

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 POST --header 'Content-Type: application/json' --header 'Accept: application/json' -d '{ \
  "customerKey": "12345", \
  "userName": "username", \
  "password": "password", \
  "clientName": "myCRM", \
  "clientVersion": "1.0" \
}' 'https://auth.puzzel.com/api/Authenticate/LogIn'
```

Request URL

<https://auth.puzzel.com/api/Authenticate/LogIn>

Refer to https://auth.puzzel.com/swagger/ui/index#!/Authenticate/Authenticate_LogIn for the swagger documentation.

Response Body

```
{
  "accessToken": "eyJ...",
  "refreshToken": {
    "customerKey": "12345",
    "sessionId": "12345...",
    "expiryDate": "2024-08-12T21:26:50.51"
  },
  "languageCode": "EN",
  "twoFactorRequired": false,
  "twoFactor": null,
  "logoutFromExternalIdentityProvider": false
}
```

Add requests in queue using either RequestEtaskAdd or RequestScheduledEtaskAdd

See developer.puzzel.com for more details on both methods.

Curl

```
curl -X POST --header 'Content-Type: application/json' --header 'Accept: application/json' -d '{
  "eTask": {
    "from": "string",
    "to": "string",
    "subject": "string",
    "uri": "string",
    "vipScore": 0,
    "reservedUserId": 123456,
    "reservedUserWaitTime": 0,
  }
}
```

```
"category": "string",  
"description": "string",  
"variables": [  
  {  
    "name": "etask_info",  
    "value": "string",  
    "xdrCopy": true  
  }  
],  
"queueKey": "string",  
"xdrCopy": true  
}  
  
}' https://api.puzzel.com/ContactCentre5/12345/etasks'
```

Request URL

https://api.puzzel.com/ContactCentre5/12345/etasks

Response body

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

The result contains the requestId which is required if you wish to later modify this request while in queue for example. Refer to <https://developer.puzzel.com/#/Request/RequestEtaskUpdate> for methods to update an existing requestId as an example.