Package ‘zdeskR’

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Title Connect to Your ‘Zendesk’ Data
Version 0.2.0
Description Facilitates making a connection to the ‘Zendesk’ API and executing various queries. You can use it to get ticket data and ticket metrics. The ‘Zendesk’ documentation is available at <https://developer.zendesk.com/rest_api/docs/support/introduction>. This package is not supported by ‘Zendesk’ (owner of the software).

URL https://github.com/chrisumphlett/zdeskR
BugReports https://github.com/chrisumphlett/zdeskR/issues
License CC0
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get_all_ticket_metrics

Get Metrics on All Zendesk Tickets

Description

This function takes your Email Id, authentication token, sub-domain and parse all the tickets and its corresponding metrics in a list. Since each iteration only returns 100 tickets at a time you must run the loop until the "next_page" parameter is equal to null.

Usage

get_all_ticket_metrics(email_id, token, subdomain)

Arguments

email_id       Zendesk Email Id (username).
token          Zendesk API token.
subdomain      Your organization’s Zendesk sub-domain.

Details

Its not a good practice to write down these authentication parameters in your code. There are various methods and packages available that are more secure; this package doesn’t require you to use any one in particular.

Value

Data Frame with metrics for all tickets

References

https://developer.zendesk.com/rest_api/docs/support/ticket_metrics

Examples

## Not run:
ticket_metrics <- get_all_ticket_metrics(email_id, token, subdomain)

## End(Not run)
**get_custom_fields**

Returns the system and all the custom fields defined by your organization’s Zendesk administrator

### Description

It takes your Email Id, authentication token, sub-domain as parameters and gets the system and all the custom fields available for a Zendesk ticket.

### Usage

```r
get_custom_fields(email_id, token, subdomain)
```

### Arguments

- `email_id` : Zendesk Email Id (username).
- `token` : Zendesk API token.
- `subdomain` : Your organization’s Zendesk sub-domain.

### Details

It’s not a good practice to write down these authentication parameters in your code. There are various methods and packages available that are more secure; this package doesn’t require you to use any one in particular.

### Value

A data frame containing all ticket fields

### References

[https://developer.zendesk.com/rest_api/docs/support/ticket_fields](https://developer.zendesk.com/rest_api/docs/support/ticket_fields)

### Examples

```r
## Not run:
fields <- get_custom_fields(email_id, token, subdomain)
## End(Not run)
```
get_tickets

Get Zendesk Tickets

Description
This function takes your Email Id, authentication token, sub-domain and start time as parameters and gets all the tickets which have been updated on or after the start time parameter. By default each page returns 1000 unique tickets and an "after_cursor" value which stores a pointer to the next page. After getting the first page it uses the pointer to fetch the subsequent pages.

Usage
get_tickets(
  email_id,
  token,
  subdomain,
  start_time,
  end_time,
  remove_cols = NULL
)

Arguments
email_id Zendesk Email Id (username).
token Zendesk API token.
subdomain Your organization’s Zendesk sub-domain.
start_time String with a date or datetime to get all tickets modified after that date.
end_time String with a date or datetime to get all tickets modified before that date.
remove_cols Vector of column names to remove from the results.

Details
The start time parameter should be in ’UTC’ format as Zendesk uses the ’UTC’ time zone when retrieving tickets after the start time. For example, the US Eastern Time Zone is currently four hours being UTC. If one wanted to get tickets starting on August 1 at 12 am, you would need to enter ”2020-08-01 04:00:00”. The user must do proper adjustment to accommodate the time zone difference, if desired. A date can be provided, it will retrieve results as of 12 am in the UTC time zone.

Start and end times can be entered with or without the time component. End time cannot be in the future, but should work for values up to one minute prior to the current time.

It’s not a good practice to write down these authentication parameters in your code. There are various methods and packages available that are more secure; this package doesn’t require you to use any one in particular.

The remove_cols parameter allows the removal of custom fields causing errors. Errors occurred when a field was sometimes blank and assigned a logical type and then appended to non-blank, non-logical inside of purrr::map_dfr. See issue #1 on GH.
`get_users`  

**Value**  

a Data Frame containing all tickets after the start time.

**References**  

https://developer.zendesk.com/rest_api/docs/support/incremental_export#start_time

**Examples**  

```r  
## Not run:  
all_tickets <- get_tickets(email_id, token, subdomain,  
  start_time = "2021-01-31 00:00:00", end_time = "2021-01-31 23:59:59")  
## End(Not run)  
```

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`get_users`  

Returns All Available Zendesk Users.

**Description**  

It takes your Email Id, authentication token, sub-domain and parse all the users in a list. It iterates through all the pages returning only 100 users per page until the "next_page" parameter becomes null indicating there are no more pages to fetch.

**Usage**  

```r  
get_users(email_id, token, subdomain, start_page = 1)  
```

**Arguments**  

- `email_id` Zendesk Email Id (username).
- `token` Zendesk API token.
- `subdomain` Your organization’s Zendesk sub-domain.
- `start_page` First page of results to return, default is 1.

**Details**  

It’s not a good practice to write down these authentication parameters in your code. There are various methods and packages available that are more secure; this package doesn’t require you to use any one in particular.

The `start_page` parameter is useful if you have many users. Each page contains 100 users. Zendesk does not have an incremental method for pulling users by date but after you retrieve all of your users once, you can then increment your `start_page` to something that will limit the number of users you are re-pulling each time.

If you are pulling partial lists of users be aware that you will not get updates on older users. You will only get recently created users, not modified/deleted users and their modified data nor updated last login dates.
Value

Data Frame with user details

References

https://developer.zendesk.com/rest_api/docs/support/users

Examples

```r
## Not run:
users <- get_users(email_id, token, subdomain)

## End(Not run)
```
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