

API Implementation Document
For
HelpDesk, OpfraSu

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1 Introduction

This documentation aims at bootstrapping you to play with OpfraSu REST/JSON API using Postman.

2 Environment Variable

Environment variables enable flexible configuration by allowing dynamic selection of the OpfraSu instance and user credentials for API calls. This supports seamless switching between environments (e.g., development, testing, and production) without changing the code.

Avoid directly replacing variables in request parameters; instead, create or update environment values using the “current value” field.

Here is a description of the predefined variables:

- <http://10.10.10.226/opfrasu/> : The app root URL of your OpfraSu instance (should be the same as in your OpfraSu configuration file)
- <http://10.10.10.226/opfrasu/webservices/rest.php?> : Don't overload this, it will be built based on <http://10.10.10.226/opfrasu/>
- 1.4 : Version of the API
- admin : User login to be used for the API calls
- admin : User password to be used for the API calls

3 Authentication

These requests use Basic Authentication via `auth\_xxx` environment variables. Since saved examples omit the `Authorization` header for security reasons, be sure to add it manually when copying code from the documentation.

Username: xyz

Password : xyz

4 Headers & version

Content-Type - application/x-www-form-urlencoded

version - 1.4

5 Logoff

Request Type : GET

Description: Use this request to log out and clear active sessions, ensuring a clean state for new operations.

Request:

<https://10.10.10.226/opfrasu/pages/logoff.php>

Response:

This request doesn't return any response.

6 List operations

Request Type: GET

Description: Retrieve a list of all available REST/JSON API operations, including native and extension-defined endpoints.

Parameters:

Version : same as above

json_data : {"operation": "list_operations"}

Request:

[http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={"operation": "list_operations"}](http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={)

Response:

```
{
  "version": "1.3",
  "operations": [
    {
      "verb": "core/create",
      "description": "Create an object",
      "extension": "CoreServices"
    },
    {
      "verb": "core/update",
```

```
"description": "Update an object",
"extension": "CoreServices"
},
{
  "verb": "core/apply_stimulus",
  "description": "Apply a stimulus to change the state of an object",
  "extension": "CoreServices"
},
{
  "verb": "core/get",
  "description": "Search for objects",
  "extension": "CoreServices"
},
{
  "verb": "core/delete",
  "description": "Delete objects",
  "extension": "CoreServices"
},
{
  "verb": "core/get_related",
  "description": "Get related objects through the specified relation",
  "extension": "CoreServices"
},
{
  "verb": "core/check_credentials",
  "description": "Check user credentials",
  "extension": "CoreServices"
}
],
"code": 0,
"message": "Operations: 7"
}
```

7 Get persons (core/get)

Request Type: POST

Description:

Use the core/get operation to retrieve Person objects in OpfraSu using an OQL query.

Headers: same as given above

Parameters:

Version & basic_auth : same as given above

json_data : { "operation": "core/get", "class": "Person", "key": "SELECT Person WHERE email LIKE '%.com'", "output_fields": "friendlyname, email" }

Request:

```
http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={  
  "operation": "core/get",  
  "class": "Person",  
  "key": "SELECT Person WHERE email LIKE '%.com'",  
  "output_fields": "friendlyname, email"  
}&auth_token={{auth_token}}
```

Response:

```
{  
  "objects": {  
    "Person::15": {  
      "code": 0,  
      "message": "",  
      "class": "Person",  
      "key": "15",  
      "fields": {  
        "friendlyname": "Agatha Christie",  
        "email": "christie@demo.com"  
      }  
    },  
  },  
}
```

```
"code": 0,  
"message": "Found: 1"  
}
```

8 Get organizations (core/get) via user token

Request Type: POST

Description:

Use the core/get operation in OpfraSu to retrieve Person objects using an OQL query.

Headers: same as given above

Parameters:

Version & basic_auth : same as given above

json_data : { "operation": "core/get", "class": "Organization", "key": "SELECT Organization", "output_fields": "*" }

Request:

http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data= { "operation": "core/get", "class": "Organization", "key": "SELECT Organization", "output_fields": "*" }&auth_token={{auth_token}}

Response:

```
"objects": {  
  "Person::15": {  
    "code": 0,  
    "message": "",  
    "class": "Person",  
    "key": "15",  
    "fields": {  
      "friendlyname": "Agatha Christie",  
      "email": "christie@demo.com"  
    }  
  },  
}
```

```
"code": 0,  
"message": "Found: 1"  
}
```

9 Create user request (core/create)

Request Type: POST

Description:

To create a new UserRequest object in OpfraSu, use the 'core/create' operation.
Specify the following attributes for the new user request:

- Title: 'A'
- Description: 'B'
- Organization: 'C'
- Caller: 'X Y'

Headers: same as given above

Parameters:

version & basic_auth : same as given above

json_data : { "operation": "core/create", "comment": "Synchronization", "class": "UserRequest", "output_fields": "id, friendlyname", "fields": { "org_id": "SELECT Organization WHERE name = \'C\'", "caller_id": { "name": "Y", "first_name": "X" }, "title": "A", "description": "B" } }

Request:

http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data= { "operation": "core/create", "comment": "Synchronization", "class": "UserRequest", "output_fields": "id, friendlyname", "fields": { "org_id": "SELECT Organization WHERE name = \'C\'", "caller_id": { "name": "Y", "first_name": "X" }, "title": "A", "description": "B" } }

Response:

```
{  
  "objects": {  
    "UserRequest::1": {
```



```
"code": 0,  
"message": "created",  
"class": "UserRequest",  
"key": "1",  
"fields": {  
  "id": "1",  
  "friendlyname": "R-000001"  
}  
},  
"code": 0,  
"message": null  
}
```

10 Update user request (core/update)

Request Type: POST

Description:

Use `core/update` to modify an existing UserRequest's attributes in OpfraSu.
Specify the following attributes for request:

- "ref" : "R-001"
- Add "X Y" in the contact list with "Z" as role
- Return the friendlyname, title and contacts_list

Headers: same as given above

Parameters:

version & basic_auth : same as given above

json_data : { "operation": "core/update", "comment": "Synchronization", "class": "UserRequest", "key": { "ref": "R-001" }, "output_fields": "friendlyname, title, contacts_list", "fields": { "contacts_list": [{ "role": "Z", "contact_id": { "finalclass": "Person", "name": "Y", "first_name": "X" } }] } }

Request:

```
http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={"operation":  
"core/update", "comment": "Synchronization", "class": "UserRequest", "key": { "ref": "R-  
001" }, "output_fields": "friendlyname, title, contacts_list", "fields": { "contacts_list": [ { "role":  
"Z", "contact_id": { "finalclass": "Person", "name": "Y", "first_name": "X" } } ] } }
```

Response:

```
{  
  "objects": {  
    "UserRequest::1": {  
      "code": 0,  
      "message": "updated",  
      "class": "UserRequest",  
      "key": "1",  
      "fields": {  
        "friendlyname": "R-001",  
        "title": "This is a test request",  
        "contacts_list": [  
          {  
            "contact_id": "6",  
            "contact_email": "XY@demo.com",  
            "role": "Z",  
            "role_code": "manual",  
            "influence": null,  
            "power": null,  
            "allocated_percent": "",  
            "allocated_days": "",  
            "category": null,  
            "friendlyname": "1 6",  
            "contact_id_friendlyname": "X Y",  
            "contact_id_finalclass_recall": "Person",  
            "contact_id_obsolescence_flag": ""  
          }  
        ]  
      }  
    }  
  },  
}
```

```
"code": 0,  
"message": null  
}
```

11 Apply stimulus on user request (core/apply stimulus)

Request Type: POST

Description:

Use the core/apply_stimulus operation to apply the ev_assign stimulus, changing the UserRequest state based on the OpfraSu workflow (e.g., assign to an agent or team).

- Search the user request identified by the ref "R-001"
- Apply stimulus "ev_assign"
- Set team_id to "31"
- Set agent_id to "9"

Headers: same as given above

Parameters:

version & basic_auth : same as given above

json_data : { "operation": "core/apply_stimulus", "comment": "Synchronization", "class": "UserRequest", "key": { "ref": "R-001" }, "stimulus": "ev_assign", "output_fields": "friendlyname, title, status, contacts_list", "fields": { "team_id": 31, "agent_id": 9 } }

Request:

http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={"operation": "core/apply_stimulus", "comment": "Synchronization", "class": "UserRequest", "key": { "ref": "R-001" }, "stimulus": "ev_assign", "output_fields": "friendlyname, title, status, contacts_list", "fields": { "team_id": 31, "agent_id": 9 } }

Response:

```
{  
  "objects": {  
    "UserRequest::1": {  
      "code": 0,  

```

```
"message": "updated",
"class": "UserRequest",
"key": "1",
"fields": {
  "friendlyname": "R-001",
  "title": "This is a test request",
  "status": "assigned",
  "contacts_list": []
}
},
"code": 0,
"message": null
}
```

12 Delete user requests(core/delete)

Request Type: POST

Description:

Use the `core/delete` operation to remove UserRequest objects in OpfraSu matching the title 'XYZ'.

Headers: same as given above

Parameters:

version & basic_auth : same as given above

json_data : { "operation": "core/delete", "comment": "ABC", "class": "UserRequest", "key": { "title": "XYZ" }, "simulate": false }

Request:

http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={"operation": "core/delete", "comment": "ABC", "class": "UserRequest", "key": { "title": "XYZ" }, "simulate": false }

Response:

```
{
  "objects": {
    "UserRequest::1": {
      "code": 0,
      "message": "",
      "class": "UserRequest",
      "key": "1",
      "fields": {
        "id": "1",
        "friendlyname": "R-001"
      }
    }
  },
  "code": 0,
  "message": "Deleted: 1"
}
```

13 Check user credentials (core/check_credentials)

Request Type: POST

Description:

Use the core/check_credentials operation to authenticate a user by validating their username and password in OpfraSu.

Headers: same as given above

Parameters:

version & basic_auth : same as given above

json_data : { "operation": "core/check_credentials", "user": "ABC", "password": "abc123" }

Request:

http://10.10.10.226/opfrasu/webservices/rest.php?version=1.4&json_data={"operation":
"core/check_credentials", "user": "ABC", "password": "abc123" }

Response:

```
{  
  "code": 0,  
  "message": null,  
  "authorized": true  
}
```