

Create a Ticket

URL: <https://yourdomain.com/api/tickets/create>

Type: POST

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

customer_id: The ID of the customer, if the customer doesn't have an ID please set this as 0.

subject: The subject of the ticket.

message: This is the message aka the content of the ticket.

ip_address: This is the customer IP Address.

priority: The priority of the ticket.

department_id: This is the department ID where the ticket will be created and assigned to.

OR instead of the department_id you can send the department_slug

department_slug: This is the department slug where the ticket will be created and assigned to.

organize (OPTIONAL): This is defaulted as "ticket" if no organize is set. To see or change these, please edit the `/app/Enums/Organize.php` file.

The result returns the ticket ID.

Revision #14

Created 2025-07-18 09:08:47 UTC by Michael Dance

Updated 2025-10-03 13:04:04 UTC by Michael Dance