sales Process",
    "Category": "Default Category",
    "Hits": 0,
    "IsDraft": true,
    "IsInternal": false,
    "IsPublished": false,
    "RowNumber": 1,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions/10",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  },
  {
    "Solution ID": 9,
    "Title": "Internal: Create a new user profile on the domain computer",
    "Category": "Microsoft",
    "Hits": 1,
    "IsDraft": false,
    "IsInternal": true,
    "IsPublished": false,
    "RowNumber": 2,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions/9",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  },
  {
    "Solution ID": 8,
```

```

    "Title": "Draft: How to copy data from a corrupted user profile to a new profile in Windows",
    "Category": "Microsoft",
    "Hits": 3,
    "IsDraft": true,
    "IsInternal": false,
    "IsPublished": false,
    "RowNumber": 3,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions/8",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  },
  {
    "Solution ID": 5,
    "Title": "Draft: Join a Windows 7 Machine to the Domain",
    "Category": "Maintainence",
    "Hits": 0,
    "IsDraft": true,
    "IsInternal": false,
    "IsPublished": false,
    "RowNumber": 4,
    "Links": [
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions/5",
        "Rel": "Self",
        "Method": "GET"
      },
      {
        "Uri": "https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/solutions",
        "Rel": "Self",
        "Method": "GET"
      }
    ]
  }
]

```

IX. ServicePRO's Custom Field Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get Custom Fields

Returns the custom fields and their properties belonging to the host table id specified.

17. [GET] Get Custom Fields REST API

Get Custom Fields HTTP GET Web API - Gets the properties of custom fields in ServicePRO by passing the custom field table ID as request argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

17.1. Resource URL:

GET <https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/requests/customfields/id>

17.2. Custom Field type properties

If the user has at least view permissions on the type, then a valid API response will be returned. If there are validations that are set on the field OR if the field is a DropDown or Radio Button field, the data specific to this information (i.e. validation condition / DropDown options / Radio Button Options) will be present in the "Validations" property of "stcMetaDataFieldBatch"

Note that lookup field data and FRX related data will not be included in the custom field results.

The returned custom field properties contain FieldLookup and FieldType properties. The combination of the two can be used to determine the field data type. For lookup fields, the isRelated parameter will be returned as True. For shared reference fields, the UsedInSharedRef parameter will be returned as True. See below table for the corresponding field types.

For further reference, please review class files clsStcMetaDataFieldBatch.cs and clsEnumeration.cs for more information on the DTO classes and the Enumerations

Custom Field Type	Field Lookup value (integer)	Field Type value (integer)
Text	0	4 = single line 5 = multiline
Date	0	7 = Date 3 = DateTime
CheckBox	0	6
DropDown	1	1 = Numeric 2 = Decimal 7 = Date 3 = DateTime 4 = Alphanumeric
Hyperlink	0	11
RadioButton	5	1 = Numeric 2 = Decimal 7 = Date

		3 = DateTime 4 = Alphanumeric
MaskedEntry	7	4 = Telephone (US) 4 = Telephone (UK) 1 = Social Security 1 = Social Insurance 3 = Time 7 = Date (DDMMYY) 7 = Date (DDMMYYYY) 7 = Month/Year (MMYY) 7 = Month/Year (MMYYYY) 7 = Date (MMDDYY) 7 = Date (MMDDYYYY) 4 = Email Address 4 = IP Address 4 = MAC Address 4 = Credit Card 1 = Zip Code 1 = Zip Code (Extended) 4 = Postal Code
Function	6	2
LookupBox	0	1 Note: IsRelated = True for lookup fields
Numeric	0	1 = Numeric 2 = Decimal Note: IsRelated = False for numeric
Label	0	16
Referenced Fields	0	Same values as the original regular field types. Note that the UsedInSahredRef value will = True to differentiate between shared reference fields

17.3. Header Arguments:
Same as in section 1.2

17.4. Response JSON

The Response for GET Custom Fields API will be a JSON object (Key/Value pairs). Keys will be strings. And values will be of a valid JSON data type.

17.5. Sample Request

```

curl --request GET \
  --url https://coeus.serviceprocloud.com/ServiceProHelpdesk/api/requests/customfields/15089 \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
      OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'

```

17.6. Sample Response JSON

```

{
  "stcMetaDataTableDTO": {
    "Id": 15089,
    "DatabaseId": 0,
    "RelatedTableId": 13,
    "TableName": "TblUSR15089",
    "TableDisplayName": "Document Review",
    "TableType": 0,
    "DatabaseTableId": 13,
    "StandAlone": false,
    "RelatedFieldName": "USR179",
    "DatabaseTableFieldName": "id",
    "RelatedForeginKey": true,
    "Transferable": false,
    "DefaultUser": null,
    "DefaultUserPassword": null,
    "SAPassword": null,
    "MskViewable": 536848191,
    "MskUpdateable": 536848191
  },
  "stcMetaDataGroupList": [
    {
      "Id": 121,
      "HostTableId": 15089,
      "GroupCaption": "Review Status",
      "GroupOrder": 1,
      "IntTab": 0,
      "OperationPerforme": 0,
      "MskViewable": 536870911,
      "MskUpdateable": 536870911
    }
  ],
  "stcMetaDataFieldBatchList": [
    {
      "aOperation": 0,

```

```

"iOldId": -1,
"aField": {
  "Id": 224,
  "UsedInSharedRef": false,
  "FieldIdentifier": "USR224",
  "FieldCaption": "CheckBox1",
  "ServiceRequestTypeId": 0,
  "GroupId": 121,
  "GroupOrder": 0,
  "GroupCaption": null,
  "HostTableId": 15089,
  "FieldLookUp": 0,
  "FieldType": 6,
  "FieldSize": 0,
  "FieldPrecision": 0,
  "FieldOrder": 1,
  "FieldOrderDisplay": 0,
  "AllowNull": true,
  "DefaultValue": "0",
  "DefaultValueForExisting": null,
  "MskViewable": 536870719,
  "MskUpdateable": 536870719,
  "IsRelated": false,
  "HasValidation": false,
  "FieldIndex": 0,
  "RelatedTableName": null,
  "HsUsrCondition": 3,
  "OperationPerforme": 0,
  "HasTrace": false,
  "IsIndexed": false,
  "FieldDescription": ""
},
"aRelation": {
  "Id": 0,
  "FieldId": 0,
  "AssociatedTblId": 0,
  "AssociatedFieldName": null,
  "RecordCount": 0,
  "FieldValue": 0,
  "HasValidation": false,
  "ValidationText": null,
  "IsRelatedUDF": false,
  "OperationPerforme": 0,
  "Role": null,
  "IsShared": false
},
"Validations": null,
"aSearchPass": {

```



```

    "TblSearchFieldPassSearch": {
      "ID": 0,
      "SearchType": 0,
      "Name": null,
      "SearchMainTableID": 0,
      "CreatorID": 0,
      "BolNotDistinct": false,
      "ResultTableID": 0,
      "LngRecordCount": 0,
      "StrSearchString": null,
      "IsPublic": false
    },
    "TblSearchFieldPassViewFields": [],
    "TblSearchFieldPassRelation": [],
    "TblSearchFieldPassSpecs": [],
    "TblSearchFieldPassGroup": {
      "ID": 0,
      "SearchId": 0,
      "TableID": 0,
      "SearchRelationID": 0,
      "FieldName": null,
      "value": 0
    }
  },
  "sKey": "KeyFV224",
  "VRole": [
    {
      "Id": 0,
      "Name": "",
      "Description": "",
      "IsSystem": true,
      "Priv": 536864575,
      "RolePrivileges": {
        "Id": 0,
        "Priv": 536864575,
        "JobQuota": 0,
        "MaxPick": 0,
        "Cost": 0,
        "Rate1": 0,
        "Rate2": 0,
        "Rate3": 0,
        "maxchatclients": 0,
        "IsDispatcher": true,
        "IsRep": true,
        "isAuthorize": true,
        "isAdminister": true,
        "isSubmit": true,
        "isDispatch": true,

```

```

    "isPassDirect": true,
    "isUpdateAll": true,
    "isEditMemo": true,
    "isApprove": true,
    "isReport": true,
    "isReportDesigner": true,
    "isBypass": false,
    "isAutoAccept": true,
    "isQuickFix": true,
    "isAssetAdminister": true,
    "isPurchaseApproval": true,
    "isChatEnabled": false,
    "isUserDefinedEndUser": true,
    "isRequestViewPublicSummary": true,
    "isRequestViewFullSummary": true,
    "isRequestViewPublicTransactions": true,
    "isRequestViewAllTransactions": true,
    "isForwardTo": true,
    "isMoveFrom": true,
    "isUserDefinedFieldDesigner": true,
    "isRuleDesigner": true,
    "isProjectDesigner": true,
    "isDeleteRequest": true,
    "isPurchaser": true,
    "datEffect": "0001-01-01T00:00:00",
    "DepartmentId": 0,
    "IsTeam": false,
    "IsRole": false,
    "UpdateChargeRate": false,
    "ArrayQueues": null,
    "ArrayQueuesLoaded": false,
    "ArrayQueuesModified": false
  },
  "Scope": 8,
  "ObjectTypeId": 0,
  "Inactive": false,
  "InactiveDate": "2018-10-04T19:53:49.1049323+00:00"
}
],
"URole": [
  {
    "Id": 0,
    "Name": "",
    "Description": "",
    "IsSystem": true,
    "Priv": 536864575,
    "RolePrivileges": {
      "Id": 0,

```

```

"Priv": 536864575,
"JobQuota": 0,
"MaxPick": 0,
"Cost": 0,
"Rate1": 0,
"Rate2": 0,
"Rate3": 0,
"maxchatclients": 0,
"IsDispatcher": true,
"IsRep": true,
"isAuthorize": true,
"isAdminister": true,
"isSubmit": true,
"isDispatch": true,
"isPassDirect": true,
"isUpdateAll": true,
"isEditMemo": true,
"isApprove": true,
"isReport": true,
"isReportDesigner": true,
"isBypass": false,
"isAutoAccept": true,
"isQuickFix": true,
"isAssetAdminister": true,
"isPurchaseApproval": true,
"isChatEnabled": false,
"isUserDefinedEndUser": true,
"isRequestViewPublicSummary": true,
"isRequestViewFullSummary": true,
"isRequestViewPublicTransactions": true,
"isRequestViewAllTransactions": true,
"isForwardTo": true,
"isMoveFrom": true,
"isUserDefinedFieldDesigner": true,
"isRuleDesigner": true,
"isProjectDesigner": true,
"isDeleteRequest": true,
"isPurchaser": true,
"datEffect": "0001-01-01T00:00:00",
"DepartmentId": 0,
"IsTeam": false,
"IsRole": false,
"UpdateChargeRate": false,
"ArrayQueues": null,
"ArrayQueuesLoaded": false,
"ArrayQueuesModified": false
},
"Scope": 8,

```

```

      "ObjectTypeId": 0,
      "Inactive": false,
      "InactiveDate": "2018-10-04T19:53:49.1049323+00:00"
    }
  ]
},
{
  "aOperation": 0,
  "iOldId": -1,
  "aField": {
    "Id": 223,
    "UsedInSharedRef": false,
    "FieldIdentifier": "USR223",
    "FieldCaption": "Document Reviewed: ",
    "ServiceRequestId": 0,
    "GroupId": 121,
    "GroupOrder": 0,
    "GroupCaption": null,
    "HostTableId": 15089,
    "FieldLookUp": 0,
    "FieldType": 16,
    "FieldSize": 0,
    "FieldPrecision": 0,
    "FieldOrder": 2,
    "FieldOrderDisplay": 0,
    "AllowNull": true,
    "DefaultValue": "",
    "DefaultValueForExisting": null,
    "MskViewable": 536870719,
    "MskUpdateable": 0,
    "IsRelated": false,
    "HasValidation": false,
    "FieldIndex": 0,
    "RelatedTableName": null,
    "HsUsrCondition": 3,
    "OperationPerformed": 0,
    "HasTrace": false,
    "IsIndexed": false,
    "FieldDescription": ""
  },
  "aRelation": {
    "Id": 0,
    "FieldId": 0,
    "AssociatedTblId": 0,
    "AssociatedFieldName": null,
    "RecordCount": 0,
    "FieldValue": 0,
    "HasValidation": false,

```

```

    "ValidationText": null,
    "IsRelatedUDF": false,
    "OperationPerforme": 0,
    "Role": null,
    "IsShared": false
  },
  "Validations": null,
  "aSearchPass": {
    "TblSearchFieldPassSearch": {
      "ID": 0,
      "SearchType": 0,
      "Name": null,
      "SearchMainTableID": 0,
      "CreatorID": 0,
      "BolNotDistinct": false,
      "ResultTableID": 0,
      "LngRecordCount": 0,
      "StrSearchString": null,
      "IsPublic": false
    },
    "TblSearchFieldPassViewFields": [],
    "TblSearchFieldPassRelation": [],
    "TblSearchFieldPassSpecs": [],
    "TblSearchFieldPassGroup": {
      "ID": 0,
      "SearchId": 0,
      "TableID": 0,
      "SearchRelationID": 0,
      "FieldName": null,
      "value": 0
    }
  },
  "sKey": "KeyFV223",
  "VRole": [
    {
      "Id": 0,
      "Name": "",
      "Description": "",
      "IsSystem": true,
      "Priv": 536864575,
      "RolePrivileges": {
        "Id": 0,
        "Priv": 536864575,
        "JobQuota": 0,
        "MaxPick": 0,
        "Cost": 0,
        "Rate1": 0,
        "Rate2": 0,

```

```

    "Rate3": 0,
    "maxchatclients": 0,
    "IsDispatcher": true,
    "IsRep": true,
    "isAuthorize": true,
    "isAdminister": true,
    "isSubmit": true,
    "isDispatch": true,
    "isPassDirect": true,
    "isUpdateAll": true,
    "isEditMemo": true,
    "isApprove": true,
    "isReport": true,
    "isReportDesigner": true,
    "isBypass": false,
    "isAutoAccept": true,
    "isQuickFix": true,
    "isAssetAdminister": true,
    "isPurchaseApproval": true,
    "isChatEnabled": false,
    "isUserDefinedEndUser": true,
    "isRequestViewPublicSummary": true,
    "isRequestViewFullSummary": true,
    "isRequestViewPublicTransactions": true,
    "isRequestViewAllTransactions": true,
    "isForwardTo": true,
    "isMoveFrom": true,
    "isUserDefinedFieldDesigner": true,
    "isRuleDesigner": true,
    "isProjectDesigner": true,
    "isDeleteRequest": true,
    "isPurchaser": true,
    "datEffect": "0001-01-01T00:00:00",
    "DepartmentId": 0,
    "IsTeam": false,
    "IsRole": false,
    "UpdateChargeRate": false,
    "ArrayQueues": null,
    "ArrayQueuesLoaded": false,
    "ArrayQueuesModified": false
  },
  "Scope": 8,
  "ObjectTypeId": 0,
  "InActive": false,
  "InActiveDate": "2018-10-04T19:53:49.1049323+00:00"
}
],
"URole": [

```

```

{
  "Id": 0,
  "Name": "",
  "Description": "",
  "IsSystem": true,
  "Priv": 0,
  "RolePrivileges": {
    "Id": 0,
    "Priv": 0,
    "JobQuota": 0,
    "MaxPick": 0,
    "Cost": 0,
    "Rate1": 0,
    "Rate2": 0,
    "Rate3": 0,
    "maxchatclients": 0,
    "IsDispatcher": false,
    "IsRep": false,
    "isAuthorize": false,
    "isAdminister": false,
    "isSubmit": false,
    "isDispatch": false,
    "isPassDirect": false,
    "isUpdateAll": false,
    "isEditMemo": false,
    "isApprove": false,
    "isReport": false,
    "isReportDesigner": false,
    "isBypass": false,
    "isAutoAccept": false,
    "isQuickFix": false,
    "isAssetAdminister": false,
    "isPurchaseApproval": false,
    "isChatEnabled": false,
    "isUserDefinedEndUser": false,
    "isRequestViewPublicSummary": false,
    "isRequestViewFullSummary": false,
    "isRequestViewPublicTransactions": false,
    "isRequestViewAllTransactions": false,
    "isForwardTo": false,
    "isMoveFrom": false,
    "isUserDefinedFieldDesigner": false,
    "isRuleDesigner": false,
    "isProjectDesigner": false,
    "isDeleteRequest": false,
    "isPurchaser": false,
    "datEffect": "0001-01-01T00:00:00",
    "DepartmentId": 0,
  }
}

```

```
"IsTeam": false,  
"IsRole": false,  
"UpdateChargeRate": false,  
"ArrayQueues": null,  
"ArrayQueuesLoaded": false,  
"ArrayQueuesModified": false  
},  
"Scope": 8,  
"ObjectTypeId": 0,  
"Inactive": false,  
"InactiveDate": "2018-10-04T19:53:49.1049323+00:00"  
}  
]  
}  
]  
}
```


X. ServicePRO's Quick Template Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get QuickTemplateData

Gets the pre-populated data from the quick template in ServicePRO by passing the template ID as argument.

18. [GET] Get QuickTemplateData REST API

Get QuickTemplateData HTTP GET Web API - Gets the pre-populated data of a quick template in ServicePRO by passing the template ID as request argument. The returned data also includes custom field data if a custom type is used on the template.

Note: The template memo will not be returned, this is by design.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

18.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/requests/QuickTemplateData/Id>

18.2. Header Arguments:

Same as in section 1.2

18.3. Response JSON

The Response for GET QuickTemplateData API will be a JSON object (Key/Value pairs). Keys will be strings. Values will be of a valid JSON data type and will also return the information on the Custom Fields Properties including the static list data if applicable to the template.

18.4. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.API/api/requests/QuickTemplateData/1 \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'
```

18.5. Sample Response JSON

```
{
  "stcRequestDTO": {
    "Id": 0,
    "Title": "Reset User's Password",
```

```

"ObjectTypeId": 15863,
"ParentRequestTypeId": 0,
"RequesterId": 1,
"QueueId": 9,
"CategoryId": 10041,
"Urgency": 3,
"BasePriority": 0,
"Priority": 2,
"Status": 4,
"FirstCallResolution": false,
"ClosedBy": 0,
"SatisfactionTimelinessRatingOrder": 0,
"SatisfactionQualityRatingOrder": 0,
"ReplId": 89,
"TeamId": 0,
"ResponsibilityId": 0,
"Suspend": 2,
"DateSuspend": "9999-12-31T00:00:00",
"DueByWaitState": 4,
"DateDueBy": "9999-12-31T00:00:00",
"AssociationTypeId": 0,
"AssociationId": 0,
"Memo": null,
"CustomFieldValues": [
  {
    "FieldName": "USR0",
    "FieldValue": 15863
  },
  {
    "FieldName": "USR1860",
    "FieldValue": 0
  }
]
},
"stcMetaDataFieldBatchList": [
  {
    "aOperation": 0,
    "iOldId": -1,
    "aField": {
      "Id": 1859,
      "UsedInSharedRef": false,
      "FieldIdentifier": "USR1859",
      "FieldCaption": "Application Name:",
      "ServiceRequestTypeId": 0,
      "GroupId": 882,
      "GroupOrder": 0,
      "GroupCaption": null,
      "HostTableId": 15863,

```

```

"FieldLookUp": 0,
"FieldType": 16,
"FieldSize": 0,
"FieldPrecision": 0,
"FieldOrder": 1,
"FieldOrderDisplay": 0,
"AllowNull": true,
"DefaultValue": "",
"DefaultValueForExisting": null,
"MskViewable": 536870719,
"MskUpdateable": 0,
"IsRelated": false,
"HasValidation": false,
"FieldIndex": 0,
"RelatedTableName": null,
"HsUsrCondition": 3,
"OperationPerforme": 0,
"HasTrace": false,
"IsIndexed": false,
"FieldDescription": ""
},
"aRelation": {
  "Id": 0,
  "FieldId": 0,
  "AssociatedTblId": 0,
  "AssociatedFieldName": null,
  "RecordCount": 0,
  "FieldValue": 0,
  "HasValidation": false,
  "ValidationText": null,
  "IsRelatedUDF": false,
  "OperationPerforme": 0,
  "Role": null,
  "IsShared": false
},
"Validations": null,
"aSearchPass": {
  "TblSearchFieldPassSearch": {
    "ID": 0,
    "SearchType": 0,
    "Name": null,
    "SearchMainTableID": 0,
    "CreatorID": 0,
    "BolNotDistinct": false,
    "ResultTableID": 0,
    "LngRecordCount": 0,
    "StrSearchString": null,
    "IsPublic": false
  }
}

```

```

},
"TblSearchFieldPassViewFields": [],
"TblSearchFieldPassRelation": [],
"TblSearchFieldPassSpecs": [],
"TblSearchFieldPassGroup": {
  "ID": 0,
  "SearchId": 0,
  "TableID": 0,
  "SearchRelationID": 0,
  "FieldName": null,
  "value": 0
}
},
"sKey": "KeyFV1859",
"VRole": [
{
  "Id": 0,
  "Name": "",
  "Description": "",
  "IsSystem": true,
  "Priv": 536864575,
  "RolePrivileges": {
    "Id": 0,
    "Priv": 536864575,
    "JobQuota": 0,
    "MaxPick": 0,
    "Cost": 0,
    "Rate1": 0,
    "Rate2": 0,
    "Rate3": 0,
    "maxchatclients": 0,
    "IsDispatcher": true,
    "IsRep": true,
    "isAuthorize": true,
    "isAdminister": true,
    "isSubmit": true,
    "isDispatch": true,
    "isPassDirect": true,
    "isUpdateAll": true,
    "isEditMemo": true,
    "isApprove": true,
    "isReport": true,
    "isReportDesigner": true,
    "isBypass": false,
    "isAutoAccept": true,
    "isQuickFix": true,
    "isAssetAdminister": true,
    "isPurchaseApproval": true,

```

```

    "isChatEnabled": false,
    "isUserDefinedEndUser": true,
    "isRequestViewPublicSummary": true,
    "isRequestViewFullSummary": true,
    "isRequestViewPublicTransactions": true,
    "isRequestViewAllTransactions": true,
    "isForwardTo": true,
    "isMoveFrom": true,
    "isUserDefinedFieldDesigner": true,
    "isRuleDesigner": true,
    "isProjectDesigner": true,
    "isDeleteRequest": true,
    "isPurchaser": true,
    "datEffect": "0001-01-01T00:00:00",
    "DepartmentId": 0,
    "IsTeam": false,
    "IsRole": false,
    "UpdateChargeRate": false,
    "ArrayQueues": null,
    "ArrayQueuesLoaded": false,
    "ArrayQueuesModified": false
  },
  "Scope": 8,
  "ObjectTypeId": 0,
  "Inactive": false,
  "InactiveDate": "2018-10-04T19:08:23.2071099+00:00"
}
],
"URole": [
  {
    "Id": 0,
    "Name": "",
    "Description": "",
    "IsSystem": true,
    "Priv": 0,
    "RolePrivileges": {
      "Id": 0,
      "Priv": 0,
      "JobQuota": 0,
      "MaxPick": 0,
      "Cost": 0,
      "Rate1": 0,
      "Rate2": 0,
      "Rate3": 0,
      "maxchatclients": 0,
      "IsDispatcher": false,
      "IsRep": false,
      "isAuthorize": false,

```

```

    "isAdminister": false,
    "isSubmit": false,
    "isDispatch": false,
    "isPassDirect": false,
    "isUpdateAll": false,
    "isEditMemo": false,
    "isApprove": false,
    "isReport": false,
    "isReportDesigner": false,
    "isBypass": false,
    "isAutoAccept": false,
    "isQuickFix": false,
    "isAssetAdminister": false,
    "isPurchaseApproval": false,
    "isChatEnabled": false,
    "isUserDefinedEndUser": false,
    "isRequestViewPublicSummary": false,
    "isRequestViewFullSummary": false,
    "isRequestViewPublicTransactions": false,
    "isRequestViewAllTransactions": false,
    "isForwardTo": false,
    "isMoveFrom": false,
    "isUserDefinedFieldDesigner": false,
    "isRuleDesigner": false,
    "isProjectDesigner": false,
    "isDeleteRequest": false,
    "isPurchaser": false,
    "datEffect": "0001-01-01T00:00:00",
    "DepartmentId": 0,
    "IsTeam": false,
    "IsRole": false,
    "UpdateChargeRate": false,
    "ArrayQueues": null,
    "ArrayQueuesLoaded": false,
    "ArrayQueuesModified": false
  },
  "Scope": 8,
  "ObjectTypeId": 0,
  "InActive": false,
  "InActiveDate": "2018-10-04T19:08:23.2071099+00:00"
}
]
},
{
  "aOperation": 0,
  "iOldId": -1,
  "aField": {
    "Id": 1860,

```

```

    "UsedInSharedRef": false,
    "FieldIdentifier": "USR1860",
    "FieldCaption": "Name",
    "ServiceRequestTypeId": 0,
    "GroupId": 882,
    "GroupOrder": 0,
    "GroupCaption": null,
    "HostTableId": 15863,
    "FieldLookUp": 0,
    "FieldType": 1,
    "FieldSize": 4,
    "FieldPrecision": 0,
    "FieldOrder": 2,
    "FieldOrderDisplay": 0,
    "AllowNull": true,
    "DefaultValue": "0",
    "DefaultValueForExisting": null,
    "MskViewable": 536870719,
    "MskUpdateable": 536870719,
    "IsRelated": true,
    "HasValidation": true,
    "FieldIndex": 0,
    "RelatedTableName": null,
    "HsUsrCondition": 3,
    "OperationPerforme": 0,
    "HasTrace": false,
    "IsIndexed": false,
    "FieldDescription": ""
  },
  "aRelation": {
    "Id": 2659,
    "FieldId": 1860,
    "AssociatedTblId": 27,
    "AssociatedFieldName": "Name",
    "RecordCount": 0,
    "FieldValue": 0,
    "HasValidation": true,
    "ValidationText": null,
    "IsRelatedUDF": false,
    "OperationPerforme": 0,
    "Role": null,
    "IsShared": false
  },
  "Validations": [
    {
      "Id": 2678,
      "FieldId": 1860,
      "ValidationType": 3,

```

```

    "Value": "163",
    "Operator": null,
    "CriteriaFieldName": null,
    "OperationPerform": 0
  }
],
"aSearchPass": {
  "TblSearchFieldPassSearch": {
    "ID": 163,
    "SearchType": 3,
    "Name": "USR18601860",
    "SearchMainTableID": 27,
    "CreatorID": 0,
    "BolNotDistinct": false,
    "ResultTableID": 27,
    "LngRecordCount": 0,
    "StrSearchString": null,
    "IsPublic": false
  },
  "TblSearchFieldPassViewFields": [
    {
      "ID": 411,
      "SearchId": 163,
      "TableID": 31,
      "SearchRelationID": 0,
      "FieldName": "TableDisplayName",
      "FieldDisplayName": "Type",
      "FieldOrderBy": 0
    },
    {
      "ID": 412,
      "SearchId": 163,
      "TableID": 27,
      "SearchRelationID": 0,
      "FieldName": "Name",
      "FieldDisplayName": "#Lookup#Field#Name ",
      "FieldOrderBy": 1
    },
    {
      "ID": 413,
      "SearchId": 163,
      "TableID": 27,
      "SearchRelationID": 0,
      "FieldName": "ID ",
      "FieldDisplayName": "ID ",
      "FieldOrderBy": 0
    }
  ],
},
],

```



```

"TblSearchFieldPassRelation": [
  {
    "ID": -1,
    "LngOldRelationID": 0,
    "SearchId": 0,
    "DatabaseTableRelationID": 0,
    "JoinType": 0,
    "RelatedTableID": 0,
    "NextID": 0,
    "BolStart": false,
    "LngObjectID": 0
  }
],
"TblSearchFieldPassSpecs": [
  {
    "ID": 173,
    "SearchId": 163,
    "SearchValueColumn": 0,
    "SearchValueRow": 0,
    "TableID": 31,
    "FieldName": "TableDisplayName",
    "SearchRelationID": -1,
    "FieldDataType": 0,
    "FieldMatch": 3,
    "FieldValue": "Application",
    "AskAtRunTime": 0,
    "TableName": ""
  }
],
"TblSearchFieldPassGroup": {
  "ID": 0,
  "SearchId": 0,
  "TableID": 0,
  "SearchRelationID": 0,
  "FieldName": null,
  "value": 0
}
},
"sKey": "KeyFR1860",
"VRole": [
  {
    "Id": 0,
    "Name": "",
    "Description": "",
    "IsSystem": true,
    "Priv": 536864575,
    "RolePrivileges": {
      "Id": 0,

```

```

"Priv": 536864575,
"JobQuota": 0,
"MaxPick": 0,
"Cost": 0,
"Rate1": 0,
"Rate2": 0,
"Rate3": 0,
"maxchatclients": 0,
"IsDispatcher": true,
"IsRep": true,
"isAuthorize": true,
"isAdminister": true,
"isSubmit": true,
"isDispatch": true,
"isPassDirect": true,
"isUpdateAll": true,
"isEditMemo": true,
"isApprove": true,
"isReport": true,
"isReportDesigner": true,
"isBypass": false,
"isAutoAccept": true,
"isQuickFix": true,
"isAssetAdminister": true,
"isPurchaseApproval": true,
"isChatEnabled": false,
"isUserDefinedEndUser": true,
"isRequestViewPublicSummary": true,
"isRequestViewFullSummary": true,
"isRequestViewPublicTransactions": true,
"isRequestViewAllTransactions": true,
"isForwardTo": true,
"isMoveFrom": true,
"isUserDefinedFieldDesigner": true,
"isRuleDesigner": true,
"isProjectDesigner": true,
"isDeleteRequest": true,
"isPurchaser": true,
"datEffect": "0001-01-01T00:00:00",
"DepartmentId": 0,
"IsTeam": false,
"IsRole": false,
"UpdateChargeRate": false,
"ArrayQueues": null,
"ArrayQueuesLoaded": false,
"ArrayQueuesModified": false
},
"Scope": 8,

```

```

    "ObjectTypeId": 0,
    "Inactive": false,
    "InactiveDate": "2018-10-04T19:08:23.2383691+00:00"
  }
],
"URole": [
  {
    "Id": 0,
    "Name": "",
    "Description": "",
    "IsSystem": true,
    "Priv": 536864575,
    "RolePrivileges": {
      "Id": 0,
      "Priv": 536864575,
      "JobQuota": 0,
      "MaxPick": 0,
      "Cost": 0,
      "Rate1": 0,
      "Rate2": 0,
      "Rate3": 0,
      "maxchatclients": 0,
      "IsDispatcher": true,
      "IsRep": true,
      "isAuthorize": true,
      "isAdminister": true,
      "isSubmit": true,
      "isDispatch": true,
      "isPassDirect": true,
      "isUpdateAll": true,
      "isEditMemo": true,
      "isApprove": true,
      "isReport": true,
      "isReportDesigner": true,
      "isBypass": false,
      "isAutoAccept": true,
      "isQuickFix": true,
      "isAssetAdminister": true,
      "isPurchaseApproval": true,
      "isChatEnabled": false,
      "isUserDefinedEndUser": true,
      "isRequestViewPublicSummary": true,
      "isRequestViewFullSummary": true,
      "isRequestViewPublicTransactions": true,
      "isRequestViewAllTransactions": true,
      "isForwardTo": true,
      "isMoveFrom": true,
      "isUserDefinedFieldDesigner": true,

```

```
"isRuleDesigner": true,  
"isProjectDesigner": true,  
"isDeleteRequest": true,  
"isPurchaser": true,  
"datEffect": "0001-01-01T00:00:00",  
"DepartmentId": 0,  
"IsTeam": false,  
"IsRole": false,  
"UpdateChargeRate": false,  
"ArrayQueues": null,  
"ArrayQueuesLoaded": false,  
"ArrayQueuesModified": false  
},  
"Scope": 8,  
"ObjectTypeId": 0,  
"Inactive": false,  
"InactiveDate": "2018-10-04T19:08:23.2383691+00:00"  
}  
]  
}  
]  
}
```

XI. ServicePRO's Default Dispatch Related APIs

ServicePRO's Web APIs require basic or bearer token authentication.

GET

Get DefaultDispatch

Gets the default system dispatch folder or service center default dispatch folder properties by passing -1 or service center id respectively as argument.

19. [GET] Get Default Dispatch REST API

Get DefaultDispatch HTTP GET Web API - Gets the properties of the default system dispatch folder if argument id passed as -1. Otherwise will get the specific Service Center default dispatch folder if pass service center Id argument.

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

19.1. Resource URL:

GET <https://api.xxx.ServicePRO.com/api/queues/DefaultDispatch/-1>

GET <https://api.xxx.ServicePRO.com/api/queues/DefaultDispatch/Id>

16.2. Searchable Parameters:

The ServicePRO system default dispatch folder can be searched by specifying DefaultDispatch Id as -1 [/DefaultDispatch/-1](#). The service center default dispatch folder for individual service centers can also be search by specifying the Service Center Id [/DefaultDispatch/Id](#).

Note that if a non-existent service center Id value is passed as argument or if the service center does not contain a default dispatch folder, then the system default dispatch folder will be returned instead.

19.3. Header Arguments:

Same as in section 1.2

19.4. Response JSON

The Response for GET DefaultDispatch API will be a JSON object (Key/Value pairs). Keys will be strings. Values will be of a valid JSON data type and will return the dispatch folder properties. The response will also contain links to further API calls (hypermedia controls) that can be made.

19.5. Sample Request

```
curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.API/api/queues/DefaultDispatch/-1 \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
  OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
```

```
--header 'content-type: application/json'
```

19.6. Sample Response JSON

```
{
  "stcQueueDTO": {
    "Id": 1,
    "AllowedStatus": 225,
    "HasCustomView": false,
    "DefaultSurveyID": 0,
    "BeginWorkDateTime": "0001-01-01T00:00:00",
    "BeginWorkMinutes": 0,
    "BeginWorkHours": 0,
    "BeginWorkDays": 0,
    "DefaultBeginWork": 1,
    "OUI": 0,
    "IsDefault": true,
    "IsLicensed": false,
    "InactiveDate": "0001-01-01T00:00:00",
    "Inactive": false,
    "OriginalParentQueueId": 0,
    "QueueType": 8,
    "ObjectType": 15030,
    "IsAssigned": false,
    "FullPath": "System Dispatch",
    "FolderPath": ".0.",
    "IsSystem": false,
    "ParentId": 0,
    "IsChatEnabled": false,
    "RepId": 0,
    "IsRepSpec": false,
    "IsSRSSpec": false,
    "Name": "System Dispatch",
    "IsNotSelectable": false,
    "OriginalQueueId": 0,
    "CustomFieldValues": [
      {
        "FieldName": "USR93",
        "FieldValue": 1
      }
    ]
  },
  "Links": [
    {
```

```

    "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/queues/1",
    "Rel": "Self",
    "Method": "GET"
  },
  {
    "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/queues",
    "Rel": "Self",
    "Method": "GET"
  }
]
}

```

```

curl --request GET \
  --url https://coeus.serviceprocloud.com/ServicePRO.API/api/queues/DefaultDispatch/4 \
  --header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
      OR
  --header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
  --header 'content-type: application/json'

```

1.1. Sample Response JSON

```

{
  "stcQueueDTO": {
    "Id": 30,
    "AllowedStatus": 225,
    "HasCustomView": false,
    "DefaultSurveyID": 0,
    "BeginWorkDateTime": "0001-01-01T00:00:00",
    "BeginWorkMinutes": 0,
    "BeginWorkHours": 0,
    "BeginWorkDays": 0,
    "DefaultBeginWork": 1,
    "OUI": 4,
    "IsDefault": true,
    "IsLicensed": false,
    "InactiveDate": "0001-01-01T00:00:00",
    "Inactive": false,
    "OriginalParentQueueId": 0,
    "QueueType": 8,
    "ObjectTypeId": 15030,
    "IsAssigned": false,
    "FullPath": "Human Resources\\HR Dispatch",
    "FolderPath": ".0.4.",
  }
}

```

```

    "IsSystem": false,
    "ParentId": 4,
    "IsChatEnabled": false,
    "Repld": 0,
    "IsRepSpec": false,
    "IsSRSSpec": false,
    "Name": "HR Dispatch",
    "IsNotSelectable": false,
    "OriginalQueueId": 0,
    "CustomFieldValues": [
      {
        "FieldName": "USR93",
        "FieldValue": 40
      }
    ]
  },
  "Links": [
    {
      "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/queues/30",
      "Rel": "Self",
      "Method": "GET"
    },
    {
      "Uri": "https://coeus.serviceprocloud.com/ServicePRO.API/api/queues",
      "Rel": "Self",
      "Method": "GET"
    }
  ]
}

```

XII. ServicePRO's Current User Session Related APIs

GET

Get Current Session User's bearer token

Gets the bearer token/Authentication token for the Current Session User, which will be useful in making further API calls.

GET

Get Current Session User's Basic Information

Gets the basic information for the Current Session user.

20. [GET] Get Current Session User's bearer token REST API

This ServicePRO API requires basic authentication as specified in the “Header Arguments” section.

20.1. Resource URL:

GET <https://api.xxxx.ServicePRO.com/api/token>

20.2. Header Arguments:

Sl.No.	Parameter	Data type	Required (Yes/No)	Data to send / Description
1.	Authorization	String	YES	"Basic " + Utilities.base64Encode(user Name string + ':' +password string)
2.	Content-Type	String	YES	application/json

20.3. Response

Returns a string token that can used as a bearer token while invoking another ServicePRO API.

20.4. Sample Request

```
curl --request GET \
--url https://coeus.serviceprocloud.com/ServicePRO.API/api/token \
--header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
--header 'content-type: application/json'
```

20.5. Sample Response

```
"6680df58b7ce4f2b95e5228568c83b56268"
```

21. [GET] Get Current Session User's Basic Information REST API

ServicePRO's API requires basic or bearer token authentication as specified in the "Header Arguments" section.

21.1. Resource URL:

```
GET https://api.xxx.ServicePRO.com/api/session/user
```

21.2. Header Arguments:

Same as in section 1.2

21.3. Response JSON

The Response for GET session user API will be a JSON object (Key/Value pairs). Keys will be strings. Values will be of a valid JSON data type and will return the current user properties.

21.4. Sample Request

```
curl --request GET \
--url https://coeus.serviceprocloud.com/ServicePRO.API/api/session/user \
--header 'authorization: Basic UGV0ZXIqQWRhbXM6aGVscHN0YXI=' \
OR
--header 'authorization: Bearer 6680df58b7ce4f2b95e5228568c83b56268' \
```

```
--header 'content-type: application/json'
```

21.5. Sample Response

```
{  
  "id": 133794,  
  "name": "Jacobs",  
  "emailAddress": "jacobs@hotmail.com",  
  "avatar":  
  "AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAABAMBAhIPBwoeGQsVLIUMITgsDCs/MAwvOy0MLCcgDhoUEg0MCwoHBAsKBwALCgcA  
  CwoHAAsKBwALCgcACwoHAAsKBwALCgcABwcGAQ8NCAckHAsXOSwOKD8xDi49Lw0uMSYNJCiDbBkVEQgOCggEBQYFagEGBQ  
  IABgUCAAYFagAGBQIABgUCAAYFagAGBQIABgUCAAYFagAGBQIABgUCAAYFagAGBQIABgUCAAYFagAGBQIABgUCAAYFagAG  
  gHAgAIBwIACAcCAAgHAgAIBwIACAcCAAgHAgAIBwIACAcCAAgHAgAIBwIACAcCAAgHAgAIBwIACAcCAAgHAgALCAUCFhQM  
  CyojExlBNBMuWEURWtTGWaeZh+  
}
```