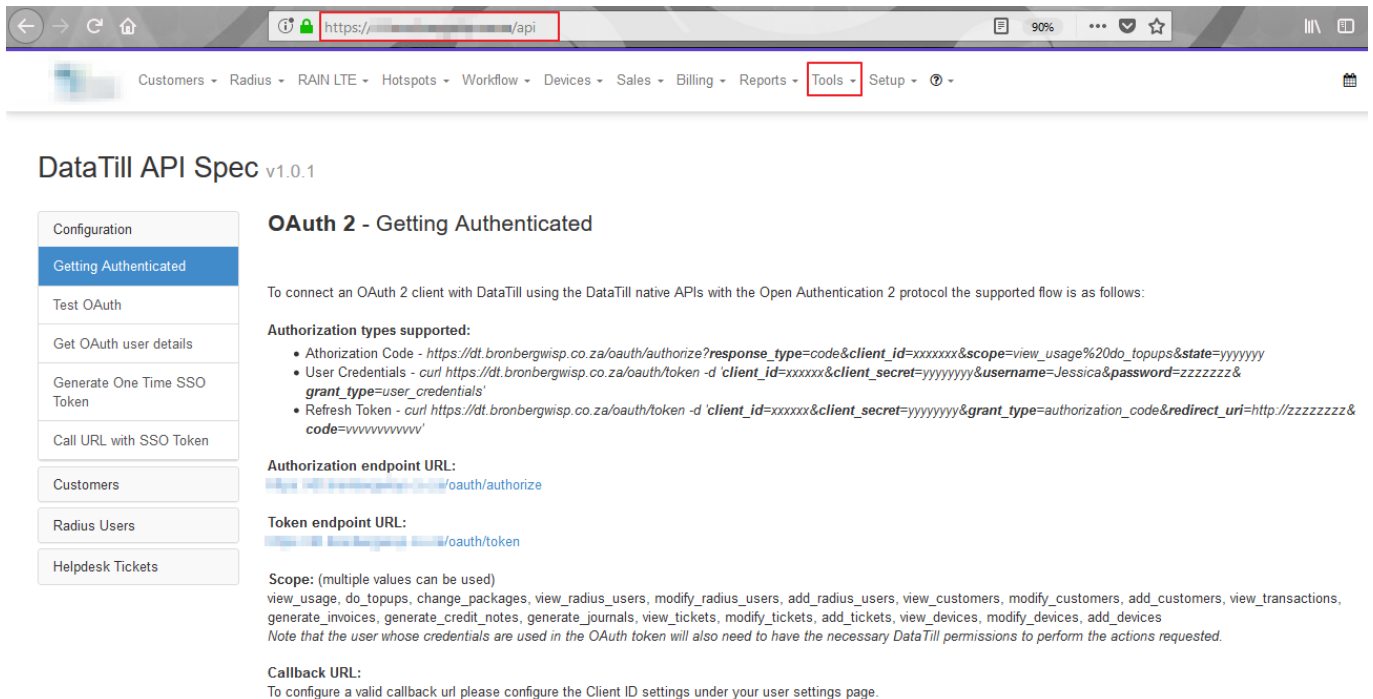HeroTill has added an OAuth 2 compliant API.

This API can be used for any third party integration.

There is a few customer, radius and helpdesk calls already available and we will add a few more API calls in the near future.

To view the new API, Got to Tools –> API

OR yourinstance/api

Example of one of the API calls:

DataTill API Spec v1.0.1

/add_helpdesk_ticket - Add a new helpdesk ticket

Description	Add a new Helpdesk Ticket
URL	▓▓▓ ▓▓▓ ▓▓▓▓▓ ▓▓/api/v1/**add_helpdesk_ticket**
Method	GET or POST (Note: POST is much more secure and does not potentially expose parameters)

Parameters			
	access_token	valid OAuth 2 access token *	Mandatory
	customer_id	id of the customer to assign the new ticket to *	Mandatory
	ticket_title	ticket title	Mandatory
	ticket_description	ticket description	Mandatory
	department_id	a valid ticket department id, which must match the predefined list of ticket department ids	Mandatory
	category_id	a valid ticket category id, which must match the predefined list of ticket category ids	Mandatory
	file_link_id	file link id to link already uploaded attachments to this new ticket	
	admin_only	'yes' to set this ticket to admin only, ie. invisible to the customer. Default value if omitted is 'no'	

* The access token can be supplied as a url parameter or as an authorization header with bearer prefix.

Notes	The user associated with the access token will need to have permission to access the relevant customer ticket details. If the user does not have the required permissions then only the user's own customer tickets can be retrieved.