

CRM in queue using Puzzel REST API

This article describes how to put a ticket, case etc as a request in queue using the Puzzel REST API.

Authentication

Needed: A Puzzel customer number and user

Curl

```
curl -X GET --header 'Accept: application/json' 'https://api.puzzel.com/ContactCentre5/auth/credentials?
userName=custnumber%5Cusername!&password=pw'
```

Request URL

<https://api.puzzel.com/ContactCentre5/auth/credentials?userName=custnumber%5Cusername!&password=pw>

Response Body

```
{
"result": "csid!10010F601FEFAEACF4DA3AC6EB4BD30CCF578",
"code": 0
}
```

Response Code

200

Response Headers

```
{
"pragma": "no-cache",
"content-type": "application/json; charset=utf-8",
"cache-control": "no-cache",
"expires": "-1"
}
```

RequestAdd

Curl

```
curl -X POST --header 'Content-Type: application/json' --header 'Accept: application/json' -d '{
"data":
{"From":"sender@emailaddress.com","To":"email@youraccesspoint.com","Subject":"YourSubject","Uri":"http://YourCRMDomain.com","VipScore":
100}'
```

```
"type": "mail",
```

```
"version": "1.0"
```

```
} 'https://api.puzzel.com/ContactCentre5/10010/requests?accessToken=csid!10010F601FEFAEACF4DA3AC6EB4BD30CCF578'
```

Request URL

[https://api.puzzel.com/ContactCentre5/10010/requests?
accessToken=csid!10010F601FEFAEACF4DA3AC6EB4BD30CCF578](https://api.puzzel.com/ContactCentre5/10010/requests?accessToken=csid!10010F601FEFAEACF4DA3AC6EB4BD30CCF578)

Response body

```
{  
  "result": 819100048,  
  "code": 0  
}
```

Response code

200

Response Headers

```
{  
  "pragma": "no-cache",  
  "content-type": "application/json; charset=utf-8",  
  "cache-control": "no-cache",  
  "expires": "-1"  
}
```