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."
}
```

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