Auth Required

Authorisation via the Connection API call.

- Login
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Login

To log a customer in:

URL: https://yourdomain.com/api/login

Type: POST


```
{
  "user": {
    "id": 1,
    "name": "Joe Doe",
    "email": "joedoe@example.com",
    "email_verified_at": null,
    "company": "Demo Ltd",
    "phone_number": "",
    "billing_id": "0",
    "billing_system": "",
    "account_manager": "0",
    "biography": "",
    "created_at": "2025-07-13T17:15:25.000000Z",
    "updated_at": "2025-07-13T17:22:37.000000Z"
  }
}
```


email: The email address of the customer.

password: The password of the customer.

Close a Ticket

URL: https://yourdomain.com/api/tickets/close

Type: POST

```
{
  "id": 8,
}
```

customer_id: The ID of the customer, who owns the ticket, this makes sure they can close the ticket.
ticket_id: This is the ticket ID.

The result returns the ticket ID.

Customer Information

To get the customer information from Ticaga:

URL: https://yourdomain.com/api/customers/get/{id}

Type: GET


```
{
  "user": {
    "id": 1,
    "name": "Joe Doe",
    "email": "joedoe@example.com",
    "email_verified_at": null,
    "company": "Demo Ltd",
    "phone_number": "",
    "billing_id": "0",
    "billing_system": "",
    "account_manager": "0",
    "biography": "",
    "created_at": "2025-07-13T17:15:25.000000Z",
    "updated_at": "2025-07-13T17:22:37.000000Z"
  }
}
```


id: Ticaga's customer ID.

If the customer doesn't exist, you get this error:


```
{
  "error": "User not authenticated"
}
```

Assign a billing ID

To assign a billing_id to Ticaga, you need to post their Ticaga ID and their Billing System ID:

URL: https://yourdomain.com/api/customers/assign

Type: POST

```
{
  "user": true
}
```

ticaga_id: Ticaga's customer ID.

billing_id: The billing system customer ID.

billing_system: The billing system name supported by Ticaga Enum.

If the customer doesn't exist, you get this error:

```
{
  "error": "User not authenticated"
}
```

We recommend you store this in the database for the billing system too.

Example from our Blesta plugin:

```
/**
     * Associates/Syncs Blesta Account with Ticaga Account
     *
     * @param int $id The id of the client to fetch
     * @return mixed An stdClass object representing the ticket, or false if none exist
     */
    public function connectAccounts($email_address, $ticaga_id)
    {
□□$ipaddress = $this->get_client_ip_server();

□□$client_id = $this->Session->read("blesta_client_id");
```

```
□□if ($email_address != false)
        {
              $blesta_email = $this->Record->select('email')->from("contacts")-
>where('Client_id', '=', $client_id)->fetch();
              $ticaga_info = json_decode($this->getUserInfoById($ticaga_id), true);

              if($blesta_email->email == $email_address)
              {
                  if($ticaga_info["user"]['id'] == $ticaga_id && $ticaga_info["user"]['email']
== $blesta_email->email)
                  {
                        $company_id = Configure::get('Blesta.company_id');
                        $apiKey = $this->getAPIInfoByCompanyId($company_id)->api_key;
                        $apiURL = $this->getAPIInfoByCompanyId($company_id)->api_url;
                        $apiEmail = $this->getAPIInfoByCompanyId($company_id)->api_email;

□□                  $callvars = array('ticaga_id' => $ticaga_id, "billing_id" => $client_id,
"billing_system" => "Blesta");
                        $this->TicagaSettings->callAPIPost("customers/assign", $callvars,
$apiURL, $apiEmail, $apiKey);

                        $this->Record->duplicate("ticaga_userid", "=", $ticaga_id)-
>insert("ticaga_billing", array('ticaga_userid' => $ticaga_id,'billing_userid' => $client_id,
'email_address' => $email_address, 'billing_system' => 'Blesta'));
                      return true;
                  } else {
                      return false;
                  }
              } else {
                  return false;
              }
        } else {
            return false;
        }
    }
```

Grab a Ticket

How to grab a ticket from Ticaga:

URL: https://yourdomain.com/api/tickets/get/{id}/{ticket_id}

Type: GET


```
{
  "tickets": {
    "id": 2,
    "user_id": 2,
    "subject": "Vitae provident aspernatur minima eum sunt.",
    "message": "Ullam minima est ut ipsa iusto impedit. Dolores quia quos repellat officiis. Autem ad sit qui omnis. Dolorem debitis architecto sit alias laboriosam.\n\nSaepe aut delectus nam omnis eius et. Ratione tempore eum fugiat illum magni quas et nemo. Odit nobis nesciunt voluptate. Excepturi ipsum quam sint in et.",
    "status": "open",
    "priority": "medium",
    "cc": "",
    "assigned": 0,
    "department_id": 2,
    "rating": "0",
    "ip_address": "81.9.172.148",
    "public_hash": "1riUXO8xS9BNZvherjH0",
    "public_name": null,
    "public_email": null,
    "organize": "ticket",
    "date_closed": null,
    "updated_by_client_at": "2025-07-17 18:00:13",
    "first_employee_reply": null,
    "created_at": "2025-07-17T18:00:13.000000Z",
    "updated_at": null,
    "department_name": "Support",
    "department_description": "Need help, we are here to help.",
    "slug": "support",
    "allows_high_priority": 1,
    "is_public": 2,
```

```
    "is_disabled": 0,
    "department_email": "support@example.com",
    "soft_deleted": 0,
    "name": "Prof. Christelle Bechtelar",
    "email": "briana56@example.net",
    "company": "Olson, Hintz and Mueller",
    "company_name": "Olson, Hintz and Mueller",
    "client_name": "Prof. Christelle Bechtelar",
    "ticket_id": 2,
    "department_unique_id": 2,
    "ticket_created": "2025-07-17 18:00:13"
  }
}
```


id: Ticaga's customer ID.

ticket_id: Ticaga's Ticket Number.

If the ticket doesn't belong to the user or doesn't the ticket doesn't exist, you get this error:


```
{
  "error": "No tickets found for this user."
}
```

Tickets

To get all the tickets Ticaga:

URL: https://yourdomain.com/api/tickets/get/all/{ticaga_id}

Type: GET


```
{
  "tickets": [
    {
      "id": 2,
      "user_id": 2,
      "subject": "Vitae provident aspernatur minima eum sunt.",
      "message": "Ullam minima est ut ipsa iusto impedit. Dolores quia quos repellat officiis. Autem ad sit qui omnis. Dolorem debitis architecto sit alias laboriosam.\n\nSaepe aut delectus nam omnis eius et. Ratione tempore eum fugiat illum magni quas et nemo. Odit nobis nesciunt voluptate. Excepturi ipsum quam sint in et.",
      "status": "open",
      "priority": "medium",
      "cc": "",
      "assigned": 0,
      "department_id": 2,
      "rating": "0",
      "ip_address": "81.9.172.148",
      "public_hash": "1riUXO8xS9BNZvherjH0",
      "public_name": null,
      "public_email": null,
      "organize": "ticket",
      "date_closed": null,
      "updated_by_client_at": "2025-07-17 18:00:13",
      "first_employee_reply": null,
      "created_at": "2025-07-17T18:00:13.000000Z",
      "updated_at": null
    }
  ]
}
```

id: Ticaga's customer ID.

If the customer doesn't have any tickets the array is empty:

```
{
  "tickets": []
}
```

Responses

To get the responses for a ticket in Ticaga:

URL: https://yourdomain.com/api/responses/get/{ticket_id}

Type: GET


```
{
  "responses": [
    {
      "id": 4,
      "user_id": 4,
      "ticket_number": 2,
      "content": "Et animi corrupti ut atque incidunt dolores. Modi odio voluptas corporis explicabo sunt odio. Eveniet quidem voluptas animi atque. Vel quae inventore esse facilis maiores qui harum. Esse enim dolores et et.",
      "organize": "ticket",
      "is_note": 0,
      "employee_response": 1,
      "ip_address": "45.35.88.228",
      "created_at": "2025-07-17T18:00:13.000000Z",
      "updated_at": null,
      "user_name": "Harry Marks",
      "user_email": "charles.renner@example.net"
    },
    {
      "id": 5,
      "user_id": 2,
      "ticket_number": 2,
      "content": "Et temporibus nisi voluptas accusantium provident. Nulla maxime ipsum totam voluptas sunt illo. Nihil minus quod laboriosam placeat qui ad. A fugiat repudiandae quia ab error rem fugiat.",
      "organize": "ticket",
      "is_note": 0,
      "employee_response": 0,
      "ip_address": "42.199.111.145",
      "created_at": "2025-07-17T18:00:13.000000Z",
```

```
      "updated_at": null,
      "user_name": "Prof. Christelle Bechtelar",
      "user_email": "briana56@example.net"
    },
    {
      "id": 6,
      "user_id": 4,
      "ticket_number": 2,
      "content": "Sunt voluptate omnis eum libero et qui. Debitis et est delectus non totam tenetur. Eum rerum aliquam voluptatem ullam reprehenderit nihil dignissimos.",
      "organize": "ticket",
      "is_note": 0,
      "employee_response": 1,
      "ip_address": "148.126.153.97",
      "created_at": "2025-07-17T18:00:13.000000Z",
      "updated_at": null,
      "user_name": "Harry Marks",
      "user_email": "charles.renner@example.net"
    }
  ]
}
```


ticket_id: Ticaga's ticket ID.

If there's no ticket found, you'll get this error:


```
{
  "error": "Ticket not found"
}
```


If there's no responses for the ticket, you'll get this error:


```
{
  "error": "No responses found for this ticket."
}
```