

## Create API Ticket Channel

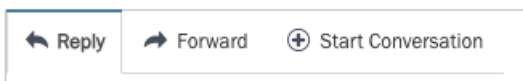
### Create a new API channel:

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.

### Configure an API Channel for Starting Conversations or Responding via an Outbound Integration

1. Select one or more of the following checkboxes for the scenarios 'Start Conversation' and/or 'Reply/Forward'.



2. For each selected scenario, a corresponding tab will be highlighted. Configuration settings should be added for each scenario (Reply / Forward / Start Conversation).
3. When editing a configuration for each scenario, you need to specify the following:

**Webhook:** Choose from the available webhooks. To set up a webhook, navigate to Settings -> Integrations -> Outbound Integrations -> Webhooks.

**Schema:** Select from the available schemas. To set up a schema, go to Settings -> Integrations -> Outbound Integrations -> Schemas.

**Note:** To include content written in the message editor by the agent, use the placeholder `{{ticket:recent_content}}`. For all placeholder options, please refer to the following article: [Placeholder Documentation](#).

**Select Editor Type:** Choose between HTML or PLAIN TEXT. This determines the type of message editor available to the agent.

**Add Categories and Form Fields:** Select any available 'Category' or 'Form Fields' to be added as fields next to the message editor. Using drag-and-drop functionality, you can position these fields to appear above or below the message editor block.

Example of configuration editor:

← Reply   → Forward   ⊕ Start Conversation

Select Webhook\*      Select Schema\*      Select Editor Type\*

Select Webhook      Select Schema      PLAIN TEXT

Add Categories and Form Fields

Select Categories      Select Form Fields ⓘ

test      Select Form Fields

Reorder the added categories, form fields and message editor by dragging them

☰	test	🗑️
☰	Message Editor	
☰	Country	🗑️

Example of the agent user interface:

🏠 Timeline

test API start convo

via Lekan's channel

just now 🏠

Country

Scotland

🔍   🔄   🗑️   **B**   *I*   U   🗑️   😊   Arial ▾   12 ▾   ⚠️ ▾   ☰   ☰   ☰ ▾   T1 ▾   🗑️   ⋮

**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