

Interact directly with SEI's version of JIRA, whereby apps can check or request status of tickets, add comments or attachments, and search across ticket filters.

TAGS: aml, backOffice, middleOffice, workflow, JIRA,

ENDPOINT: Task Attachment

ENDPOINT DESCRIPTION:

Returns task attachment(s) by task Id.

PROD URL: https://test.api.seic.com/api/v1/workdesk/attachmentsbyticket

TEST URL: https://test.api.seic.com/v2/workdesk/attachmentsbyticket

TLS URL*: https://mtls.api.seic.com/v2/workdesk/attachmentsbyticket

*The TLS endpoint is only used if Server Based Application was selected during the App Registration process.

STEP 1

OAuth Token

STEP 2

Pass the OAuth Token and the App key to invoke this endpoint for a particular application. This endpoint retrieves a specific attachment for a given ticket key and attachmentId. The value for the field "key" obtained from the "workdesk/ticketinfo" endpoint response serves as an input value for the jiraTicketNumber query param in this endpoint. The value for the field "id" obtained from the "workdesk/attachmentmetadata" endpoint response serves as an input value for the attachmentId query param in this endpoint.

REQUEST PARAMETERS:

Name	Description	Data Type	Parameter Type
Authorization	The access_token value obtained from the Token endpoint. This is passed as "Bearer access_token".	string	header
AppKey	This is the Consumer Key provided during the App Registration process and is used to identify the user. It is a form of user credential generated and provisioned by the SEI Developer Portal for applications associated with individual developers.	string	header
jiraTicketNo	The jira ticket number.	string	query
attachmentId	The attachment id.	string	query

SAMPLE REQUEST:

```
curl -X GET \
https://api.seic.com/v2/workdesk/attachmentsbyticket?jiraTicketNo=SB-5855&attachmentId=7890233 \
-H 'Appkey: gsedgaerhDSHGRSH' \
-H 'Authorization: Bearer ADsgdnnkjnfIKJN' \
```

REQUEST HEADER:

```
Authorization: Bearer ADsgdnnkjnfIKJN
```

AppKey: gsedgaerhDSHGRSH

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
Attachment	The requested attachment from the respective ticket	

RESPONSE ERRORS:

Name	Description
200	OK- The request has succeeded and the response has been returned.
400	Bad request - The server cannot or will not process the request due to something that is perceived to be an error on the client application side.
401	Unauthorized - Invalid authentication details have been provided. Also useful to trigger an authorization pop up if the API is used from a browser.
500	Internal Server Error - The server was unable to fulfill the request due to an unknown condition.

SAMPLE RESPONSE:

Attachment in the requested ticket. It can be any of the following excel, jpeg, word or png file etc.

RESPONSE HEADER:

Content-Type: application/json
Status: 200 OK
requesttrackingid: 67e1ff68-164f-03ad-0f2d-5cbbfda56ec9