

Package: zendeskR (via r-universe)

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Type Package

Title Zendesk API Wrapper

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Depends RCurl, rjson, plyr

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Description This package provides an R wrapper for the Zendesk API

Github <http://www.github.com/tcash21/zendeskR>

License GPL-2

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Suggests testthat

Repository <https://tcash21.r-universe.dev>

RemoteUrl <https://github.com/tcash21/zendeskR>

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`getAllOrganizations` *getAllOrganizations*

Description

This function is used to retrieve information on all registered organizations in your Zendesk organization

Usage

```
getAllOrganizations()
```

Details

This function will return a data.frame containing all fields on every organization. The tags key will be returned within the data.frame as a list.

Value

returns a data.frame of all organizations

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/organizations.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
organizations <- getAllOrganizations()  
  
## End(Not run)
```

```
getAllSatisfactionRatings  
  getAllSatisfactionRatings
```

Description

This function is used to return all satisfaction ratings for your organization.

Usage

```
getAllSatisfactionRatings()
```

Details

This function can only be used by Admins within your organization. Satisfaction Ratings are ordered chronologically by created date, from oldest to newest.

Value

returns a data.frame of all satisfaction ratings ordered chronologically by created date, from oldest to newest.

Author(s)

John Hornbeck

References

http://developer.zendesk.com/documentation/rest_api/satisfaction_ratings.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
satisfaction_ratings <- getAllSatisfactionRatings()  
  
## End(Not run)
```

`getAllTicketMetrics` *getAllTicketMetrics*

Description

This function is used to retrieve all ticket metrics from all tickets in your Zendesk organization

Usage

```
getAllTicketMetrics()
```

Details

This function will return a data.frame containing all ticket metrics, such as `latest_comment_added_at`, `first_resolution_time_in_minutes`, etc. on every ticket.

Value

returns a data.frame of all ticket metrics for all tickets

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/ticket_metrics.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
ticket_metrics <- getAllTicketMetrics()  
  
## End(Not run)
```

<code>getAllTickets</code>	<i>getAllTickets</i>
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Description

This function is used to return all tickets stored in your organization.

Usage

```
getAllTickets()
```

Details

This function can only be used by Admins within your organization. Tickets are ordered chronologically by created date, from oldest to newest.

Value

returns a data.frame of all tickets ordered chronologically by created date, from oldest to newest.

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/tickets.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
tickets <- getAllTickets()  
  
## End(Not run)
```

`getAllUsers``getAllUsers`

Description

This function is used to retrieve information on all registered Zendesk users in your organization

Usage

```
getAllUsers()
```

Details

This function will return a `data.frame` containing all fields on every user in your organization. The `photo` key will be returned within the `data.frame` as a list.

Value

returns a `data.frame` of all users

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/users.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
zendesk('username', 'password', 'https://help.example.com')  
users <- getAllUsers()  
  
## End(Not run)
```

<code>getTicket</code>	<i>getTicket</i>
------------------------	------------------

Description

This function is used to return ticket information for a given ticket ID

Usage

```
getTicket(ticket.id)
```

Arguments

`ticket.id` A Zendesk ticket ID (e.g. 888)

Details

This function will return a data.frame of ticket information for a given ticket.id. The fields key will be returned within the data.frame as a list.

Value

returns a data.frame of ticket information for the given ticket.id

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/tickets.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
ticket <- getTicket(ticket.id)  
  
## End(Not run)
```

getTicketAudits	<i>getTicketAudits</i>
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Description

This function is used to return all ticket audits for a given ticket ID.

Usage

```
getTicketAudits(ticket.id)
```

Arguments

ticket.id A Zendesk ticket ID (e.g. 888)

Details

Audits are a read-only history of all updates to a ticket and the events that occur as a result of these updates. When a Ticket is updated in Zendesk, we store an Audit. Each Audit represents a single update to the Ticket, and each Audit includes a list of changes, such as changes to ticket fields, addition of a new comment, addition or removal of tags, notifications sent to groups, assignees, requesters and CCs

Value

returns a data.frame of all ticket audits for a given ticket ID.

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/ticket_audits.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
audits <- getTicketAudits(ticket.id)  
  
## End(Not run)
```

unlistDataFrame	<i>unlistDataFrame</i>
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Description

Utility function to unlist the columns of each data.frame where necessary.

Usage

```
unlistDataFrame(dataframe)
```

Arguments

dataframe A data.frame containing columns of lists to be unlisted.

Details

This function will return a data.frame with the list type columns unlisted except where a column is a list of lists.

Value

returns a data.frame

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/tickets.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
unlistDataFrame(dataframe)  
  
## End(Not run)
```

`zendesk`*zendesk*

Description

This function is used to create a Zendesk.com API session.

Usage

```
zendesk(username, password, url)
```

Arguments

<code>username</code>	Your Zendesk username.
<code>password</code>	Your Zendesk password (or API token).
<code>url</code>	Your organization's Zendesk URL (e.g. https://help.basho.com).

Details

This function will initialize a Zendesk.com API session.

Value

Initializes a Zendesk.com API session. Will throw an error if all 3 parameters are not passed to the function.

Author(s)

Tanya Cashorali

References

http://developer.zendesk.com/documentation/rest_api/introduction.html

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
zendesk('username', 'password', 'https://help.basho.com')  
  
## End(Not run)
```

`zendeskR`*R Wrapper for Zendesk API*

Description

This package provides an R wrapper to the Zendesk API.

Details

Package: zendeskR
Type: Package
Version: 0.1
Date: 2012-07-11
License: Simplified BSD

Author(s)

Tanya Cashorali Tanya Cashorali: <tanyacash@gmail.com>

References

http://developer.zendesk.com/documentation/rest_api/introduction.html

`zendesk_call`*zendesk_call*

Description

A helper function for making api calls in zendesk_get funtion

Usage

```
zendesk_call(link, zd_call, ...)
```

Arguments

<code>link</code>	the full api endpoint link to be called
<code>zd_call</code>	the endpoint to call
<code>...</code>	any valid parameter to be passed from zendesk_get

Details

This function will make one api call to the provided link and return a list of the dataframe with the content of the api call as well as the next link provided by the cull (will be null if there are no more pages)

Value

a list of the resulting dataframe from one api call and its next link

`zendesk_get``zendesk_get`

Description

This is a a general purpose function for any valid Zendesk API endpoint

Usage

```
zendesk_get(zd_call, ...)
```

Arguments

<code>zd_call</code>	the api call (tickets, users, etc.)
<code>...</code>	any valid parameters for the associated call

Details

This function will return a data.frame of the results returned from the zendesk API for the endpoint passed to it. Any valid parameters can be passed to refine the request, for some endpoints there are required parameters.

Value

returns a data.frame of the results from the given call

Examples

```
## Not run:  
  
## This requires Zendesk authentication  
tickets <- zendesk_get('tickets')  
  
## End(Not run)
```

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