

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: Comments

ENDPOINT DESCRIPTION:

Adds comments to an existing task identified by its jiraTicketNo

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

TEST URL: https://test.api.seic.com/v1/workdesk/comments

TLS URL*: https://mtls.api.seic.com/v1/workdesk/comments

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

STEP 1

OAuth Token

Pass the OAuth Token and the App key to invoke this endpoint for a particular application. This endpoint will add a new comment and return the comment details. 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.

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
Content-Type	Default value of the content type is application/x-www-form-urlencoded	string	header
jiraTicketNo	TheTicket Number	string	query

BODY PARAMETERS:

Name	Description	Data Type	Parameter Type
ID	The ID.	string	body
Text	Comment text	string	body

SAMPLE REQUEST:

```
curl -X POST \
  'https://api.seic.com/v1/workdesk/comments?jiraTicketNo=SB-415' \
  -H 'appkey: egdsgsgsgdg' \
  -H 'authorization: Bearer ADsgdnnkjnfIKJ' \
```

```
-H 'content-type: application/x-www-form-urlencoded' \  
-d 'ID=duedate&Text=abc'
```

REQUEST HEADER:

Authorization: Bearer ADsgdnnkjnfIKJN
AppKey: gsedgaerhDSHGRSH

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
startAt	Starting record count.	string
MaxResults	The maximum number of results that can be returned in the API call.	string
total	The total number of results returned.	string
Data	The collection of statistics associated with the Task.	string

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
StartAt		number
MaxResults		number
Total		number
Id		string
CreatedUserName		string
CreatedBy		string
CreatedEmailId		string
UpdatedBy		string
UpdatedEmailId		string
Value		string
RenderBody		string
CreatedDate		string
UpdatedDate		string
ErrorMessage		string

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:

```
{
  "StartAt": 0,
  "MaxResults": 0,
  "Total": 0,
  "Data": [
    ]
}
```

RESPONSE HEADER:

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