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

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Encoding UTF-8

Imports dplyr (>= 1.0.0), magrittr (>= 1.5), jsonlite (>= 1.6.1), purrr (>= 0.3.3), httr (>= 1.4.1), tidyr (>= 1.0.0), plyr (>= 1.8.6)

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NeedsCompilation no

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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**

```r
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**

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**

Data Frame with metrics for all tickets

**References**

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

**Examples**

```r
## 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**

```
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

**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

## 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)

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

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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