

Package ‘zdeskR’

August 24, 2020

Title Connect to Your 'Zendesk' Data

Version 0.0.1

Description Facilitates making a connection to the 'Zendesk' API and executing various queries. You can use it to get ticket data and ticket metrics. The 'Zendesk' documentation is available at <https://developer.zendesk.com/rest_api/docs/support/introduction>. This package is not supported by 'Zendesk' (owner of the software).

URL <https://github.com/chrisumphlett/zdeskR>

BugReports <https://github.com/chrisumphlett/zdeskR/issues>

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Encoding UTF-8

LazyData true

Imports dplyr (>= 1.0.0), magrittr (>= 1.5), jsonlite (>= 1.6.1), purrr (>= 0.3.3), httr (>= 1.4.1), tidyselect (>= 1.0.0), tidyr (>= 1.0.0), tibble (>= 1.0.3), plyr (>= 1.8.6)

RoxygenNote 7.1.1

NeedsCompilation no

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Repository CRAN

Date/Publication 2020-08-24 16:20:03 UTC

R topics documented:

get_all_ticket_metrics	2
get_tickets	3

Index	4
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`get_all_ticket_metrics`*Get Metrics on All Zendesk Tickets*

Description

This function takes your Email Id, authentication token, sub-domain and parse all the tickets and its corresponding metrics in a list. Since each iteration only returns 100 tickets at a time you must run the loop until the "next_page" parameter is equal to null.

Usage

```
get_all_ticket_metrics(email_id, token, subdomain)
```

Arguments

email_id	Zendesk Email Id (username).
token	Zendesk API token.
subdomain	Your organization's Zendesk sub-domain.

Details

Its not a good practice to write down these authentication parameters in your code. There are various methods and packages available that are more secure; this package doesn't require you to use any one in particular.

Value

Data Frame with metrics for all tickets

References

https://developer.zendesk.com/rest_api/docs/support/ticket_metrics

Examples

```
## Not run:  
ticket_metrics <- get_all_ticket_metrics(email_id, token, subdomain)  
  
## End(Not run)
```

`get_tickets`*Get Zendesk Tickets*

Description

This function takes your Email Id, authentication token, sub-domain and start time as parameters and gets all the tickets which have been updated on or after the start time parameter. By default each page returns 1000 unique tickets and an "after_cursor" value which stores a pointer to the next page. After getting the first page it uses the pointer to fetch the subsequent pages.

Usage

```
get_tickets(email_id, token, subdomain, start_time = 0)
```

Arguments

<code>email_id</code>	Zendesk Email Id (username).
<code>token</code>	Zendesk API token.
<code>subdomain</code>	Your organization's Zendesk sub-domain.
<code>start_time</code>	Date or Datetime object to get all tickets modified after that date. Optional - by default all non-archived tickets will be returned.

Details

The start time parameter should be in 'UTC' format as Zendesk uses the 'UTC' time zone when retrieving tickets after the start time. For example, the US Eastern Time Zone is currently four hours being UTC. If one wanted to get tickets starting on August 1 at 12 am, you would need to enter "2020-08-01 04:00:00". The user must do proper adjustment to accommodate the time zone difference, if desired. A date can be provided, it will retrieve results as of 12 am in the UTC time zone.

Its not a good practice to write down these authentication parameters in your code. There are various methods and packages available that are more secure; this package doesn't require you to use any one in particular.

Value

a Data Frame containing all tickets after the start time.

References

https://developer.zendesk.com/rest_api/docs/support/incremental_export#start_time

Examples

```
## Not run:  
all_tickets <- get_tickets(email_id, token, subdomain, start_time = "2020-08-01 04:00:00")  
  
## End(Not run)
```

Index

`get_all_ticket_metrics`, 2
`get_tickets`, 3