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}",

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"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

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"

}

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