Package ‘zendeskR’

October 14, 2022

Type Package
Title Zendesk API Wrapper
Version 0.4
Date 2014-02-20
Author Tanya Cashorali
Depends RCurl, rjson
Maintainer Tanya Cashorali <tanyacash@gmail.com>
Description This package provides an R wrapper for the Zendesk API
Github http://www.github.com/tcash21/zendeskR
License GPL-2
NeedsCompilation no
Repository CRAN
Date/Publication 2014-02-21 16:46:17

R topics documented:

zendeskR-package ......................................................... 2
getAllOrganizations ...................................................... 2
getAllSatisfactionRatings .............................................. 3
getAllTicketMetrics ...................................................... 4
getAllTickets ............................................................. 5
getAllUsers ............................................................... 6
getTicket ................................................................. 7
getTicketAudits .......................................................... 8
unlistDataframe ........................................................ 9
zendesk ................................................................. 9

Index 11
zendeskR-package  
*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  
Maintainer: Tanya Cashorali <tanyacash@gmail.com>

**References**


---

**getAllOrganizations**

**Description**

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

**Usage**

```r
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
**getAllSatisfactionRatings**

**Author(s)**
Tanya Cashorali

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

**Examples**
```r
## Not run:
## This requires Zendesk authentication
organizations <- getAllOrganizations()

## End(Not run)
```

---

**getAllSatisfactionRatings**

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

**Usage**
```r
## Admin only
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
getAllTicketMetrics

Examples

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

## End(Not run)
```

Description

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

Usage

```r
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


Examples

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

## End(Not run)
```
Description

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

Usage

```r
## Admin only
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

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

```r
## End(Not run)
```
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

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

## End(Not run)
```
getTicket

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 number (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

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


Examples

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

Examples

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

Description

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

Usage

zendesk(username, password, url)
Arguments

- `username` Your Zendesk username.
- `password` Your Zendesk password.
- `url` 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


Examples

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

```r
## End(Not run)
```
Index

* `getAllOrganizations`
  `getAllOrganizations`, 2
* `getAllSatisfactionRatings`
  `getAllSatisfactionRatings`, 3
* `getAllTicketMetrics`
  `getAllTicketMetrics`, 4
* `getAllTickets`
  `getAllTickets`, 5
* `getAllUsers`
  `getAllUsers`, 6
* `getTicketAudits`
  `getTicketAudits`, 8
* `getTicket`
  `getTicket`, 7
* `unlistDataFrame`
  `unlistDataFrame`, 9
* `zendeskR`
  `zendeskR-package`, 2
* `zendesk`
  `zendesk`, 9

getAllOrganizations, 2
getAllSatisfactionRatings, 3
google, 3
getAllTicketMetrics, 4
google, 3
getAllTickets, 5
google, 3
getAllUsers, 6
google, 3
getTicket, 7
google, 3
getTicketAudits, 8
unlistDataFrame, 9
zendeskR-package, 2
zendesk, 9

unlistDataFrame, 9
unlistDataFrame, 9
unlistDataFrame, 9