Create API Ticket Channel

Create a new API channel:

To create a new SMS channel,

1. Go to: **Settings > Ticket Channels > API.**

2. Click the ⊕ New API Channel button on the top right.

3. Give the API Channel a recognisable name

4. Select an authentication level. Global (Access to all ticket) or select an Organisation. (Access to tickets associated to a specific organisation)

5. Select your Token Type (Basic Token OR oAuth Token).

6. Click Save.

Note

You can refer to the API documentation for further information on how to use the API. You can view this by clicking Help -> API Documentation