



GoToAssist Service Desk

API Guide

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Getting Started

About Service Desk APIs

To use the Service Desk API, you'll need to use an API token.

- To access your own token, go to **Configure > My Service Desk Settings > API Token**.
- To access an account-wide token, go to **Configure > Account-Wide Settings > API Token**.

The API supports XML and JSON responses, you need to specify which format you want in the extension, and you may also have to pass the Content-Type HTTP header into your URL requests as well.

Basic Usage

Basic Usage of the API using Basic Auth & cURL in it's most simple form. The following example assumes you're making these requests from a UNIX command line, where cURL has been installed on to the system.

Example JSON Request from a UNIX command line

```
curl -u x:your-api-token -H "Content-Type: application/json"  
https://deskapi.gotoassist.com/v1/incidents.json
```

Points of Interest

- You must specify the Content-Type header and file extension with every request
- Input in the username field is ignored, but the password is required to be your API token.

URL Format

Where **apiname** is a Service Desk API method name, and **format** is one of js or xml.

If you use format **js**, the response will be a JSON string. If you use format **xml**, the response will be in XML.

Parameters supplied to the calls should be passed URL-encoded.

URL Format

```
https://deskapi.gotoassist.com/v1/apiname.format
```

Response Codes & Status

A successful call to the API will return an HTTP 200 status code, and either JSON or XML-encoded data. An unsuccessful call will return a HTTP status code depending on the error. Error messages common to all API calls are stated below.

Response Codes

- [E902] The application has exceeded the request rate limit for this hour
- [E906] Invalid verifier
- [E400] API call specific error

Important Note: As the text of error messages may change, please use the [Exxx] error number to detect a particular error message. Even though the API will return a HTTP 200 status code, does not mean all went well. The returned data contains a 'status' field, along with one or more errors. 'status' can hold the self-explanatory values 'Success' or 'Failed'.

Example Failed Status & Errors

```
{
  "errors": [
    {
      "error": "some error here"
    },
    {
      "error": "some other error there"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

The API is currently in version 1.0, hence the version string that is returned with every API call.

Example Success Status

```
{
  "result": {
    "incident": "incident JSON string comes here"
  },
  "version": "1.0",
  "status": "Success"
}
```

Avatar Usage

The Service Desk API spits out the following avatar model.

Model

- All avatars are resized, and then saved as PNG. Only the original file will ever be a different extension.
- To retrieve different sizes of avatars, chop off the filename, and append the single character key + .png (e.g./avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/M.png)

Example JSON Response

```
{
  "result": {
    "avatar": {
      "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
    }
  },
  "version": "1.0"
}
```

Mappings

- full_size - given in api call
- scaled_large - W (180px x x61px)
- large - L (61px x 61px)
- medium - M (32px x 32px)
- small - S (21px x 21px)
- super_small - X (16px x 16px)

HTTP Methods

- **GET** is used for all read actions, such as showing a specific resource or a list of items.
- **POST** can only be used for creating a new item.
- **PUT** can only be used for updating an item.
- **DELETE** can only be used for removing an item.

Incidents API Calls

Show Incidents (GET)

This API call returns a list of incidents.

API URL

<https://deskapi.gotoassist.com/v1/incidents.format>

URL Parameters

Parameter	Format	Default	Mandatory
report_id The id of the report you want to filter results by.	integer		
limit Maximum number of results to return	integer	10	
page Desired page.	integer	1	
include_watchlisted Set to true will include watchlisted incidents.	integer		
service_ids Service ids of the incidents you want to see.	array	all the selected user's services	
selected_user_id The id of the user you want to view incidents for.	integer	the authenticated user	
order The order of the incidents. Can be: 'created_at', 'due_date', 'last_active_at' or 'priority'.	string	'due_date'	

Example JSON Response

```
{
  "result": {
    "total_entries": 73,
    "total_pages": 8,
    "incidents": [
```



```

{
  "incident_link": "/external_api/v1/incidents/13534",
  "watches": [
    {
      "watch": {
        "id": 20200,
        "watch_link":
"/external_api/v1/incidents/13534/watches/20200",
        "watched_by": {
          "user_link": "/external_api/v1/users/18",
          "avatar": {
            "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
          },
          "id": 18,
          "full_name": "Dan Lee",
          "last_name": "Lee",
          "first_name": "Dan"
        }
      }
    },
    {
      "watch": {
        "id": 20201,
        "watch_link":
"/external_api/v1/incidents/13534/watches/20201",
        "watched_by": {
          "user_link": "/external_api/v1/users/17",
          "avatar": {
            "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
          },
          "id": 17,
          "full_name": "Luke Grimstrup",
          "last_name": "Grimstrup",
          "first_name": "Luke"
        }
      }
    }
  ],
  "created_at": "2010-03-23T00:11:47Z",
  "title": "Potential issues with QA issues",
  "closed_by_user": null,
  "last_active_at": "2010-03-23T00:12:39Z",
  "service": {
    "name": "Service Desk",
    "service_link": "/external_api/v1/services/20",
    "avatar": 143,
    "id": 20
  },
  "priority": {
    "service_priority_link":
"/external_api/v1/services/servicedesk/service_priorities/59",
    "level": 2,

```

```

    "id": 59,
    "description": "V. Important"
  },
  "id": 13534,
  "resolved_by_user": null,
  "updated_by_user": {
    "user_link": "/external_api/v1/users/18",
    "avatar": {
      "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
    }
  },
  "id": 18,
  "full_name": "Dan Lee",
  "last_name": "Lee",
  "first_name": "Dan"
},
"assigned_user": {
  "user_link": "/external_api/v1/users/17",
  "avatar": {
    "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
  }
},
  "id": 17,
  "full_name": "Luke Grimstrup",
  "last_name": "Grimstrup",
  "first_name": "Luke"
},
"due_date": "2010-03-25T00:10:48Z",
"due_to_escalate_at": "",
"closed_at": "",
"reference_num": 13534,
"owner": {
  "user_link": "/external_api/v1/users/18",
  "avatar": {
    "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
  }
},
  "id": 18,
  "full_name": "Dan Lee",
  "last_name": "Lee",
  "first_name": "Dan"
},
"latest_note": {
  "created_at": "2010-03-23T00:12:39Z",
  "id": 38048,
  "note": "_ (via Roger - Jim had previously called me saying that he
was getting some strange issues with QA issues)_

```

I agree with Jim that something is wrong with the Service Desk test tabs.

<https://youdo.servicedesk.com/services/powershop/changes/13284/tests/741>

Sometimes it shows up with the comment, sometimes just the screenshot",

```
    "symptom_link": "/external_api/v1/incidents/13534/symptoms/38048",
    "user": {
      "user_link": "/external_api/v1/users/18",
      "avatar": {
        "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
      },
      "id": 18,
      "full_name": "Dan Lee",
      "last_name": "Lee",
      "first_name": "Dan"
    }
  }
]
},
"version": "1.0",
"status": "Success"
}
```


Show Incident (GET)

This API call returns a more detailed result for the incident.

API URL

<https://deskapi.gotoassist.com/v1/incidents/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The incident's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "incident": {
      "incident_link": "/external_api/v1/incidents/13534",
      "watches": [
        {
          "watch": {
            "id": 20200,
            "watch_link": "/external_api/v1/incidents/13534/watches/20200",
            "watched_by": {
              "user_link": "/external_api/v1/users/18",
              "avatar": {
                "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
              }
            },
            "id": 18,
            "full_name": "Dan Lee",
            "last_name": "Lee",
            "first_name": "Dan"
          }
        },
        {
          "watch": {
            "id": 20201,
            "watch_link": "/external_api/v1/incidents/13534/watches/20201",
            "watched_by": {
              "user_link": "/external_api/v1/users/17",
              "avatar": {
                "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
              }
            },
            "id": 17,
```

```

        "full_name": "Luke Grimstrup",
        "last_name": "Grimstrup",
        "first_name": "Luke"
    }
}
],
"releases": [
    {
        "release_link":
"/external_api/v1/links/incidents/13534/releases/277",
        "release_id": 277
    }
],
"category": null,
"created_at": "2010-03-23T00:11:47Z",
"interesting": 0,
"title": "Potential issues with QA issues",
"service_activity_type": {
    "name": "Bug",
    "service_activity_type_link":
"/external_api/v1/services/servicedesk/service_activity_types/16",
    "id": 16
},
"comments": [
],
"closed_by_user": null,
"incidents": [
    {
        "incident_link":
"/external_api/v1/links/incidents/13534/incidents/745",
        "incident_id": 745
    }
],
"symptoms": [
    {
        "symptom": {
            "created_at": "2010-03-23T00:12:39Z",
            "id": 38048,
            "note": "Previously called me saying that he was getting some
strange issues with QA issues",
            "symptom_link":
"/external_api/v1/incidents/13534/symptoms/38048",
            "user": {
                "user_link": "/external_api/v1/users/18",
                "avatar": {
                    "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
                },
                "id": 18,
                "full_name": "Dan Lee",
                "last_name": "Lee",
                "first_name": "Dan"
            }
        }
    }
]

```

```

    }
  }
],
"last_active_at": "2010-03-23T00:12:39Z",
"service": {
  "name": "Service Desk",
  "service_link": "/external_api/v1/services/20",
  "avatar": 143,
  "id": 20
},
"priority": {
  "service_priority_link":
"/external_api/v1/services/servicedesk/service_priorities/59",
  "level": 2,
  "id": 59,
  "description": "V. Important"
},
"closure_comment": "",
"id": 13534,
"resolved_by_user": null,
"additional_values": {
  "approved by client": "yes",
  "story points": "20"
},
"updated_by_user": {
  "user_link": "/external_api/v1/users/18",
  "avatar": {
    "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
  },
  "id": 18,
  "full_name": "Dan Lee",
  "last_name": "Lee",
  "first_name": "Dan"
},
"closure_code": "",
"assigned_user": {
  "user_link": "/external_api/v1/users/17",
  "avatar": {
    "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
  },
  "id": 17,
  "full_name": "Luke Grimstrup",
  "last_name": "Grimstrup",
  "first_name": "Luke"
},
"changes": [

],
"due_date": "2010-03-25T00:10:48Z",
"due_to_escalate_at": "",
"resolved_at": "",
"customer": {

```

```

    "id": 117,
    "last_name": "Barrett",
    "customer_link": "/external_api/v1/customers/117",
    "first_name": "Jim"
  },
  "closed_at": "",
  "problems": [

  ],
  "status": "Open",
  "resolutions": [

  ],
  "opened_at": "2010-03-23T00:11:00Z",
  "reference_num": 13534,
  "owner": {
    "user_link": "/external_api/v1/users/18",
    "avatar": {
      "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
    }
  },
  "id": 18,
  "full_name": "Dan Lee",
  "last_name": "Lee",
  "first_name": "Dan"
},
"latest_note": {
  "created_at": "2010-03-23T00:12:39Z",
  "id": 38048,
  "note": "Previously called me saying that he was getting some
strange issues with QA issues",
  "symptom_link": "/external_api/v1/incidents/13534/symptoms/38048",
  "user": {
    "user_link": "/external_api/v1/users/18",
    "avatar": {
      "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
    }
  },
  "id": 18,
  "full_name": "Dan Lee",
  "last_name": "Lee",
  "first_name": "Dan"
}
}
}
},
"version": "1.0",
"status": "Success"
}

```

Create Incident (POST)

This API call creates an incident and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/incidents.format>

POST Parameters

Parameter	Format	Default	Mandatory
title	string		✓
service_id	integer		✓
opened_at	date		✓
occured_at	date		✓
priority_id	integer	provided by the service	
type_id	integer	provided by the service	
received_by_id	integer	the authenticated user	
resolved_by_user_id	integer		
resolved_at	date		
customer_id	integer		

Parameter	Format	Default	Mandatory
category_id	integer		
common	boolean		
interesting	boolean		
notify_watchlisted	boolean		
notify_customer	boolean		
customer_viewable	boolean		
closed_by_user_id	integer		
closure_code	integer		
closure_comment	string		
closed_at	date		

These parameters are encapsulated into a 'incident' parameter. See the examples below.

Example POST

```
{ "incident": { "resolve_and_close": 0, "title": "foo bar baz",
"priority_id": 819, "customer_viewable": 0, "notify_watchlisted": 0,
"closed": false, "type_id": 65, "resolved": false, "notify_customer": 0,
"service_id": 33, "owner_id": 359, "closure_comment": null, "due_date": null,
"assigned_user_id": 346, "customer_id": 430, "resolved_at": "10 Feb 2011,
15:38", "opened_at": "10 Feb 2011, 15:37" } }
```

Example POST Response

```
{
  "result": {
    "incident": "JSON string similar to GET incidents/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] title can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```


Update Incident (PUT)

This API call updates an existing incident and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/incidents/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The incident's reference number.	integer		

PUT Parameters

Parameter	Format	Default	Mandatory
title	string		
service_id	integer		
opened_at Alias for occurred_at	date		
occured_at	date		
priority_id	integer		
type_id	integer		
received_by_id	integer		
resolved_by_user_id	integer		

Parameter	Format	Default	Mandatory
resolved_at	date		
customer_id	integer		
category_id	integer		
common	boolean		
interesting	boolean		
notify_watchlisted	boolean		
notify_customer	boolean		
customer_viewable	boolean		
closed_by_user_id	integer		
closure_code	integer		
closure_comment	string		
closed_at	date		

These parameters are encapsulated into a **'incident'** parameter. See the examples below.

Points of Interest

- Due date and Escalation Due Dates are calculated by the priority, and are updated if the priority changes.
- Notifying the watchlist is done by ensuring "notify_watchlisted: '1'" is in the incident object.
- To Resolve an incident ensure resolution and resolved_at are both present.
- To Close an incident ensure closed_at, closure_code and closure_comment are all present.
- To Re-open an incident ensure closed_at and closure_code are null.
- User specific notifications (assigned_to, reopened, closed) are always sent where appropriate.
- Closure Codes: 0 = Resolved, 1 = Permanently Fixed, 2 = Other Reason
- Referencing other object ids (priority, service activity type, category) are all included in full in the Show Service request.

Example PUT

```
{
  "incident": {
    "resolve_and_close": 0,
    "title": "foo bar baz",
    "priority_id": 819,
    "customer_viewable": 0,
    "notify_watchlisted": 0,
    "closed": false,
    "type_id": 65,
    "resolved": false,
    "notify_customer": 0,
    "service_id": 33,
    "owner_id": 359,
    "closure_comment": null,
    "due_date": null,
    "assigned_user_id": 346,
    "customer_id": 430,
    "resolved_at": "10 Feb 2011, 15:38",
    "opened_at": "10 Feb 2011, 15:37"
  }
}
```

Example PUT Response

```
{
  "result": {
    "incident": "JSON string similar to GET incidents/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] title can't be blank"
    }
  ]
}
```

```
],  
  "version": "1.0",  
  "status": "Failed"  
}
```

Problems API Calls

Show Problems (GET)

This API call returns a list of problems.

API URL

<https://deskapi.gotoassist.com/v1/problems.format>

URL Parameters

Parameter	Format	Default	Mandatory
report_id The id of the report you want to filter results by.	integer		
selected_user_id User id to list problems for	integer	the authenticated user	
service_ids List of service ids to return	integer	the services for the selected user	
include_watchlisted Set to true will include watchlisted problems.	boolean		
limit Maximum number of results to return.	integer	10	
page Desired page.	integer	1	

Example JSON Response

```
{
  "result": {
    "total_entries": 20,
    "total_pages": 2,
    "problems": [
      {
        "watches": [
          {
```

```

    "watch": {
      "id": 1791,
      "watched_by": {
        "user_link": "/external_api/v1/users/17",
        "avatar": {
          "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
        },
        "id": 17,
        "full_name": "Luke Grimstrup",
        "last_name": "Grimstrup",
        "first_name": "Luke"
      },
      "watch_link": "/external_api/v1/problems/846/watches/1791"
    },
    {
      "watch": {
        "id": 608,
        "watched_by": {
          "user_link": "/external_api/v1/users/18",
          "avatar": {
            "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
          },
          "id": 18,
          "full_name": "Dan Lee",
          "last_name": "Lee",
          "first_name": "Dan"
        },
        "watch_link": "/external_api/v1/problems/846/watches/608"
      }
    }
  ],
  "assigned_to": {
    "user_link": "/external_api/v1/users/17",
    "avatar": {
      "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
    },
    "id": 17,
    "full_name": "Luke Grimstrup",
    "last_name": "Grimstrup",
    "first_name": "Luke"
  },
  "title": "Remember Me Ongoing Issues",
  "id": 846,
  "problem_link": "/external_api/v1/problems/846"
}
]
},
"version": "1.0",

```



```
"status": "Success"  
}
```


Show Problem (GET)

This API call returns a more detailed result for the problem.

API URL

<https://deskapi.gotoassist.com/v1/problems/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The problem's reference number.	integer		

Example JSON Response

```
{
  "version": "1.0",
  "problem": {
    "customer_viewable_at": "",
    "watches": [
      {
        "watch": {
          "id": 8,
          "watch_link": "/external_api/v1/problems/20/watches/8",
          "watched_by": {
            "user_link": "/external_api/v1/users/2",
            "avatar": "",
            "id": 2,
            "full_name": "dan Lee",
            "last_name": "Lee",
            "first_name": "dan"
          }
        }
      },
      {
        "watch": {
          "id": 7,
          "watch_link": "/external_api/v1/problems/20/watches/7",
          "watched_by": {
            "user_link": "/external_api/v1/users/7",
            "avatar": "",
            "id": 7,
            "full_name": "admin God",
            "last_name": "God",
            "first_name": "admin"
          }
        }
      }
    ],
    "closed_by": null,
  }
}
```

```

"assigned_to": {
  "user_link": "/external_api/v1/users/7",
  "avatar": "",
  "id": 7,
  "full_name": "admin God",
  "last_name": "God",
  "first_name": "admin"
},
"created_at": "2011-02-08T02:39:20Z",
"workaround_found_by": null,
"category": null,
"comments": [
  {
    "comment": {
      "created_at": "2008-11-13T03:40:38Z",
      "id": 18,
      "comment_link": "/external_api/v1/problems/20/comments/18",
      "note": "Sometimes...",
      "user": {
        "user_link": "/external_api/v1/users/2",
        "avatar": "",
        "id": 2,
        "full_name": "dan Lee",
        "last_name": "Lee",
        "first_name": "dan"
      }
    }
  },
  {
    "comment": {
      "created_at": "2008-11-13T03:40:38Z",
      "id": 23723458,
      "comment_link": "/external_api/v1/problems/20/comments/23723458",
      "note": "And together you make a resourceful team",
      "user": {
        "user_link": "/external_api/v1/users/2",
        "avatar": "",
        "id": 2,
        "full_name": "dan Lee",
        "last_name": "Lee",
        "first_name": "dan"
      }
    }
  }
],
"title": "monitor",
"incidents": [
  {
    "incident_link": "/external_api/v1/links/problems/20/incidents/344",
    "incident_id": 344
  }
],
"last_active_at": "2011-02-09T02:39:20Z",
"symptoms": [
  {
    "symptom": {

```

```

    "created_at": "2008-11-13T03:40:38Z",
    "id": 12,
    "note": "I'm a symptom",
    "symptom_link": "/external_api/v1/problems/20/symptoms/12",
    "user": {
      "user_link": "/external_api/v1/users/2",
      "avatar": "",
      "id": 2,
      "full_name": "dan Lee",
      "last_name": "Lee",
      "first_name": "dan"
    }
  }
],
"root_cause": [
  {
    "root_cause": {
      "created_at": "2008-11-13T03:40:38Z",
      "root_cause_link":
"/external_api/v1/problems/20/root_causes/12541666",
      "id": 12541666,
      "note": "Hmmm...this is what it is",
      "user": {
        "user_link": "/external_api/v1/users/2",
        "avatar": "",
        "id": 2,
        "full_name": "dan Lee",
        "last_name": "Lee",
        "first_name": "dan"
      }
    }
  }
],
"updated_at": "2008-02-01T10:24:22Z",
"service": {
  "name": "timesheet",
  "service_link": "/external_api/v1/services/17",
  "avatar": null,
  "id": 17
},
"priority": 1,
"closure_comment": "",
"id": 20,
"additional_values": {
  "approved by client": "yes",
  "story points": "20"
},
"type": "Enhancement",
"assignee_note": "",
"closure_code": "",
"changes": [
],
"non_Service_Desk_users": "",
"updated_by": {

```

```

    "user_link": "/external_api/v1/users/7",
    "avatar": "",
    "id": 7,
    "full_name": "admin God",
    "last_name": "God",
    "first_name": "admin"
  },
  "last_notified_at": "",
  "workaround": [
    {
      "workaround": {
        "created_at": "2008-11-13T03:40:38Z",
        "id": 30,
        "note": "And I'm a workaround",
        "workaround_link": "/external_api/v1/problems/20/workarounds/30",
        "user": {
          "user_link": "/external_api/v1/users/2",
          "avatar": "",
          "id": 2,
          "full_name": "dan Lee",
          "last_name": "Lee",
          "first_name": "dan"
        }
      }
    }
  ],
  "closed_at": "",
  "workaround_found_at": "",
  "problems": [
    ],
    "owner": {
      "user_link": "/external_api/v1/users/7",
      "avatar": "",
      "id": 7,
      "full_name": "admin God",
      "last_name": "God",
      "first_name": "admin"
    },
    "external_email": ""
  },
  "status": "Success"
}

```

Create Problem (POST)

This API call creates a problem and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/problems.format>

POST Parameters

Parameter	Format	Default	Mandatory
title	string		✓
service_id	integer		✓
priority_id	integer	provided by the service	
type_id	integer	provided by the service	
received_by_id	integer	the authenticated user	
assigned_user_id	integer	provided by the service or the authenticated user	
customer_id	integer		
category_id	integer		
common	boolean		
interesting	boolean		

Parameter	Format	Default	Mandatory
notify_watchlisted	boolean		
notify_customer	boolean		
customer_viewable	boolean		
closed_by_user_id	integer		
closure_code	integer		
closure_comment	string		
closed_at	date		
occured_at	date		
resolved_at	date		

These parameters are encapsulated into a '**problem**' parameter. See the examples below.

Example POST

```
{
  "problem": {
    "title": "foo bar baz",
    "type_id": 876,
    "service_id": 123,
    "customer_id": 32
  }
}
```

Example POST Response

```
{
  "result": {
    "incident": "JSON string similar to GET problems/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{ "errors": [ { "error": "[E400] title can't be blank" } ], "version": "1.0",
"status": "Failed" }
```



Update Problem (PUT)

This API call updates an existing problem and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/problems/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The problem's reference number.	integer		

PUT Parameters

Parameter	Format	Default	Mandatory
title	string		
service_id	integer		
priority_id	integer		
type_id	integer		
assigned_user_id	integer		
customer_id	integer		
category_id	integer		
common	boolean		

Parameter	Format	Default	Mandatory
interesting	boolean		
notify_watchlisted	boolean		
notify_customer	boolean		
customer_viewable	boolean		
closed_by_user_id	integer		
closure_code	integer		
closure_comment	string		
closed_at	date		
occured_at	date		
resolved_at	date		

These parameters are encapsulated into a **'problem'** parameter. See the examples below.

Example PUT

```
{
  "problem": {
    "title": "foo bar baz",
    "priority_id": 25,
    "assigned_user_id": 77,
    "customer_id": 33
  }
}
```

```
}  
}
```

Example PUT Response

```
{  
  "result": {  
    "incident": "JSON string similar to GET problems/:id"  
  },  
  "version": "1.0",  
  "status": "Success"  
}
```

Example Error

```
{  
  "errors": [  
    {  
      "error": "[E400] title can't be blank"  
    }  
  ],  
  "version": "1.0",  
  "status": "Failed"  
}
```

Changes API Calls

Show Changes (GET)

This API call returns a list of changes.

API URL

<https://deskapi.gotoassist.com/v1/changes.format>

URL Parameters

Parameter	Format	Default	Mandatory
report_id The id of the report you want to filter results by.	integer		
selected_user_id User id to list problems for.	integer	the authenticated user	
service_ids List of service ids to return	integer	the services for the selected user	
limit Maximum number of results to return	integer	10	
page Desired page.	integer	1	

Example JSON Response

```
{
  "result": {
    "total_entries": 629,
    "total_pages": 63,
    "changes": [
      {
        "testers": [
        ],
        "implementation_change_instructions": [
        ],
        "watches": [

```

```

],
"change_link": "/external_api/v1/changes/980",
"descriptions": [
  {
    "description": {
      "created_at": "2008-04-22T07:27:46Z",
      "id": 655,
      "description_link":
"/external_api/v1/changes/980/descriptions/655",
      "note": "The Changes functionality should have \"show changes
for\" dropdown functionality, just like for incidents.",
      "user": {
        "user_link": "/external_api/v1/users/18",
        "id": 18,
        "avatar": {
          "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
        },
        "last_name": "Lee",
        "full_name": "Dan Lee",
        "first_name": "Dan"
      }
    }
  }
],
"estimated_hours": 4,
"assigned_to": {
  "user_link": "/external_api/v1/users/17",
  "id": 17,
  "avatar": {
    "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
  },
  "last_name": "Grimstrup",
  "full_name": "Luke Grimstrup",
  "first_name": "Luke"
},
"title": "Show Changes For Function",
"comments": [
],
"service": {
  "name": "My Service",
  "service_link": "/external_api/v1/services/20",
  "id": 20,
  "avatar": {
    "avatar_link": "/external_api/v1/avatars/143"
  }
},
"priority": {
  "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/587",
  "level": 3,

```

```
    "id": 587,
    "description": "Important"
  },
  "due_live_at": "",
  "id": 980,
  "change_needs": [
    {
      "change_need": {
        "change_need_link":
"/external_api/v1/changes/980/change_needs/670",
        "created_at": "2008-04-22T21:55:08Z",
        "id": 670,
        "note": "Luke reckons its no longer than half a days work.
```

```
So let's do it",
    "user": {
      "user_link": "/external_api/v1/users/18",
      "id": 18,
      "avatar": {
        "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
      },
      "last_name": "Lee",
      "full_name": "Dan Lee",
      "first_name": "Dan"
    }
  }
],
"issues": [
],
"type": {
  "name": "Feature request",
  "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/577",
  "id": 577
},
"due_date": "",
"risk": "Low",
"reasons": [
  {
    "reason": {
      "reason_link": "/external_api/v1/changes/980/reasons/656",
      "created_at": "2008-04-22T07:27:46Z",
      "id": 656,
      "note": "a) consistency
b) usefulness",
      "user": {
        "user_link": "/external_api/v1/users/18",
        "id": 18,
        "avatar": {
          "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
```

```
    },
    "last_name": "Lee",
    "full_name": "Dan Lee",
    "first_name": "Dan"
  }
}
],
"test_review_instructions": [

],
"implementation_progress_notes": [

],
"complexity": "Low",
"owner": {
  "user_link": "/external_api/v1/users/18",
  "id": 18,
  "avatar": {
    "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
  },
  "last_name": "Lee",
  "full_name": "Dan Lee",
  "first_name": "Dan"
}
]
},
"version": "1.0",
"status": "Success"
}
```


Show Change (GET)

This API call returns a more detailed result for the change.

API URL

<https://deskapi.gotoassist.com/v1/changes/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The change's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "change": {
      "testers": [
      ],
      "implementation_change_instructions": [
      ],
      "test_completed_by_user": null,
      "implementation_completed_by_user": {
        "user_link": "/external_api/v1/users/18",
        "id": 18,
        "avatar": {
          "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
        },
        "last_name": "Lee",
        "full_name": "Dan Lee",
        "first_name": "Dan"
      },
      "watches": [
      ],
      "change_link": "/external_api/v1/changes/980",
      "releases": [
        {
          "release_link": "/external_api/v1/links/changes/980/releases/90",
          "release_id": 90
        }
      ],
      "descriptions": [
        {
          "description": {
```



```

        "created_at": "2008-04-22T07:27:46Z",
        "id": 655,
        "description_link":
"/external_api/v1/changes/980/descriptions/655",
        "note": "The Changes functionality should have \"show changes
for\" dropdown functionality, just like for incidents.",
        "user": {
            "user_link": "/external_api/v1/users/18",
            "id": 18,
            "avatar": {
                "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
            },
            "last_name": "Lee",
            "full_name": "Dan Lee",
            "first_name": "Dan"
        }
    }
},
    "estimated_hours": 4,
    "created_at": "2008-04-22T07:26:11Z",
    "assigned_to": {
        "user_link": "/external_api/v1/users/17",
        "id": 17,
        "avatar": {
            "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
        },
        "last_name": "Grimstrup",
        "full_name": "Luke Grimstrup",
        "first_name": "Luke"
    },
    "test_completed_at": null,
    "title": "Show Changes For Function",
    "comments": [
],
    "closed_by_user": {
        "user_link": "/external_api/v1/users/18",
        "id": 18,
        "avatar": {
            "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
        },
        "last_name": "Lee",
        "full_name": "Dan Lee",
        "first_name": "Dan"
    },
    "incidents": [
        {
            "incident_link":
"/external_api/v1/links/changes/980/incidents/6565",

```

```

    "incident_id": 6565
  }
],
"service": {
  "name": "My Service",
  "service_link": "/external_api/v1/services/20",
  "id": 20,
  "avatar": {
    "avatar_link": "/external_api/v1/avatars/143"
  }
},
"updated_at": "2010-07-05T12:06:40Z",
"implementation_completed_at": null,
"priority": {
  "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/587",
  "level": 3,
  "id": 587,
  "description": "Important"
},
"due_live_at": "",
"id": 980,
"change_needs": [
  {
    "change_need": {
      "change_need_link":
"/external_api/v1/changes/980/change_needs/670",
      "created_at": "2008-04-22T21:55:08Z",
      "id": 670,
      "note": "Luke reckons its no longer than half a days work.

```

```

So let's do it",
  "user": {
    "user_link": "/external_api/v1/users/18",
    "id": 18,
    "avatar": {
      "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
    },
    "last_name": "Lee",
    "full_name": "Dan Lee",
    "first_name": "Dan"
  }
}
},
"closure_comment": "",
"change_status": 3,
"additional_values": {
  "approved by client": "yes",
  "story points": "20"
},
"issues": [
],

```

```

    "updated_by_user": null,
    "closure_code": 3,
    "type": {
      "name": "Feature request",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/577",
      "id": 577
    },
    "changes": [

    ],
    "approved_at": "2008-04-22T21:55:45Z",
    "due_date": "",
    "test_due_date": "2008-04-22T07:27:46Z",
    "implementation_due_date": "2008-04-22T07:27:46Z",
    "closed_at": "2008-06-24T01:48:05Z",
    "risk": "Low",
    "reasons": [
      {
        "reason": {
          "reason_link": "/external_api/v1/changes/980/reasons/656",
          "created_at": "2008-04-22T07:27:46Z",
          "id": 656,
          "note": "a) consistency
b) usefulness",
          "user": {
            "user_link": "/external_api/v1/users/18",
            "id": 18,
            "avatar": {
              "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
            },
            "last_name": "Lee",
            "full_name": "Dan Lee",
            "first_name": "Dan"
          }
        }
      }
    ],
    "problems": [

    ],
    "test_review_instructions": [

    ],
    "test": "",
    "implementation_progress_notes": [

    ],
    "complexity": "Low",
    "owner": {
      "user_link": "/external_api/v1/users/18",
      "id": 18,
      "avatar": {
        "public_filename":

```

```
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
    },
    "last_name": "Lee",
    "full_name": "Dan Lee",
    "first_name": "Dan"
  }
}
},
"version": "1.0",
"status": "Success"
}
```



Create Change (POST)

This API call creates a change and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/changes.format>

POST Parameters

Parameter	Format	Default	Mandatory
title	string		
service_id	integer		
type_id	integer	provided by the service, incident or problem	
assigned_user_id	integer	the authenticated user	
priority_id	integer	provided by the service	
closed_by_user_id	integer		
closure_code	integer		
closure_comment	string		
closed_at	date		
customer_viewable	boolean		

Parameter	Format	Default	Mandatory
implementation_due_date	date		
implementation_completed	boolean		
implementation_completed_by_user_id	integer		
test_due_date	date		
test_completed	boolean		
test_completed_by_user_id	integer		
complexity	string		
risk	string		
est_hrs Estimated hours for this change	string		
estimated_hours Alias for est_hrs	string		
build_due_at Due date for the change's implementation	date		
test_due_at Due date for the change's test	date		
submitted_for_approval_at	date		

Parameter	Format	Default	Mandatory
submitted_for_approval_by_user_id	integer		
approved_at	date		
declined_at	date		
released_live_at	date		
ready_for_released_by_user_id	integer		
ready_for_released_at	date		
due_date	date		
due_live_at	date		
use_symptoms Set to true will copy all symptoms from the base incident or problem	boolean		
use_comments Set to true will copy all comments from the base incident or problem	boolean		
use_resolutions Set to true will copy all symptoms from the base incident	date		

Parameter	Format	Default	Mandatory
use_root_causes Set to true will copy all symptoms from the base problem	date		
use_workarounds Set to true will copy all symptoms from the base problem	date		

These parameters are encapsulated into a 'change' parameter. See the examples below.

Points of Interest

- To Close a Change ensure closed_at, closure_code and closure_comment are all present.
- To Re-open a Change ensure closed_at and closure_code are null.
- To Complete a Change's implementation set implementation_closed to true and implementation_completed_by_user_id to the proper user id.
- To Complete a Change's test set test_closed to true and test_completed_by_user_id to the proper user id.
- Status Codes: 1 = New, 2 = Submitted, 3 = Approved, 4 = Declined, 5 = Permanently Declined, 6 = Implementing, 7 = Released, 8 = Closed
- Closure Codes: 0 = Finished - Released Live, 1 = Unfinished - No longer relevant, 2 = Other Reason
- Complexity: 1 = Low, 2 = Medium, 3 = High
- Risk: 1 = Low, 2 = Medium, 3 = High
- Referencing other object ids (priority, type) are all included in full in the Show Service request.

Example POST

```
{
  "change": {
    "use_comments": true,
    "title": "foo bar baz",
    "service_id": 34,
    "problem_id": 9,
    "test_due_date": "16 Feb 2011, 11:35",
    "implementation_due_date": "11 Feb 2011, 11:35"
  }
}
```

Example POST Response

```
{
  "result": {
    "Company": "JSON string similar to GET changes/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```


Example Error

```
{
  "errors": [
    {
      "error": "[E400] title can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```


Update Change (PUT)

This API call updates an existing change and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/changes/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The change's reference number.	integer		

PUT Parameters

Parameter	Format	Default	Mandatory
title	string		
service_id	integer		
type_id	integer	provided by the service, incident or problem	
assigned_user_id	integer	the authenticated user	
priority_id	integer	provided by the service	
closed_by_user_id	integer		
closure_code	integer		
closure_comment	string		

Parameter	Format	Default	Mandatory
closed_at	date		
customer_viewable	boolean		
implementation_due_date	date		
implementation_completed_at	date		
implementation_completed_by_user_id	integer		
test_due_date	date		
test_completed_at	date		
test_completed_by_user_id	integer		
complexity	string		
risk	string		
est_hrs Estimated hours for this change	string		
estimated_hours Alias for est_hrs	string		
submitted_for_approval_at	date		

Parameter	Format	Default	Mandatory
submitted_for_approval_by_user_id	integer		
approved_at	date		
declined_at	date		
released_live_at	date		
ready_for_release_by_user_id	integer		
ready_for_release_at	date		
due_date	date		
due_live_at	date		

These parameters are encapsulated into a **'change'** parameter. See the examples below.

Example PUT

```
{
  "change": {
    "title": "foo bar baz",
    "implementation_completed_at": "15 Feb 2011, 14:12",
    "service_id": 2,
    "due_date": "10 Feb 2011, 15:38",
    "implementation_completed_by_user_id": 12
  }
}
```

Example PUT Response

```
{
  "result": {
    "Company": "JSON string similar to GET changes/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] title can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Releases API Calls

Show Releases (GET)

This API call returns a list of releases.

API URL

<https://deskapi.gotoassist.com/v1/releases.format>

URL Parameters

Parameter	Format	Default	Mandatory
report_id The id of the report you want to filter results by.	integer		
selected_user_id User id to list problems for.	integer	the authenticated user	
service_ids List of service ids to return	integer	the services for the selected user	
limit Maximum number of results to return	integer	10	
page Desired page.	integer	1	

Example JSON Response

```
{
  "result": {
    "releases": [
      {
        "watches": [
        ],
        "release_records": [
          {
            "release_record": {
              "reference": "olaf polaf",
              "released_at": "2011-02-09T02:39:20Z",
              "id": 1,
            }
          }
        ]
      }
    ]
  }
}
```

```

        "release_record_link":
"/external_api/v1/release/1267/records/1"",
        "released_to": "Foo Bar",
        "release_status": 1
    }
}
],
"review_completed_by_user_id": "",
"title": "Testing...",
"priority": 1,
"review_due_date": "",
"review_created_at": "",
"review_users": [
    {
        "review_user": {
            "id": 19,
            "review_user_link":
"/external_api/v1/releases/1267/reviewers/19",
            "owned_by": {
                "user_link": "/external_api/v1/users/17",
                "id": 17,
                "avatar": {
                    "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
                },
                "last_name": "Grimstrup",
                "full_name": "Luke Grimstrup",
                "first_name": "Luke"
            }
        }
    }
],
"id": 1267,
"review_completed_at": ""
}
],
"total_entries": 81,
"total_pages": 9
},
"version": "1.0",
"status": "Success"
}

```


Show Release (GET)

This API call returns a more detailed result for the release.

API URL

<https://deskapi.gotoassist.com/v1/releases/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The release's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "release": {
      "backout_plans": [
      ],
      "watches": [
      ],
      "customer_viewable_at": "",
      "releases": [
        {
          "release_link":
"/external_api/v1/links/releases/1267/releases/277",
          "release_id": 277
        }
      ],
      "release_records": [
        {
          "release_record": {
            "reference": "olaf polaf",
            "released_at": "2011-02-09T02:39:20Z",
            "id": 1,
            "release_record_link":
"/external_api/v1/release/1267/records/1",
            "released_to": "Foo Bar",
            "release_status": 1
          }
        }
      ],
      "created_at": "2008-04-10T22:50:33Z",
      "review_completed_by_user_id": "",
      "discussions": [
      ],
    }
  }
}
```



```

    "closed_by_user": {
      "user_link": "/external_api/v1/users/18",
      "avatar": {
        "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
      },
      "id": 18,
      "full_name": "Dan Lee",
      "last_name": "Lee",
      "first_name": "Dan"
    },
    "approved_by_user": 17,
    "title": "Testing...",
    "incidents": [
      {
        "incident_link":
"/external_api/v1/links/releases/1267/incidents/745",
        "incident_id": 745
      }
    ],
    "review_instructions": [
    ],
    "updated_at": "2008-07-16T09:08:54Z",
    "last_active_at": "2008-07-16T09:08:54Z",
    "service": {
      "name": "Service Desk",
      "service_link": "/external_api/v1/services/20",
      "avatar": {
        "avatar_link": "/external_api/v1/avatars/143"
      },
      "id": 20
    },
    "complete_at": "",
    "declined_at": "",
    "complete_by_user": null,
    "review_due_date": "",
    "review_created_at": "",
    "priority": 1,
    "review_users": [
      {
        "review_user": {
          "id": 19,
          "review_user_link":
"/external_api/v1/releases/1267/reviewers/19",
          "owned_by": {
            "user_link": "/external_api/v1/users/17",
            "id": 17,
            "avatar": {
              "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
            },
            "last_name": "Grimstrup",
            "full_name": "Luke Grimstrup",

```

```

        "first_name": "Luke"
    }
}
],
"released_to_production_at": "",
"release_components": [

],
"closure_comment": "",
"id": 1267,
"due_live_at": "",
"review_completed_at": "",
"additional_values": {
    "approved by client": "yes",
    "story points": "20"
},
"issues": [

],
"assigned_user": {
    "user_link": "/external_api/v1/users/16",
    "avatar": {
        "public_filename":
"/avatars/get/f9/67/f967f24a60923af1af196f649530c4ace860e48b/image_png/Picture_17.png"
    },
    "id": 16,
    "full_name": "Ben Nolan",
    "last_name": "Nolan",
    "first_name": "Ben"
},
"closure_code": 3,
"updated_by_user": {
    "user_link": "/external_api/v1/users/18",
    "avatar": {
        "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
    },
    "id": 18,
    "full_name": "Dan Lee",
    "last_name": "Lee",
    "first_name": "Dan"
},
"released_to_production_by_user": null,
"changes": [

],
"due_date": "",
"non_Service_Desk_users": "",
"approved_at": "2008-04-23T05:09:05Z",
"last_notified_at": "",
"closed_at": "2008-07-16T03:46:47Z",
"submitted_for_approval_by_user": null,
"status": 6,

```

```
"release_instructions": [
],
"owner": {
  "user_link": "/external_api/v1/users/18",
  "avatar": {
    "public_filename":
"/avatars/get/67/cā/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
  },
  "id": 18,
  "full_name": "Dan Lee",
  "last_name": "Lee",
  "first_name": "Dan"
},
"external_email": "",
"submitted_for_approval_at": ""
}
},
"version": "1.0",
"status": "Success"
}
```



Create Release (POST)

This API call creates a release and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/releases.format>

POST Parameters

Parameter	Format	Default	Mandatory
title	string		
priority_id	integer		
assigned_user_id	integer	the authenticated user	
type_id	integer		
status	integer		
closure_code	integer		
closed_by_user_id	integer		
closed_at	date		
closure_comment	string		
customer_viewable	boolean		

Parameter	Format	Default	Mandatory
due_date	date		
due_live_at	date		
approved_by_user_id	integer		
approved_at	date		
declined_at	date		
submitted_for_approval_at	date		
submitted_for_approval_by_user_id	integer		
complete_at	date		
complete_by_user_id	integer		
released_to_production_at	date		
released_to_production_by_user_id	integer		
last_notified_at	date		
external_email	string		

Parameter	Format	Default	Mandatory
non_beetil_users	string		
review_due_date	date		
review_completed	boolean		
review_completed_by_user_id	integer		
notify_watchlisted	boolean		

These parameters are encapsulated into a **'release'** parameter. See the examples below.

Points of Interest

- To Close a Release ensure `closed_at`, `closure_code` and `closure_comment` are all present.
- To Re-open a Release ensure `closed_at` and `closure_code` are null.
- To Complete a Release's review set `review_closed` to true and `review_completed_by_user_id` to the proper user id.
- Status Codes: 1 = Yet to be Submitted, 2 = Pending Approval, 3 = Release Approved, 4 = Release Declined
- Closure Codes: 0 = Resolved, 1 = Permanently Fixed, 2 = Other Reason
- Referencing other object ids (priority, type) are all included in full in the Show Service request.

Example POST

```
{
  "release": {
    "title": "foo bar baz",
    "priority_id": "525",
    "notify_watchlisted": "1",
    "review_due_date": "28 Feb 2011, 11:35",
    "due_live_at": "28 Feb 2011, 11:35",
    "due_date": "21 Feb 2011, 11:35",
    "assigned_user_id": "436"
  }
}
```

Example POST Response

```
{
  "result": {
    "incident": "JSON string similar to GET releases/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] title can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```


Update Release (PUT)

This API call updates an existing release and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/releases/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id The release's reference number.	integer		

PUT Parameters

Parameter	Format	Default	Mandatory
title	string		
priority_id	integer		
assigned_user_id	integer		
type_id	integer		
status	integer		
closure_code	integer		
closed_by_user_id	integer		
closed_at	date		

Parameter	Format	Default	Mandatory
closure_comment	string		
customer_viewable	boolean		
due_date	date		
due_live_at	date		
approved_by_user_id	integer		
approved_at	date		
declined_at	date		
submitted_for_approval_at	date		
submitted_for_approval_by_user_id	integer		
complete_at	date		
complete_by_user_id	integer		
released_to_production_at	date		
released_to_production_by_user_id	integer		

Parameter	Format	Default	Mandatory
last_notified_at	date		
external_email	string		
non_beetil_users	string		
review_due_date	date		
review_completed	boolean		
review_completed_by_user_id	integer		
notify_watchlisted	boolean		

These parameters are encapsulated into a **'release'** parameter. See the examples below.

Example PUT

```
{
  "release": {
    "review_completed_by_user_id": 56,
    "title": "foo bar baz",
    "priority_id": "525",
    "notify_watchlisted": "1",
    "due_live_at": "28 Feb 2011, 11:35",
    "review_completed": 1,
    "due_date": "21 Feb 2011, 11:35",
    "assigned_user_id": "436"
  }
}
```

Example PUT Response

```
{
  "result": {
    "incident": "JSON string similar to GET releases/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] title can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Configuration API Calls

Show Top-Level Config Types (GET)

This API call returns the list of top level config types. This call will also return a list of child config types and config items directly descended from it.

Note:In the top-level case, there is a "root" config type.

API URL

https://deskapi.gotoassist.com/v1/config_types/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
limit Maximum number of results to return.	integer	10	
page Desired page.	integer	1	
per_page Alias for limit.	integer		

Example JSON Response

```
{
  "result": {
    "config_type": {
      "name": "Config Item",
      "config_type_link": "/external_api/v1/config_types/1",
      "id": 1
    },
    "config_items": [
      {
        "watches": [
          ],
        "name": "Service Desk test.vader",
        "id": 6801,
        "reference_num": 6801
      }
    ],
    "config_types": [
      {
        "name": "Applications",
        "config_type_link": "/external_api/v1/config_types/35",

```

```
        "id": 35
      }
    ],
    "version": "1.0",
    "status": "Success"
  }
```


Show Config Type (GET)

This API call returns a more detailed result for the config type.

API URL

https://deskapi.gotoassist.com/v1/config_types/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id The config type's reference number.	integer		
limit Maximum number of results to return.	integer	10	
page Desired page.	integer	1	
per_page Alias for limit.	integer		

Example JSON Response

```
{
  "result": {
    "config_type": {
      "name": "Config Item",
      "config_type_link": "/external_api/v1/config_types/1",
      "id": 1
    },
    "config_items": [
      {
        "watches": [
          ],
          "name": "Service Desk test.vader",
          "id": 6801,
          "reference_num": 6801
        },
        {
          "watches": [
            {
              "watch": {
                "id": 23632,
                "watched_by": {
```

```

        "user_link": "/external_api/v1/users/21",
        "avatar": {
            "public_filename":
"/avatars/get/52/70/527086a582cbf4928ffc1e5dff9b3912a7330e95/image_jpeg/greg_
100x100.jpg"
        },
        "id": 21,
        "full_name": "Greg Maddigan",
        "last_name": "Maddigan",
        "first_name": "Greg"
    },
    "watch_link":
"/external_api/v1/config_items/15312/watches/23632"
}
}
],
"name": "Greig's MacBook Pro",
"id": 15312,
"reference_num": 15312
},
{
    "watches": [
        {
            "watch": {
                "id": 13365,
                "watched_by": {
                    "user_link": "/external_api/v1/users/18",
                    "avatar": {
                        "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
                    },
                    "id": 18,
                    "full_name": "Dan Lee",
                    "last_name": "Lee",
                    "first_name": "Dan"
                },
                "watch_link":
"/external_api/v1/config_items/10189/watches/13365"
            }
        }
    ],
    "name": "root item",
    "id": 10189,
    "reference_num": 10189
}
],
"config_types": [
    {
        "name": "Applications",
        "config_type_link": "/external_api/v1/config_types/35",
        "id": 35
    },
    {
        "name": "Companies",
        "config_type_link": "/external_api/v1/config_types/345",

```

```
"id": 345
},
{
  "name": "Data Centers",
  "config_type_link": "/external_api/v1/config_types/42",
  "id": 42
},
{
  "name": "Databases",
  "config_type_link": "/external_api/v1/config_types/33",
  "id": 33
},
{
  "name": "Fobs",
  "config_type_link": "/external_api/v1/config_types/367",
  "id": 367
},
{
  "name": "Internet Service Providers",
  "config_type_link": "/external_api/v1/config_types/28",
  "id": 28
},
{
  "name": "Keys",
  "config_type_link": "/external_api/v1/config_types/366",
  "id": 366
},
{
  "name": "Laptops/PCs",
  "config_type_link": "/external_api/v1/config_types/50",
  "id": 50
},
{
  "name": "Locations",
  "config_type_link": "/external_api/v1/config_types/313",
  "id": 313
},
{
  "name": "Network Equipments",
  "config_type_link": "/external_api/v1/config_types/29",
  "id": 29
},
{
  "name": "People",
  "config_type_link": "/external_api/v1/config_types/43",
  "id": 43
},
{
  "name": "Servers",
  "config_type_link": "/external_api/v1/config_types/27",
  "id": 27
},
{
  "name": "Services",
  "config_type_link": "/external_api/v1/config_types/2",
  "id": 2
```



```
  },
  {
    "name": "Software",
    "config_type_link": "/external_api/v1/config_types/37",
    "id": 37
  },
  {
    "name": "TEST",
    "config_type_link": "/external_api/v1/config_types/318",
    "id": 318
  },
  {
    "name": "Virtual Machines",
    "config_type_link": "/external_api/v1/config_types/34",
    "id": 34
  }
]
},
"version": "1.0",
"status": "Success"
}
```

Show Config Relationship Types (GET)

This API call returns a list of config relationship types.

API URL

https://deskapi.gotoassist.com/v1/config_relationship_type.format

URL Parameters

Parameter	Format	Default	Mandatory
limit Maximum number of results to return.	integer	10	
page Desired page.	integer	1	
per_page Alias for limit.	integer		

Example JSON Response

```
{
  "result": {
    "config_relationship_types": [
      {
        "name": "strong",
        "primary": true,
        "id": 1,
        "dependency_type": "S",
        "opposite_config_relationship_type_id": 100
      }
    ]
  },
  "version": "1.0",
  "status": "Success"
}
```


Show Config Item (GET)

This API call returns a more detailed result for the config item.

API URL

https://deskapi.gotoassist.com/v1/config_items/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id The config item's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "config_item": {
      "watches": [
        {
          "watch": {
            "id": 23632,
            "watched_by": {
              "user_link": "/external_api/v1/users/21",
              "avatar": {
                "public_filename":
"/avatars/get/52/70/527086a582cbf4928ffc1e5dff9b3912a7330e95/image_jpeg/greg_
100x100.jpg"
              },
              "id": 21,
              "full_name": "Greg Maddigan",
              "last_name": "Maddigan",
              "first_name": "Greg"
            },
            "watch_link":
"/external_api/v1/config_items/15312/watches/23632"
          }
        }
      ],
      "name": "Greig's MacBook Pro",
      "dependencies": [
        ],
      "config_type_fields": [
        {
          "user_type": "developer",
          "Description": "text editor license"
        }
      ],
      "config_type": {
```

```

    "name": "Config Item",
    "config_type_link": "/external_api/v1/config_types/1",
    "id": 1
  },
  "config_item_relationships": [
    {
      "config_relationship_type_id": 1,
      "config_item": {
        "name": "VM1",
        "id": "100"
      }
    }
  ],
  "id": 15312,
  "additional_fields": [
    {
      "expiration_date": "01-01-2014",
      "purchase_date": "01-01-2010"
    }
  ],
  "description": "",
  "reference_num": 15312,
  "dependents": [
    {
      "dependent": {
        "watches": [
          {
            "watch": {
              "id": 23630,
              "watched_by": {
                "user_link": "/external_api/v1/users/21",
                "avatar": {
                  "public_filename":
"/avatars/get/52/70/527086a582cbf4928ffc1e5dff9b3912a7330e95/image_jpeg/greg_
100x100.jpg"
                }
              },
              "id": 21,
              "full_name": "Greg Maddigan",
              "last_name": "Maddigan",
              "first_name": "Greg"
            },
            "watch_link":
"/external_api/v1/config_items/15310/watches/23630"
          }
        ]
      }
    }
  ],
  "name": "1Password (small business 5 user licence)",
  "id": 15310,
  "reference_num": 15310
},
{
  "dependent": {
    "watches": [
      {
        "watch": {

```

```

        "id": 25713,
        "watched_by": {
            "user_link": "/external_api/v1/users/21",
            "avatar": {
                "public_filename":
"/avatars/get/52/70/527086a582cbf4928ffc1e5dff9b3912a7330e95/image_jpeg/greg_
100x100.jpg"
            },
            "id": 21,
            "full_name": "Greg Maddigan",
            "last_name": "Maddigan",
            "first_name": "Greg"
        },
        "watch_link":
"/external_api/v1/config_items/16287/watches/25713"
    }
}
],
"name": "TextMate License (serial #107354)",
"id": 16287,
"reference_num": 16287
}
}
],
"config_item_fields": [
]
}
},
"version": "1.0",
"status": "Success"
}

```

Create Config Item (POST)

This API call creates a config item and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/config_items.format

POST Parameters

Parameter	Format	Default	Mandatory
name	string		✓
config_type_id See Show Top Level Config Types .	integer		✓
owner_id See Index Users .	integer		✓
description	string		
notify_watchlisted	boolean		
config_type_fields	hash		
additionla_fields	hash		
config_relationships	hash		

These parameters are encapsulated into a '**config_item**' parameter. See the examples below.

Points of Interest

- **config_type_fields**: Accepts key value pairs, where each key is the name of a config type field.
Example "user_type": "developer"

- `additional_fields`: Accepts key value pairs, where each key is the name of a config type field. Example `"expiration_date": "01-01-2014"`
- `config_relationships`: Accepts hashes that contain the `config_relationship_type_id` and id of the other config item. Example: `{ "config_relationship_type_id": 1, "other_config_item": id: "100" }`

Example POST

```
{
  "config_item": {
    "name": "foo bar baz",
    "config_relationships": [
      {
        "config_relationship_type_id": 1,
        "other_config_item_id": 100
      }
    ],
    "config_type_fields": [
      {
        "user_type": "developer",
        "Description": "text editor license"
      }
    ],
    "notify_watchlisted": "0",
    "owner_id": "359",
    "config_type_id": "313",
    "additional_fields": [
      {
        "expiration_date": "01-01-2014",
        "purchase_date": "01-01-2010"
      }
    ],
    "description": "foo bar baz"
  }
}
```

Example POST Response

```
{
  "result": {
    "config_item": "JSON string similar to GET config_items/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "staus": "Failed",
  "errors": [
    {
      "error": "[E400] no config type found"
    }
  ],
}
```

```
"version": "1.0"  
}
```



Update Config Item (PUT)

This API call updates an existing config item and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/config_items/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id The config item's reference number.	integer		

PUT Parameters

Parameter	Format	Default	Mandatory
name	string		
config_type_id See Show Top Level Config Types .	integer		
owner_id See Index Users .	integer		
description	string		
notify_watchlisted	boolean		
config_type_fields	hash		
additional_fields	hash		
config_relationships	hash		

Parameter	Format	Default	Mandatory

These parameters are encapsulated into a 'config_item' parameter. See the examples below.

Points of Interest

- config_type_fields: Accepts key value pairs, where each key is the name of a config type field. Example "user_type": "developer"
- additional_fields: Accepts key value pairs, where each key is the name of a config type field. Example "expiration_date": "01-01-2014"
- config_relationships: Accepts hashes that contain the config_relationship_type_id and id of the other config item. Example: { "config_relationship_type_id": 1, "other_config_item": id: "100" }

Example PUT

```
{
  "config_item": {
    "name": "foo bar baz",
    "config_relationships": [
      {
        "config_relationship_type_id": 1,
        "other_config_item_id": 100
      }
    ],
    "config_type_fields": [
      {
        "user_type": "developer",
        "Description": "text editor license"
      }
    ],
    "notify_watchlisted": "0",
    "owner_id": "359",
    "config_type_id": "313",
    "additional_fields": [
      {
        "expiration_date": "01-01-2014",
        "purchase_date": "01-01-2010"
      }
    ],
    "description": "foo bar baz"
  }
}
```

Example PUT Response

```
{
  "result": {
    "config_item": "JSON string similar to GET config_items/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "staus": "Failed",
  "errors": [
    {
      "error": "[E400] no config type found"
    }
  ],
  "version": "1.0"
}
```

Notes API Calls

Show Note (GET)

This API call returns a more detailed result for the note.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/:type/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the note belongs to (see points of interest).	string		✓
parent_id The id of the parent the note belongs to (see points of interest).	integer		✓
type The note type (see points of interest).	string		✓
id	integer		✓

Points of Interest

- Notes never exist stand-alone; they always belongs to a **parent**.
- Incidents can have notes of **type**: symptom, resolution or comment.
 - *Example uri: /external_api/v1/incidents/123/symptoms/321*
 - *Example uri: /external_api/v1/incidents/123/resolutions/321*
 - *Example uri: /external_api/v1/incidents/123/comments/321*
- Config Items can have notes of **type**: comment.
 - *Example uri: /external_api/v1/config_items/123/comments/321*
- Problems can have notes of **type**: symptom, comment, root_cause and workaround.
 - *Example uri: /external_api/v1/problems/123/symptoms/321*
 - *Example uri: /external_api/v1/problems/123/comments/321*
 - *Example uri: /external_api/v1/problems/123/root_causes/321*
 - *Example uri: /external_api/v1/problems/123/workarounds/321*
- Changes can have notes of **type**: description, reason, comment, change_need, implementation_change_instructions, implementation_progress_notes.
 - *Example uri: /external_api/v1/changes/123/descriptions/321*
 - *Example uri: /external_api/v1/changes/123/reasons/321*

- Example uri: /external_api/v1/changes/123/comments/321
- Example uri: /external_api/v1/changes/123/change_needs/321
- Example uri: /external_api/v1/changes/123/implementation_change_instructions/321
- Example uri: /external_api/v1/changes/123/implementation_progress_notes/321
- Change Issues can have notes of **type**: comment and issue_comment
 - Example uri: /external_api/v1/changes/123/issues/23/comments/87
 - Example uri: /external_api/v1/changes/123/isuses/23/issue_comments/87
- Releases can have notes of **type**: component, comment, instruction, backout and review_instructions
 - Example uri: /external_api/v1/releases/123/components/321
 - Example uri: /external_api/v1/releases/123/comments/321
 - Example uri: /external_api/v1/releases/123/instructions/321
 - Example uri: /external_api/v1/releases/123/backouts/321
 - Example uri: /external_api/v1/releases/123/review_instructions/321
- **Special case**: Change Tester Issues can have notes of **type**: comment and issue_comment
 - Example uri: /external_api/v1/changes/123/testers/34/issues/23/comments/87
 - Example uri: /external_api/v1/changes/123/testers/34/isuses/23/issue_comments/87
- Special case: Release Issues can have notes of **type**: comment and issue_comment
 - Example uri: /external_api/v1/releases/123/issues/23/comments/87
 - Example uri: /external_api/v1/releases/123/isuses/23/issue_comments/87
- **Special case**: Release Records can have notes of **type**: comment and record_note
 - Example uri: /external_api/v1/releases/123/release_records/67/comments/41
 - Example uri: /external_api/v1/releases/123/release_records/67/record_notes/168

Example JSON Response

```
{
  "result": {
    "symptom": {
      "created_at": "2008-05-15T21:52:24Z",
      "updated_at": "2008-05-15T21:52:24Z",
      "id": 970,
      "note": "The funky tab thing on record incident does not quite
work. Maybe it is me being stupid but no matter how hard I try it just
does not do it
",
      "user": {
        "user_link": "/external_api/v1/users/18",
        "avatar": {
          "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/P
icture_1.png"
        },
        "id": 18,
        "full_name": "Dan Lee",
        "last_name": "Lee",
        "first_name": "Dan"
      },
      "external_email": ""
    }
  },
  "version": "1.0",
  "status": "Success"
}
```

Update Note (PUT)

This API call updates an existing note and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/:type/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the note belongs to (see Show Note).	string		✓
parent_id The id of the parent the note belongs to (see Show Note).	integer		✓
type The note type (see Show Note).	string		✓
id	integer		✓

PUT Parameters

Parameter	Format	Default	Mandatory
note The actual note.	string		
user_id or external_email	integer or string		

These parameters are encapsulated into a 'note type' parameter. See the examples below.

Example PUT

```
{
  "resolution": {
    "user_id": 7,
    "note": "foo bar baz"
  }
}
```

```
}  
}
```

Example PUT Response

```
{  
  "result": {  
    "resolution": "JSON string similar to GET :parent/:parent_id/:type/:id"  
  },  
  "version": "1.0",  
  "status": "Success"  
}
```

Example Error

```
{  
  "errors": [  
    {  
      "error": "[E400] The note parameter must be specified for this call"  
    }  
  ],  
  "version": "1.0",  
  "status": "Failed"  
}
```

Create Note (POST)

This API call creates a note and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/:type.format`

POST Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the note belongs to (see Show Note).	string		✓
parent_id The id of the parent the note belongs to (see Show Note).	integer		✓
type The note type (see Show Note).	string		✓
note The actual note.	string		✓
user_id or external_email	integer or string		✓

These parameters are encapsulated into a '**note type**' parameter. See the examples below.

Example POST

```
{
  "comment": {
    "user_id": 7,
    "note": "foo bar baz"
  }
}
```

Example POST Response

```
{
  "result": {
    "comment": "JSON string similar to GET :parent/:parent_id/:type/:id"
  }
}
```



```
},  
"version": "1.0",  
"status": "Success"  
}
```

Example Error

```
{  
  "errors": [  
    {  
      "error": "[E400] The note parameter must be specified for this call"  
    }  
  ],  
  "version": "1.0",  
  "status": "Failed"  
}
```

Delete Note (DELETE)

This API call deletes a note, returning it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/:type/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the note belongs to (see Show Note).	string		✓
parent_id The id of the parent the note belongs to (see Show Note).	integer		✓
type The note type (see Show Note).	string		✓
id	integer		✓

Example DELETE Response

```
{
  "result": {
    "workaround": "JSON string similar to GET :parent/:parent_id/:type/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Watches API Calls

Show Watches (GET)

This API call returns a list of watches for a parent.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/watches.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the watch belongs to (see points of interest).	string		✓
parent_id The id of the parent the watch belongs to (see points of interest).	integer		✓

Points of Interest

- Watches never exist stand-alone; they always belongs to a **parent**.
- Known **parents**: changes, incidents, releases, problems, messages, config items and knowledge articles.
 - *Example uri: /external_api/v1/incidents/123/watches/321*
 - *Example uri: /external_api/v1/changes/987/watches*

Example JSON Response

```
{
  "result": {
    "watches": [
      {
        "id": 811,
        "watched_by": {
          "user_link": "/external_api/v1/users/20",
          "avatar": {
            "public_filename":
"/avatars/get/06/e3/06e36438eef1ee3e569bc4af0ae608228a0c368d/image_jpeg/
bruce_lee_2_lrg.jpg"
          },
          "id": 20,
          "full_name": "Carl Humphrey",
          "last_name": "Humphrey",
          "first_name": "Carl"
        },
      },
    ],
  },
}
```

```
    "watch_link": "/external_api/v1/incidents/331/watches/811"
  },
  {
    "id": 812,
    "watched_by": {
      "user_link": "/external_api/v1/users/18",
      "avatar": {
        "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/P
icture_1.png"
      },
      "id": 18,
      "full_name": "Dan Lee",
      "last_name": "Lee",
      "first_name": "Dan"
    },
    "watch_link": "/external_api/v1/incidents/331/watches/812"
  }
]
},
"version": "1.0",
"status": "Success"
}
```

Show Watch (GET)

This API call returns a more detailed result for the watch.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/watches/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the watch belongs to (see Show Watches).	string		✓
parent_id The id of the parent the watch belongs to (see Show Watches).	integer		✓
id	integer		✓

Example JSON Response

```
{
  "result": {
    "watch": {
      "created_at": "2008-07-27T07:38:38Z",
      "updated_at": "2008-07-27T07:38:38Z",
      "id": 812,
      "watched_by": {
        "user_link": "/external_api/v1/users/18",
        "avatar": {
          "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Picture_1.png"
        }
      },
      "id": 18,
      "full_name": "Dan Lee",
      "last_name": "Lee",
      "first_name": "Dan"
    }
  },
  "version": "1.0",
  "status": "Success"
}
```

Create Watch (POST)

This API call creates a watch and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/watches.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the watch belongs to (see Show Watches).	string		✓
parent_id The id of the parent the watch belongs to (see Show Watches).	integer		✓

POST Parameters

Parameter	Format	Default	Mandatory
watched_by The id of the user that's watching.	string		✓

These parameters are encapsulated into a **'watch'** parameter. See the examples below.

Example POST

```
{
  "watch": {
    "watched_by": 7
  }
}
```

Example POST Response

```
{
  "result": {
    "time_entry": "JSON string similar to GET
:parent/:parent_id/watches/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] watched_by can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Update Watch (PUT)

This API call updates an existing watch and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/watches/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the watch belongs to (see Show Watches).	string		✓
parent_id The id of the parent the watch belongs to (see Show Watches).	integer		✓
id	integer		✓

POST Parameters

Parameter	Format	Default	Mandatory
watched_by The id of the user that's watching.	string		✓

These parameters are encapsulated into a **'watch'** parameter. See the examples below.

Example PUT

```
{
  "watch": {
    "watched_by": 54
  }
}
```

Example PUT Response

```
{
  "result": {
    "time_entry": "JSON string similar to GET
:parent/:parent_id/watches/:id"
```



```
},  
"version": "1.0",  
"status": "Success"  
}
```

Example Error

```
{  
  "errors": [  
    {  
      "error": "[E400] watched_by can't be blank"  
    }  
  ],  
  "version": "1.0",  
  "status": "Failed"  
}
```

Delete Watch (DELETE)

This API call deletes a watch, returning it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/:parent/:parent_id/watches/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
parent The name of the parent the watch belongs to (see Show Watches).	string		✓
parent_id The id of the parent the watch belongs to (see Show Watches).	integer		✓
id	integer		✓

Example DELETE Response

```
{
  "result": {
    "time_entry": "JSON string similar to GET
:parent/:parent_id/watches/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Change Testers API Calls


Show Change Testers (GET)

Returns a list of change's test's testers.

API URL

https://deskapi.gotoassist.com/v1/changes/:change_id/testers.format

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "change_testers": [
      {
        "change_tester_link": "/external_api/v1/changes/981/testers/5",
        "id": 5,
        "owned_by": {
          "user_link": "/external_api/v1/users/17",
          "id": 17,
          "avatar": {
            "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
          },
          "last_name": "Grimstrup",
          "full_name": "Luke Grimstrup",
          "first_name": "Luke"
        }
      }
    ]
  },
  "version": "1.0",
  "status": "Success"
}
```



Show Change Tester (GET)

This API call returns a more detailed result for the change's test's tester.

API URL

https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		
id	integer		

Example JSON Response

```
{
  "result": {
    "change_tester": {
      "completed_at": "",
      "created_at": "2008-04-29T01:22:02Z",
      "updated_at": "2008-06-03T00:12:28Z",
      "focus": "Production-isms",
      "id": 5,
      "owned_by": {
        "user_link": "/external_api/v1/users/17",
        "id": 17,
        "avatar": {
          "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
        },
        "last_name": "Grimstrup",
        "full_name": "Luke Grimstrup",
        "first_name": "Luke"
      }
    }
  },
  "version": "1.0",
  "status": "Success"
}
```


Create Change Tester (POST)

Create a change's test's tester and returns it. HTTP, API or Service Desk errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/changes/:change_id/testers.format

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		

POST Parameters

Parameter	Format	Default	Mandatory
focus	string		
completed_at	date		

These parameters are encapsulated into a 'tester' parameter. See the examples below.

Example POST

```
{
  "tester": {
    "focus": "foo bar baz"
  }
}
```

Example POST Response

```
{
  "result": {
    "test": "JSON string similar to GET
changes/:change_id/tests/:test_id/testers/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
```

```
    "error": "some error comes here"  
  }  
],  
"version": "1.0",  
"status": "Failed"  
}
```

Update Change Tester (PUT)

Update an existing change's test's tester and return it. HTTP, API or Service Desk errors are returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		✓
id	integer		✓

PUT Parameters

Parameter	Format	Default	Mandatory
focus	string		
completed_at	date		

These parameters are encapsulated into a **'tester'** parameter. See the examples below.

Example PUT

```
{
  "tester": {
    "completed_at": "21 Feb 2011, 11:35",
    "focus": "olaf polaf"
  }
}
```

Example PUT Response

```
{
  "result": {
    "test": "JSON string similar to GET
changes/:change_id/tests/:test_id/testers/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "some error comes here"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```




Delete Change Tester (DELETE)

Delete a change's test's tester, returning it. HTTP, API or Service Desk errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		
id	integer		

Example DELETE Response

```
{
  "result": {
    "test": "JSON string similar to GET
changes/:change_id/tests/:test_id/testers/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Issues API Calls

Show Issues (GET)

This API call returns a list of issues for either a change, change's tester or release.

API URLs

`https://deskapi.gotoassist.com/v1/changes/:change_id/issues.format`

`https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:t_id/issues/:id.format`

`https://deskapi.gotoassist.com/v1/releases/:release_id/issues.format`

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		✓
t_id The change tester's id.	integer		✓
release_id The release's reference number.	integer		✓

Points of Interest

Issues come with their own set of notes. See [Show Note](#) and [Create Note](#) for more information.

- Change Issues can have notes of **type**: comment and issue_comment
 - Example uri: `/external_api/v1/changes/123/issues/23/comments/87`
 - Example uri: `/external_api/v1/changes/123/issues/23/issue_comments/87`
- Change Tester Issues can have notes of **type**: comment and issue_comment
 - Example uri: `/external_api/v1/changes/123/testers/354/issues/23/comments/87`
 - Example uri: `/external_api/v1/changes/123/testers/354/issues/23/issue_comments/87`
- Release Issues can have notes of **type**: comment and issue_comment
 - Example uri: `/external_api/v1/releases/123/issues/23/comments/87`
 - Example uri: `/external_api/v1/releases/123/issues/23/issue_comments/87`

Example JSON Response

```
{
  "result": {
    "issues": [
```

```
{
  "title": "Testing Uploads on Service Desk Test",
  "id": 18,
  "issue_link": "/external_api/v1/changes/981/tests/5/issues/18"
}
],
"version": "1.0",
"status": "Success"
}
```

Show Issue (GET)

This API call returns a more detailed result for the change's issue, change tester's issues or the release's issue.

API URLs

`https://deskapi.gotoassist.com/v1/changes/:change_id/issues/:id.format`

`https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:t_id/issues/:id.format`

`https://deskapi.gotoassist.com/v1/releases/:release_id/issues/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		✓
t_id The change tester's id.	integer		✓
release_id The release's reference number.	integer		✓
id	integer		✓

Example JSON Response

```
{
  "result": {
    "issue": {
      "created_at": "2008-04-24T05:46:17Z",
      "title": "Testing Uploads on Service Desk Test",
      "comments": [

      ],
      "last_active_at": "",
      "updated_at": "2008-05-15T02:34:00Z",
      "priority": 1,
      "review": null,
      "resolved": true,
      "id": 18,
      "incident_raised_at": "",
      "ok_by_tester": true,
    }
  }
}
```

```

"issue_comments": [
  {
    "issue_comment": {
      "created_at": "2008-04-24T05:46:17Z",
      "issue_comment_link":
"/external_api/v1/changes/981/tests/5/issues/18/issue_comments/740",
      "id": 740,
      "note": null,
      "user": {
        "user_link": "/external_api/v1/users/17",
        "id": 17,
        "avatar": {
          "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
        },
        "last_name": "Grimstrup",
        "full_name": "Luke Grimstrup",
        "first_name": "Luke"
      }
    }
  },
  {
    "issue_comment": {
      "created_at": "2008-04-24T05:46:18Z",
      "issue_comment_link":
"/external_api/v1/changes/981/tests/5/issues/18/issue_comments/741",
      "id": 741,
      "note": "Hopefully this works.",
      "user": {
        "user_link": "/external_api/v1/users/17",
        "id": 17,
        "avatar": {
          "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
        },
        "last_name": "Grimstrup",
        "full_name": "Luke Grimstrup",
        "first_name": "Luke"
      }
    }
  },
  {
    "issue_comment": {
      "created_at": "2008-04-24T05:46:39Z",
      "issue_comment_link":
"/external_api/v1/changes/981/tests/5/issues/18/issue_comments/742",
      "id": 742,
      "note": null,
      "user": {
        "user_link": "/external_api/v1/users/17",
        "id": 17,
        "avatar": {
          "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur

```

```

e_7.png"
    },
    "last_name": "Grimstrup",
    "full_name": "Luke Grimstrup",
    "first_name": "Luke"
  }
},
{
  "issue_comment": {
    "created_at": "2008-04-24T05:46:39Z",
    "issue_comment_link":
"/external_api/v1/changes/981/tests/5/issues/18/issue_comments/743",
    "id": 743,
    "note": "And again..",
    "user": {
      "user_link": "/external_api/v1/users/17",
      "id": 17,
      "avatar": {
        "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
      },
      "last_name": "Grimstrup",
      "full_name": "Luke Grimstrup",
      "first_name": "Luke"
    }
  },
  "issue_comment": {
    "created_at": "2008-04-24T05:47:18Z",
    "issue_comment_link":
"/external_api/v1/changes/981/tests/5/issues/18/issue_comments/744",
    "id": 744,
    "note": "Hooray! Everything is swell.
_Wonders if Dan could possibly break it now..._",
    "user": {
      "user_link": "/external_api/v1/users/17",
      "id": 17,
      "avatar": {
        "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
      },
      "last_name": "Grimstrup",
      "full_name": "Luke Grimstrup",
      "first_name": "Luke"
    }
  }
},
{
  "owned_by": {
    "user_link": "/external_api/v1/users/17",
    "id": 17,
    "avatar": {

```

```
        "public_filename":  
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur  
e_7.png"  
    },  
    "last_name": "Grimstrup",  
    "full_name": "Luke Grimstrup",  
    "first_name": "Luke"  
  }  
}  
},  
"version": "1.0",  
"status": "Success"  
}
```

Create Issue (POST)

This API call creates a change's issue, change tester's issue or a release's issue and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/changes/:change_id/issues.format`

`https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:t_id/issues.format`

`https://deskapi.gotoassist.com/v1/releases/:release_id/issues.format`

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		✓
t_id The change tester's id.	integer		✓
release_id The release's reference number.	integer		✓

POST Parameters

Parameter	Format	Default	Mandatory
priority	integer		
title	string		
resolved	boolean		
ok_by_tester	boolean		

These parameters are encapsulated into a 'issue' parameter. See the examples below.

Points of Interest

- Priority: 1 = High, 2 = Medium, 3 = Low

Example POST

```
{
  "issue": {
    "title": "foo bar baz",
    "priority": 2
  }
}
```

Example POST Response

```
{
  "result": {
    "test": "JSON string similar to GET
changes/:change_id/tests/:test_id/issues/:id or
releases/:release_id/reviews/:review_id/issues/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "some error comes here"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Update Issue (PUT)

This API call updates an existing change's issue, change tester's issue or a release's issue and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/changes/:change_id/issues/:id.format`

`https://deskapi.gotoassist.com/v1/changes/:change_id/testers/:t_id/issues/:id.format`

`https://deskapi.gotoassist.com/v1/releases/:release_id/issues/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
change_id The change's reference number.	integer		✓
t_id The change tester's id.	integer		✓
release_id The release's reference number.	integer		✓
id	integer		✓

PUT Parameters

Parameter	Format	Default	Mandatory
priority	integer		
title	string		
resolved	boolean		
ok_by_tester	boolean		

Parameter	Format	Default	Mandatory

These parameters are encapsulated into a 'issue' parameter. See the examples below.

Example PUT

```
{
  "issue": {
    "resolved": true,
    "ok_by_tester": true
  }
}
```

Example PUT Response

```
{
  "result": {
    "test": "JSON string similar to GET
changes/:change_id/tests/:test_id/issues/:id or
releases/:release_id/reviews/:review_id/issues/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "some error comes here"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Review Users API Calls


Show Release Review Users (GET)

This API call returns a list of release's review users.

API URL

https://deskapi.gotoassist.com/v1/releases/:release_id/review_users.format

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "review_users": [
      {
        "id": 5,
        "release_link": "/external_api/v1/releases/745",
        "owned_by": {
          "user_link": "/external_api/v1/users/17",
          "id": 17,
          "avatar": {
            "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
          },
          "last_name": "Grimstrup",
          "full_name": "Luke Grimstrup",
          "first_name": "Luke"
        }
      }
    ]
  },
  "version": "1.0",
  "status": "Success"
}
```

Show Release Review User (GET)

This API call returns a more detailed result for the release's review users.

API URL

https://deskapi.gotoassist.com/v1/releases/:release_id/review_users/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		✓
id	integer		✓

Example JSON Response

```
{
  "result": {
    "review_user": {
      "completed_at": "",
      "created_at": "2008-04-29T01:22:02Z",
      "updated_at": "2008-06-03T00:12:28Z",
      "focus": "Production-isms",
      "id": 5,
      "owned_by": {
        "user_link": "/external_api/v1/users/17",
        "id": 17,
        "avatar": {
          "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
        },
        "last_name": "Grimstrup",
        "full_name": "Luke Grimstrup",
        "first_name": "Luke"
      }
    }
  },
  "version": "1.0",
  "status": "Success"
}
```


Create Release Review User (POST)

This API call creates a release's review user and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/releases/:release_id/review_users.format`

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		

POST Parameters

Parameter	Format	Default	Mandatory
focus	string		
completed_at	date		

These parameters are encapsulated into a 'review_user' parameter. See the examples below.

Example POST

```
{
  "review_user": {
    "focus": "foo bar baz"
  }
}
```

Example POST Response

```
{
  "result": {
    "review_user": "JSON string similar to GET
releases/:release_id/review_users/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "some error comes here"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Update Release Review User (PUT)

This API call updates an existing release's review user and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/releases/:release_id/review_users/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		✓
id	integer		✓

PUT Parameters

Parameter	Format	Default	Mandatory
focus	string		
completed_at	date		

These parameters are encapsulated into a **'review_user'** parameter. See the examples below.

Example PUT

```
{
  "review_user": {
    "completed_at": "21 Feb 2011, 11:35",
    "focus": "Olaf polaf"
  }
}
```

Example PUT Response

```
{
  "result": {
    "review_user": "JSON string similar to GET
releases/:release_id/review_users/:id"
  },
}
```



```
"version": "1.0",  
"status": "Success"  
}
```

Example Error

```
{  
  "errors": [  
    {  
      "error": "some error comes here"  
    }  
  ],  
  "version": "1.0",  
  "status": "Failed"  
}
```

Delete Release Review User (DELETE)

This API call deletes a release's review user, returning it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/releases/:release_id/review_users/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		✓
id	integer		✓

Example DELETE Response

```
{
  "result": {
    "review_user": "JSON string similar to GET
releases/:release_id/review_users/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Release Records API Calls


Show Release Records (GET)

This API call returns a list of release's release records.

API URL

https://deskapi.gotoassist.com/v1/releases/:release_id/release_records.format

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		

Example JSON Response

```
{
  "result": {
    "release_records": [
      {
        "release_record": {
          "reference": "olaf polaf",
          "released_at": "2011-02-09T02:39:20Z",
          "id": 1,
          "release_record_link": "/external_api/v1/release/1267/records/1",
          "released_to": "Foo Bar",
          "release_status": 1
        }
      }
    ]
  },
  "version": "1.0",
  "status": "Success"
}
```

Show Release Record (GET)

This API call returns a more detailed result for the release's release record.

API URL

`https://deskapi.gotoassist.com/v1/releases/:release_id/release_records/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		✓
id	integer		✓

Example JSON Response

```
{
  "result": {
    "release_record": {
      "reference": "olaf polaf",
      "released_at": "2011-02-09T02:39:20Z",
      "comments": [
        {
          "comment": {
            "created_at": "2010-03-23T00:12:39Z",
            "id": 7455,
            "comment_link":
"/external_api/v1/releases/1267/records/1/comments/7455",
            "note": "note comes here",
            "user": {
              "user_link": "/external_api/v1/users/18",
              "avatar": {
                "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
              },
              "id": 18,
              "full_name": "Dan Lee",
              "last_name": "Lee",
              "first_name": "Dan"
            }
          }
        }
      ],
      "id": 1,
      "release_record_link": "/external_api/v1/release/1267/records/1",
    }
  }
}
```

```
"released_to": "Foo Bar",
"record_notes": [
  {
    "record_note": {
      "created_at": "2010-03-23T00:12:39Z",
      "id": 74577,
      "comment_link":
"/external_api/v1/releases/1267/records/1/record_notes/74577",
      "note": "note comes here",
      "user": {
        "user_link": "/external_api/v1/users/18",
        "avatar": {
          "public_filename":
"/avatars/get/67/ca/67ca168dcb91d0e315bdaf440b6137dc76103ca1/image_png/Pictur
e_1.png"
        },
        "id": 18,
        "full_name": "Dan Lee",
        "last_name": "Lee",
        "first_name": "Dan"
      }
    }
  ],
  "release_status": 1
},
"version": "1.0",
"status": "Success"
}
```

Create Release Record (POST)

This API call creates a release's release record and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/release/:release_id/release_records.format

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		✓

POST Parameters

Parameter	Format	Default	Mandatory
release_to	string		✓
release_at	date		✓
reference	string		✓
release_status	boolean		✓

These parameters are encapsulated into a '**release_record**' parameter. See the examples below.

Example POST

```
{
  "release_record": {
    "reference": "olaf polaf",
    "released_at": "2010-03-23T00:12:39Z",
    "released_to": "production",
    "release_status": 0
  }
}
```

Example POST Response

```
{
  "result": {
    "release_record": "JSON string similar to GET
releases/:release_id/release_records/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "some error comes here"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Update Release Record (PUT)

This API call updates an existing release's release record and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/releases/:release_id/release_records/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
release_id The release's reference number.	integer		✓
id	integer		✓

PUT Parameters

Parameter	Format	Default	Mandatory
release_to	string		✓
release_at	date		✓
refrenece	string		✓
release_status	boolean		✓

These parameters are encapsulated into a '**release_record**' parameter. See the examples below.

Example PUT

```
{
  "release_record": {
    "release_status": 1
  }
}
```


Example PUT Response

```
{
  "result": {
    "release_record": "JSON string similar to GET
releases/:release_id/release_records/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "some error comes here"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Time Entries API Calls

Show Time Entries (GET)

This API call returns a list of `time_entries`.

API URL

https://deskapi.gotoassist.com/v1/time_entries.format

URL Parameters

Parameter	Format	Default	Mandatory
start_date	date	1 month ago	
end_date	date	now	
selected_user_id User id to list time entries for. Must be Time Admin	integer	the authenticated user	
limit Maximum number of results to return.	integer	50	
page Desired page.	integer	1	

Points of Interest

- Time Administrators can view time entries for the entire account, and use the **selected_user_id** parameter to view time entries for a specific user
- Time Users can only view their own time entries

Example JSON Response

```
{
  "result": {
    "time_entries": [
      {
        "id": 2762,
        "hours": 1.0,
        "user": {
          "user_link": "/external_api/v1/users/17",

```

```
    "avatar": {
      "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Pictur
e_7.png"
    },
    "id": 17,
    "full_name": "Luke Grimstrup",
    "last_name": "Grimstrup",
    "first_name": "Luke"
  }
]
},
"version": "1.0",
"status": "Success"
}
```


Show Time Entry (GET)

This API call returns a more detailed result for the time entry.

API URL

https://deskapi.gotoassist.com/v1/time_entries/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Points of Interest

- Time Administrators can view time entries for the entire account, and use the **selected_user_id** parameter to view time entries for a specific user
- Time Users can only view their own time entries

Example JSON Response

```
{
  "result": {
    "time_entry": {
      "performed_at": "2010-02-14T11:00:00Z",
      "created_at": "2010-02-15T01:51:47Z",
      "updated_at": "2010-02-15T01:51:47Z",
      "service": {
        "name": "My Service",
        "service_link": "/external_api/v1/services/20",
        "avatar": {
          "avatar_link": "/external_api/v1/avatars/143"
        }
      },
      "id": 20
    },
    "account": 1,
    "custom": "Email Integration Bug Hunting",
    "description": "Trawling through mail logs",
    "hours": 1.0,
    "locked_at": "",
    "user": {
      "user_link": "/external_api/v1/users/17",
      "avatar": {
        "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
      }
    },
    "id": 17,
    "full_name": "Luke Grimstrup",
    "last_name": "Grimstrup",
  }
}
```

```
        "first_name": "Luke"
    }
},
"version": "1.0",
"status": "Success"
}
```


Show Time Entry (GET)

This API call returns a more detailed result for the time entry.

API URL

https://deskapi.gotoassist.com/v1/time_entries/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Points of Interest

- Time Administrators can view time entries for the entire account, and use the **selected_user_id** parameter to view time entries for a specific user
- Time Users can only view their own time entries

Example JSON Response

```
{
  "result": {
    "time_entry": {
      "performed_at": "2010-02-14T11:00:00Z",
      "created_at": "2010-02-15T01:51:47Z",
      "updated_at": "2010-02-15T01:51:47Z",
      "service": {
        "name": "My Service",
        "service_link": "/external_api/v1/services/20",
        "avatar": {
          "avatar_link": "/external_api/v1/avatars/143"
        }
      },
      "id": 20
    },
    "account": 1,
    "custom": "Email Integration Bug Hunting",
    "description": "Trawling through mail logs",
    "hours": 1.0,
    "locked_at": "",
    "user": {
      "user_link": "/external_api/v1/users/17",
      "avatar": {
        "public_filename":
"/avatars/get/30/2f/302ff592caaacc4408518920f00567744175c734/image_png/Picture_7.png"
      }
    },
    "id": 17,
    "full_name": "Luke Grimstrup",
    "last_name": "Grimstrup",
  }
}
```

```
        "first_name": "Luke"  
    }  
  },  
  "version": "1.0",  
  "status": "Success"  
}
```

Create Time Entry (POST)

This API call creates a time entry and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/time_entries.format

URL Parameters

Parameter	Format	Default	Mandatory
selected_user_id User id to create a time entry for.	integer	authenticated user	

POST Parameters

Parameter	Format	Default	Mandatory
entry	string		✓
hours	integer		✓
description	string		
performed_at Date the time entry was performed	string		

These parameters are encapsulated into a 'time_entry' parameter. See the examples below.

Points of Interest

- For time against a record enter: "**B#1234**"
- For other time against a service enter: "**Service Name // Task Description**"
- For non-service related time enter: "**// Task Description**"

Example POST

```
{
  "time_entry": {
    "entry": "B#1234",
    "description": "foo bar",
```



```
    "hours": "1"
  }
}
```

Example POST Response

```
{
  "result": {
    "time_entry": "JSON string similar to GET time_entries/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] hours can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```


Delete Time Entry (DELETE)

This API call deletes a time entry, returning it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/time_entries/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Example DELETE Response

```
{
  "result": {
    "time_entry": "JSON string similar to GET time_entries/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```


Update Time Entry (PUT)

This API call updates an existing time entry and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

https://deskapi.gotoassist.com/v1/time_entries/:id.format

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		
selected_user_id User id to create a time entry for.	integer	authenticated user	

PUT Parameters

Parameter	Format	Default	Mandatory
entry	string		
hours	integer		
description	string		
performed_at	datetime		

These parameters are encapsulated into a **'time_entry'** parameter. See the examples below.

Example PUT

```
{
  "time_entry": {
    "entry": "// Meeting",
    "hours": "1.25"
  }
}
```

Example PUT Response

```
{
  "result": {
    "time_entry": "JSON string similar to GET time_entries/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] hours can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Links API Calls

Show Links (GET)

This API call returns a list of links.

Note: The term "beetil" refers to a Service Desk record.

API URL

`https://deskapi.gotoassist.com/v1/links/:record_type/:record_id.format`

URL Parameters

Parameter	Format	Default	Mandatory
beetil_type The name of the record (see points of interest).	string		✓
beetil_id The reference number of the record (see points of interest).	integer		✓

Points of Interest

- The beetil_type is always plural. (e.g. incidents)
- Possible record types are: incidents, changes, problems and releases.
 - *Example uri: /external_api/v1/links/incidents/123*
 - *Example uri: /external_api/v1/links/changes/123*
 - *Example uri: /external_api/v1/links/problems/123*
 - *Example uri: /external_api/v1/links/releases/123*

Example JSON Response

```
{
  "result": {
    "releases": [
      {
        "release_link": "/external_api/v1/links/incidents/33/releases/265",
        "release_id": 265
      }
    ],
    "incidents": [
      {
        "incident_link":
"/external_api/v1/links/incidents/33/incidents/1234",
        "incident_id": 1234
      },
      {
```

```
    "incident_link":
"/external_api/v1/links/incidents/33/incidents/678",
    "incident_id": 789
  }
],
"changes": [
],
"problems": [
  {
    "problem_id": 164,
    "problem_link": "/external_api/v1/links/incidents/33/problems/164"
  },
  {
    "problem_id": 165,
    "problem_link": "/external_api/v1/links/incidents/33/problems/165"
  },
  {
    "problem_id": 166,
    "problem_link": "/external_api/v1/links/incidents/33/problems/166"
  }
]
},
"version": "1.0",
"status": "Success"
}
```

Create Link (POST)

This API call creates a link and returns all links for the record. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/links/: record_type/: record_id.format`

URL Parameters

Parameter	Format	Default	Mandatory
beetil_type The name of the record (see Show Links).	string		✓
beetil_type The reference number of the record (see Show Links).	integer		✓

POST Parameters

Parameter	Format	Default	Mandatory
incident_id The id of the incident you want to link with the record.	integer		✓
change_id The id of the change you want to link with the record.	integer		✓
problem_id The id of the problem you want to link with the record.	integer		✓
release_id The id of the release you want to link with the record.	integer		✓

Points of Interest

- Only one of the above POST parameters is necessary.
- The record in the URL parameters will serve as the host that will be linked against.

- All record types can be linked to all other record types, **except problems to releases and vice versa.**

Example POST

```
{
  "change_id": 234
}
```

Example POST Response

```
{
  "result": {
    "releases": [
      {
        "release_link": "/external_api/v1/links/incidents/33/releases/265",
        "release_id": 265
      }
    ],
    "incidents": [
      {
        "incident_link":
"/external_api/v1/links/incidents/33/incidents/1234",
        "incident_id": 1234
      },
      {
        "incident_link":
"/external_api/v1/links/incidents/33/incidents/678",
        "incident_id": 789
      }
    ],
    "changes": [
      {
        "release_link": "/external_api/v1/links/incidents/33/changes/234",
        "release_id": 234
      }
    ],
    "problems": [
      {
        "problem_id": 164,
        "problem_link": "/external_api/v1/links/incidents/33/problems/164"
      },
      {
        "problem_id": 165,
        "problem_link": "/external_api/v1/links/incidents/33/problems/165"
      },
      {
        "problem_id": 166,
        "problem_link": "/external_api/v1/links/incidents/33/problems/166"
      }
    ]
  },
  "version": "1.0",
  "status": "Success"
}
```


Delete Link (DELETE)

This API call deletes a link, returning all remaining links for the source record. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/links/:src_type/:src_id/:link_type/:link_id.format`

URL Parameters

Parameter	Format	Default	Mandatory
src_type The name of the record hosting the link (see Show Links).	string		✓
src_id The reference number of the record hosting the link (see Show Links).	integer		✓
link_type The name of the linked record (see Show Links).	string		✓
link_id The reference number of the linked record (see Show Links).	integer		✓

Points of Interest

- Source and link record denote the record hosting the link and the linked record respectively.
 - *Example uri: /external_api/v1/links/incidents/123/changes/45667* With incident (123 as reference number) as the host having a change (45667 as reference number) as link.

Example DELETE Response

```
{
  "result": {
    "releases": [
      {
        "release_link": "/external_api/v1/links/incidents/33/releases/265",
        "release_id": 265
      }
    ],
    "incidents": [
      {
```

```
    "incident_link":
"/external_api/v1/links/incidents/33/incidents/678",
    "incident_id": 789
  }
],
"changes": [
  {
    "release_link": "/external_api/v1/links/incidents/33/changes/234",
    "release_id": 234
  }
],
"problems": [

]
},
"version": "1.0",
"status": "Success"
}
```

Users API Calls

Show Users (GET)

This API call returns a list of users, including groups. See [Avatars](#) for more useful information on Avatar usage.

API URL

`https://deskapi.gotoassist.com/v1/users.format`

URL Parameters

Parameter	Format	Default	Mandatory
service_id Service id to return users for.	integer		

Example JSON Response

```
{
  "result": {
    "users": [
      {
        "user_link": "/external_api/v1/users/7",
        "avatar": null,
        "id": 7,
        "full_name": "admin God",
        "last_name": "God",
        "first_name": "admin"
      },
      {
        "user_link": "/external_api/v1/users/117",
        "avatar": null,
        "id": 117,
        "full_name": "admin God",
        "last_name": "God",
        "first_name": "admin"
      },
      {
        "avatar": null,
        "id": 1039848703,
        "group_link": "/external_api/v1/users/1039848703",
        "full_name": "My Group",
        "last_name": null,
        "first_name": "My Group"
      },
      {
        "user_link": "/external_api/v1/users/2",
        "avatar": null,
        "id": 2,

```

```
    "full_name": "dan Lee",
    "last_name": "Lee",
    "first_name": "dan"
  },
  {
    "user_link": "/external_api/v1/users/1039848704",
    "avatar": null,
    "id": 1039848704,
    "full_name": "Empty User",
    "last_name": "User",
    "first_name": "Empty"
  },
  {
    "user_link": "/external_api/v1/users/10",
    "avatar": null,
    "id": 10,
    "full_name": "luke Grimstrup",
    "last_name": "Grimstrup",
    "first_name": "luke"
  },
  {
    "user_link": "/external_api/v1/users/167",
    "avatar": null,
    "id": 167,
    "full_name": "Password Expired",
    "last_name": "Expired",
    "first_name": "Password"
  },
  {
    "user_link": "/external_api/v1/users/11",
    "avatar": null,
    "id": 11,
    "full_name": "quentin Jones",
    "last_name": "Jones",
    "first_name": "quentin"
  },
  {
    "avatar": null,
    "id": 168,
    "group_link": "/external_api/v1/users/168",
    "full_name": "Support Group",
    "last_name": "groups dont have last names",
    "first_name": "Support Group"
  }
]
},
"version": "1.0",
"status": "Success"
}
```


Show User (GET)

This API call returns a more detailed result for the user.

API URL

<https://deskapi.gotoassist.com/v1/users/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Example JSON Response

```
{
  "result": {
    "user": {
      "Company": null,
      "address": "11 Dan Rd",
      "other_phone": "027 111 1111",
      "created_at": "2007-12-05T22:59:00Z",
      "activated_at": "2010-02-10 03:58:08",
      "job_title": "",
      "office_phone": "027 111 1111",
      "notes": "",
      "user_link": "/external_api/v1/users/2",
      "updated_at": "2009-11-25T23:39:17Z",
      "avatar": "",
      "id": 2,
      "email_aliases": "",
      "fax": "027 111 111",
      "full_name": "dan Lee",
      "last_name": "Lee",
      "time_zone": "",
      "department": "",
      "first_name": "dan",
      "email": "dan@youdo.co.nz",
      "mobile_phone": "027 111 1111"
    }
  },
  "version": "1.0",
  "status": "Success"
}
```

Show Current User (GET)

This API call returns information about the currently authenticated user.

API URL

https://deskapi.gotoassist.com/v1/users/current_user.format

URL Parameters

Parameter	Format	Default	Mandatory
service_ids Comma seperated list of service ids to include in the count-list.	integer		

Example JSON Response

```
{
  "result": {
    "user": {
      "Company": null,
      "address": "",
      "other_phone": "111 1111",
      "created_at": "2007-12-17T13:40:58Z",
      "activated_at": "2010-02-10 03:58:08",
      "release_count": 6,
      "job_title": "",
      "office_phone": "111 1111",
      "change_count": 13,
      "notes": "",
      "user_link": "/external_api/v1/users/7",
      "updated_at": "2009-11-25T23:39:17Z",
      "incident_count": 9,
      "problem_count": 3,
      "avatar": "",
      "id": 7,
      "email_aliases": "",
      "fax": "",
      "full_name": "admin God",
      "last_name": "God",
      "time_zone": "Auckland",
      "department": "",
      "first_name": "admin",
      "email": "admin@admin.com",
      "mobile_phone": "111 1111"
    }
  },
  "version": "1.0",
  "status": "Success"
}
```

Customers API Calls

Show Customers (GET)

This API call returns a list of customers.

API URL

<https://deskapi.gotoassist.com/v1/customers.format>

URL Parameters

Parameter	Format	Default	Mandatory
limit Maximum number of results to return.	integer	10	
page Desired page.	integer	1	
per_page Alias for limit.	integer		

Example JSON Response

```
{
  "result": {
    "customers": [
      {
        "id": 2020,
        "last_name": "God",
        "customer_link": "/external_api/v1/customers/2020",
        "first_name": "admin"
      },
      {
        "id": 2008,
        "last_name": "Flogging",
        "customer_link": "/external_api/v1/customers/2008",
        "first_name": "bob"
      },
      {
        "id": 2009,
        "last_name": "Fresh",
        "customer_link": "/external_api/v1/customers/2009",
        "first_name": "james"
      }
    ]
  }
},
```

```
"version": "1.0",  
"status": "Success"  
}
```



Show Customer (GET)

This API call returns a more detailed result for the customer.

API URL

`https://deskapi.gotoassist.com/v1/customers/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Example JSON Response

```
{
  "result": {
    "customer": {
      "Company": null,
      "office_phone": "04 111 1111",
      "avatar": null,
      "id": 2008,
      "full_name": "bob Flogging",
      "last_name": "Flogging",
      "first_name": "bob",
      "email": "bob@youdo.co.nz",
      "mobile_phone": "021 111 1111"
    }
  },
  "version": "1.0",
  "status": "Success"
}
```



Create Customer (POST)

This API call creates a customer and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

<https://deskapi.gotoassist.com/v1/customers.format>

POST Parameters

Parameter	Format	Default	Mandatory
first	string		
last_name	integer		
email	string		
email_aliases	string		
Company_id See (GET) Index Companies .	integer		
portal_access	boolean		
see_all_incidents	boolean		
admin	boolean		
office_phone	string		
mobile_phone	string		

Parameter	Format	Default	Mandatory
other_phone	string		
fax	string		
address	string		
notes	string		
job_title	string		
department	string		

These parameters are encapsulated into a 'customer' parameter. See the examples below.

Example POST

```
{
  "customer": {
    "other_phone": "",
    "address": "",
    "job_title": "",
    "office_phone": "",
    "notes": "",
    "portal_access": "0",
    "see_all_incidents": "0",
    "admin": "0",
    "email_aliases": "",
    "last_name": "bar",
    "Company_id": "5",
    "fax": "",
    "department": "",
    "first_name": "foo",
    "mobile_phone": "",
    "email": ""
  }
}
```

Example POST Response

```
{
  "result": {
    "customer": "JSON string similar to GET customers/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] last_name can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```


Update Customer (PUT)

This API call updates an existing customer and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.

API URL

`https://deskapi.gotoassist.com/v1/customers/:id.format`

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

POST Parameters

Parameter	Format	Default	Mandatory
first_name	string		
last_name	integer		
email	string		
email_aliases	string		
Company_id See (GET) Index Companies .	integer		
portal_access	boolean		
see_all_incidents	boolean		
admin	boolean		

Parameter	Format	Default	Mandatory
address	string		
notes	string		
office_phone	string		
mobile_phone	string		
other_phone	string		
fax	string		
address	string		
notes	string		
job_title	string		
department	string		

These parameters are encapsulated into a '**customer**' parameter. See the examples below.

Example PUT

```
{
  "customer": {
    "other_phone": "",
    "address": "",
    "job_title": "",
    "office_phone": "",
    "notes": "",
```

```
    "portal_access": "0",
    "see_all_incidents": "0",
    "admin": "0",
    "email_aliases": "",
    "last_name": "bar",
    "Company_id": "5",
    "fax": "",
    "department": "",
    "first_name": "foo",
    "mobile_phone": "",
    "email": ""
  }
}
```

Example PUT Response

```
{
  "result": {
    "customer": "JSON string similar to GET customers/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] last_name can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Companies API Calls

Show Companies (GET)

This API call returns a list of Companies.

API URL

<https://deskapi.gotoassist.com/v1/Companies.format>

URL Parameters

Parameter	Format	Default	Mandatory
limit Maximum number of results to return.	integer	10	
page Desired page.	integer	1	
per_page Alias for limit.	integer		

Example JSON Response

```
{
  "result": {
    "Companies": [
      {
        "name": "AERO.X",
        "avatar": null,
        "id": 33,
        "Company_link": "/external_api/v1/Companies/33"
      }
    ]
  },
  "version": "1.0",
  "status": "Success"
}
```



Show Company (GET)

This API call returns a more detailed result for the Company.

API URL

<https://deskapi.gotoassist.com/v1/Companies/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Example JSON Response

```
{
  "result": {
    "Company": {
      "address": "",
      "other_phone": "",
      "name": "AERO.X",
      "office_phone": "",
      "notes": "",
      "avatar": null,
      "id": 33,
      "fax": "",
      "website": "",
      "mobile_phone": "",
      "email": ""
    }
  },
  "version": "1.0",
  "status": "Success"
}
```

Create Company (POST)

This API call returns a more detailed result for the Company.

API URL

<https://deskapi.gotoassist.com/v1/Companies/:id.format>

POST Parameters

Parameter	Format	Default	Mandatory
name	string		
email	string		
office_phone	string		
mobile_phone	string		
other_phone	string		
fax	string		
website	string		
address	string		
notes	string		

These parameters are encapsulated into a '**Company**' parameter. See the examples below.

Example POST

```
{
  "Company": {
    "address": "",
    "other_phone": "",
    "name": "foo bar",
    "office_phone": "",
    "notes": "",
    "website": "",
    "fax": "",
    "mobile_phone": "",
    "email": "foo@bar.com"
  }
}
```

Example POST Response

```
{
  "result": {
    "Company": "JSON string similar to GET Companies/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] name can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```


Update Company (PUT)

This API call updates an existing Company and returns it. HTTP-, API- or Service Desk-specific errors will be returned otherwise.


API URL

<https://deskapi.gotoassist.com/v1/Companies/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

PUT Parameters

Parameter	Format	Default	Mandatory
name	string		
email	string		
office_phone	string		
mobile_phone	string		
other_phone	string		
fax	string		
website	string		
address	string		

Parameter	Format	Default	Mandatory
notes	string		

These parameters are encapsulated into a '**Company**' parameter. See the examples below.

Example PUT

```
{
  "Company": {
    "address": "",
    "other_phone": "",
    "name": "foo bar",
    "office_phone": "",
    "notes": "",
    "website": "",
    "fax": "",
    "mobile_phone": "",
    "email": "foo@bar.com"
  }
}
```

Example PUT Response

```
{
  "result": {
    "Company": "JSON string similar to GET Companies/:id"
  },
  "version": "1.0",
  "status": "Success"
}
```

Example Error

```
{
  "errors": [
    {
      "error": "[E400] name can't be blank"
    }
  ],
  "version": "1.0",
  "status": "Failed"
}
```

Services API Calls


Show Services (GET)

This API call returns a more detailed result for the service the authenticated user can see. This includes all service activity types, service priorities and categories.

API URL

<https://deskapi.gotoassist.com/v1/services/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Example JSON Response

```
{
  "result": {
    "service": {
      "name": "My Service",
      "problem_types": [
        {
          "problem_type": {
            "name": "Bug",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/565",
            "id": 565
          }
        },
        {
          "problem_type": {
            "name": "Error 500",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/566",
            "id": 566
          }
        },
        {
          "problem_type": {
            "name": "Error 500 Feedback",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/567",
            "id": 567
          }
        },
        {
          "problem_type": {
```

```

        "name": "Feature request",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/568",
        "id": 568
    }
},
{
    "problem_type": {
        "name": "Feedback",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/569",
        "id": 569
    }
},
{
    "problem_type": {
        "name": "Improvement",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/570",
        "id": 570
    }
},
{
    "problem_type": {
        "name": "Query",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/571",
        "id": 571
    }
},
{
    "problem_type": {
        "name": "Service Request",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/572",
        "id": 572
    }
},
{
    "problem_type": {
        "name": "User Feedback",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/573",
        "id": 573
    }
}
],
"change_types": [
    {
        "change_type": {
            "name": "Bug",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/574",
            "id": 574
        }
    }
],

```

```

    {
      "change_type": {
        "name": "Emergency",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/1455",
        "id": 1455
      }
    },
    {
      "change_type": {
        "name": "Error 500",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/575",
        "id": 575
      }
    },
    {
      "change_type": {
        "name": "Error 500 Feedback",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/576",
        "id": 576
      }
    },
    {
      "change_type": {
        "name": "Feature request",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/577",
        "id": 577
      }
    },
    {
      "change_type": {
        "name": "Feedback",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/578",
        "id": 578
      }
    },
    {
      "change_type": {
        "name": "Improvement",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/579",
        "id": 579
      }
    },
    {
      "change_type": {
        "name": "Normal",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/1454",
        "id": 1454
      }
    },
  },

```



```

    {
      "change_type": {
        "name": "Query",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/580",
        "id": 580
      }
    },
    {
      "change_type": {
        "name": "Service Request",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/581",
        "id": 581
      }
    },
    {
      "change_type": {
        "name": "Standard",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/1456",
        "id": 1456
      }
    },
    {
      "change_type": {
        "name": "User Feedback",
        "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/582",
        "id": 582
      }
    }
  ],
  "avatar": {
    "avatar_link": "/external_api/v1/avatars/143"
  },
  "service_priorities": [
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/527",
        "level": 1,
        "id": 527,
        "description": "Urgent"
      }
    },
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/58",
        "level": 1,
        "id": 58,
        "description": "Urgent"
      }
    }
  ],
  {

```

```

    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/585",
      "level": 1,
      "id": 585,
      "description": "Urgent"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/701",
      "level": 1,
      "id": 701,
      "description": "Urgent"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/525",
      "level": 2,
      "id": 525,
      "description": "V. Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/59",
      "level": 2,
      "id": 59,
      "description": "V. Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/586",
      "level": 2,
      "id": 586,
      "description": "V. Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/720",
      "level": 2,
      "id": 720,
      "description": "V. Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-

```

```
service/service_priorities/520",
    "level": 3,
    "id": 520,
    "description": "Important"
  }
},
{
  "service_priority": {
    "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/60",
    "level": 3,
    "id": 60,
    "description": "Important"
  }
},
{
  "service_priority": {
    "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/587",
    "level": 3,
    "id": 587,
    "description": "Important"
  }
},
{
  "service_priority": {
    "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/702",
    "level": 3,
    "id": 702,
    "description": "Important"
  }
},
{
  "service_priority": {
    "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/519",
    "level": 4,
    "id": 519,
    "description": "Inconvenient"
  }
},
{
  "service_priority": {
    "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/61",
    "level": 4,
    "id": 61,
    "description": "Inconvenient"
  }
},
{
  "service_priority": {
    "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/588",
    "level": 4,
```

```

        "id": 588,
        "description": "Inconvenient"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/705",
        "level": 4,
        "id": 705,
        "description": "Inconvenient"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/516",
        "level": 5,
        "id": 516,
        "description": "Cosmetic"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/62",
        "level": 5,
        "id": 62,
        "description": "Cosmetic"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/589",
        "level": 5,
        "id": 589,
        "description": "Cosmetic"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/704",
        "level": 5,
        "id": 704,
        "description": "Cosmetic"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/771",
        "level": 6,
        "id": 771,
        "description": "foo"
    }
}

```

```

    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/1181",
      "level": 6,
      "id": 1181,
      "description": "foo"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/1974",
      "level": 6,
      "id": 1974,
      "description": "foo"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/1975",
      "level": 6,
      "id": 1975,
      "description": "foo"
    }
  }
],
"incident_types": [
  {
    "incident_type": {
      "name": "Bug",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/16",
      "id": 16
    }
  },
  {
    "incident_type": {
      "name": "Error 500",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/203",
      "id": 203
    }
  },
  {
    "incident_type": {
      "name": "Error 500 Feedback",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/204",
      "id": 204
    }
  },
  {

```

```

    "incident_type": {
      "name": "Feature request",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/15",
      "id": 15
    }
  },
  {
    "incident_type": {
      "name": "Feedback",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/205",
      "id": 205
    }
  },
  {
    "incident_type": {
      "name": "Improvement",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/273",
      "id": 273
    }
  },
  {
    "incident_type": {
      "name": "Infrastructure Event",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/1446",
      "id": 1446
    }
  },
  {
    "incident_type": {
      "name": "Query",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/28",
      "id": 28
    }
  },
  {
    "incident_type": {
      "name": "Service Request",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/29",
      "id": 29
    }
  },
  {
    "incident_type": {
      "name": "User Feedback",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/206",
      "id": 206
    }
  }
],

```

```
"id": 20,
"beetil_categories": [
  {
    "beetil_category": {
      "name": "Admin",
      "id": 18
    }
  },
  {
    "beetil_category": {
      "name": "API",
      "id": 21
    }
  },
  {
    "beetil_category": {
      "name": "Change",
      "id": 16
    }
  },
  {
    "beetil_category": {
      "name": "Config Management",
      "id": 13
    }
  },
  {
    "beetil_category": {
      "name": "Customer Portal",
      "id": 19
    }
  },
  {
    "beetil_category": {
      "name": "Email Integration",
      "id": 22
    }
  },
  {
    "beetil_category": {
      "name": "EU Specific",
      "id": 5
    }
  },
  {
    "beetil_category": {
      "name": "Incident",
      "id": 14
    }
  },
  {
    "beetil_category": {
      "name": "iPhone App",
      "id": 23
    }
  },
],
```

```
{
  "beetil_category": {
    "name": "NZ Specific",
    "id": 6
  }
},
{
  "beetil_category": {
    "name": "Problem",
    "id": 15
  }
},
{
  "beetil_category": {
    "name": "Release",
    "id": 17
  }
},
{
  "beetil_category": {
    "name": "Time",
    "id": 12
  }
},
{
  "beetil_category": {
    "name": "US Specific",
    "id": 7
  }
}
]
},
"version": "1.0",
"status": "Success"
}
```



Show Service (GET)

This API call returns a more detailed result for the service the authenticated user can see. This includes all service activity types, service priorities and categories.

API URL

<https://deskapi.gotoassist.com/v1/services/:id.format>

URL Parameters

Parameter	Format	Default	Mandatory
id	integer		

Example JSON Response

```
{
  "result": {
    "service": {
      "name": "Service Desk",
      "problem_types": [
        {
          "problem_type": {
            "name": "Bug",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/565",
            "id": 565
          }
        },
        {
          "problem_type": {
            "name": "Error 500",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/566",
            "id": 566
          }
        },
        {
          "problem_type": {
            "name": "Error 500 Feedback",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/567",
            "id": 567
          }
        },
        {
          "problem_type": {
            "name": "Feature request",
            "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/568",
            "id": 568
          }
        }
      ]
    }
  }
}
```

```

    }
  },
  {
    "problem_type": {
      "name": "Feedback",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/569",
      "id": 569
    }
  },
  {
    "problem_type": {
      "name": "Improvement",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/570",
      "id": 570
    }
  },
  {
    "problem_type": {
      "name": "Query",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/571",
      "id": 571
    }
  },
  {
    "problem_type": {
      "name": "Service Request",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/572",
      "id": 572
    }
  },
  {
    "problem_type": {
      "name": "User Feedback",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/573",
      "id": 573
    }
  }
],
"change_types": [
  {
    "change_type": {
      "name": "Bug",
      "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/574",
      "id": 574
    }
  },
  {
    "change_type": {
      "name": "Emergency",
      "service_activity_type_link": "/external_api/v1/services/my-

```

```

service/service_activity_types/1455",
    "id": 1455
  }
},
{
  "change_type": {
    "name": "Error 500",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/575",
    "id": 575
  }
},
{
  "change_type": {
    "name": "Error 500 Feedback",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/576",
    "id": 576
  }
},
{
  "change_type": {
    "name": "Feature request",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/577",
    "id": 577
  }
},
{
  "change_type": {
    "name": "Feedback",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/578",
    "id": 578
  }
},
{
  "change_type": {
    "name": "Improvement",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/579",
    "id": 579
  }
},
{
  "change_type": {
    "name": "Normal",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/1454",
    "id": 1454
  }
},
{
  "change_type": {
    "name": "Query",
    "service_activity_type_link": "/external_api/v1/services/my-

```

```

service/service_activity_types/580",
    "id": 580
  }
},
{
  "change_type": {
    "name": "Service Request",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/581",
    "id": 581
  }
},
{
  "change_type": {
    "name": "Standard",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/1456",
    "id": 1456
  }
},
{
  "change_type": {
    "name": "User Feedback",
    "service_activity_type_link": "/external_api/v1/services/my-
service/service_activity_types/582",
    "id": 582
  }
}
],
"avatar": {
  "avatar_link": "/external_api/v1/avatars/143"
},
"service_priorities": [
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/527",
      "level": 1,
      "id": 527,
      "description": "Urgent"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/58",
      "level": 1,
      "id": 58,
      "description": "Urgent"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/585",
      "level": 1,

```

```

        "id": 585,
        "description": "Urgent"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/701",
        "level": 1,
        "id": 701,
        "description": "Urgent"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/525",
        "level": 2,
        "id": 525,
        "description": "V. Important"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/59",
        "level": 2,
        "id": 59,
        "description": "V. Important"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/586",
        "level": 2,
        "id": 586,
        "description": "V. Important"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/720",
        "level": 2,
        "id": 720,
        "description": "V. Important"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/520",
        "level": 3,
        "id": 520,
        "description": "Important"
    }
}

```

```
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/60",
      "level": 3,
      "id": 60,
      "description": "Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/587",
      "level": 3,
      "id": 587,
      "description": "Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/702",
      "level": 3,
      "id": 702,
      "description": "Important"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/519",
      "level": 4,
      "id": 519,
      "description": "Inconvenient"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/61",
      "level": 4,
      "id": 61,
      "description": "Inconvenient"
    }
  },
  {
    "service_priority": {
      "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/588",
      "level": 4,
      "id": 588,
      "description": "Inconvenient"
    }
  },
},
```

```

    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/705",
        "level": 4,
        "id": 705,
        "description": "Inconvenient"
      }
    },
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/516",
        "level": 5,
        "id": 516,
        "description": "Cosmetic"
      }
    },
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/62",
        "level": 5,
        "id": 62,
        "description": "Cosmetic"
      }
    },
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/589",
        "level": 5,
        "id": 589,
        "description": "Cosmetic"
      }
    },
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/704",
        "level": 5,
        "id": 704,
        "description": "Cosmetic"
      }
    },
    {
      "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/771",
        "level": 6,
        "id": 771,
        "description": "foo"
      }
    },
    {
      "service_priority": {

```

```

        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/1181",
        "level": 6,
        "id": 1181,
        "description": "foo"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/1974",
        "level": 6,
        "id": 1974,
        "description": "foo"
    }
},
{
    "service_priority": {
        "service_priority_link": "/external_api/v1/services/my-
service/service_priorities/1975",
        "level": 6,
        "id": 1975,
        "description": "foo"
    }
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  }
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