

Support API Calls

Generally, this section applies to both **Armor Complete** and **Armor Anywhere** users; however, review the table below to make sure the specific API call is compatible with your product.

API call	Description	Product compatibility
Get Tickets	The Get Tickets API retrieves a list of support tickets associated with your account, including support tickets where you are included as a recipient.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Get Ticket Entries	The Get Ticket Entries API displays details for support ticket associated with your account, including support tickets where you are included as a recipient.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Get Ticket Count	The Get Ticket Count API retrieves the number of tickets created for the account.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Get Ticket	The Get Ticket API displays the details for a specific ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Get Ticket Meta-Data	The Get Ticket Meta-Data API displays detailed information for a list of support tickets associated with your account, including support tickets where you are included as a recipient.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Get Ticket Attachments	The Get Ticket Attachments API returns the attachment associated with a specified ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Create Ticket	The Create Ticket API creates a new ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Post Ticket Comment	The Post Ticket Comment API adds a comment to a ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Submit Ticket Comment Feedback	The Post Authorize API submits feedback to a comment on a ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Favorite a Ticket	The Favorite a Ticket API adds (or removes) the specified ticket to your list of favorite tickets.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Close a Ticket	The Close a Ticket API closes a ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere
Re-open a Ticket	The Re-open a Ticket API opens an existing ticket.	<ul style="list-style-type: none">• Armor Complete• Armor Anywhere

Remove Ticket Recipients	The Remove Ticket Recipients API removes a recipient from a ticket.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Add Recipient to a Ticket	The Add Recipient to a Ticket API adds a recipient to a ticket.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Remove Related Ticket Association	The Remove Related Ticket Association API removes a related ticket association.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Add Related Ticket Association	The Add Related Ticket Association API creates a related ticket association.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Remove a Tag from a Ticket	The Remove a Tag From a Ticket API deletes a tag from a ticket.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Add a Tag to a Ticket	The Add a Tag to a Ticket API adds a tag to a ticket.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Rate a Ticket	The Rate a Ticket API adds a numeric rating to a support ticket.	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere
Mark a Ticket as Read	The Mark a Ticket as Read API labels a specified ticket as read .	<ul style="list-style-type: none"> • Armor Complete • Armor Anywhere