

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:**

Returns comments for a task identified by its id

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

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

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

\*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 returns the list of all comments for a given ticket. The value for the field "key" obtained from the "workdesk/ticketinfo" endpoint response serves as an input value for the key 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
key	The jira ticket number.	string	query

**SAMPLE REQUEST:**

```
curl -X GET \
  https://api.seic.com/v2/workdesk/comments?key=SB-5855 \
  -H 'Appkey: gsedgaerhDSHGRSH' \
  -H 'Authorization: Bearer ADsgdnnkjnfIKJN' \
```

**REQUEST HEADER:**

```
Authorization: Bearer ADsgdnnkjnfIKJN
AppKey: gsedgaerhDSHGRSH
```

**RESPONSE PAYLOAD MODEL:**

<b>Name</b>	<b>Description</b>	<b>Data Type(L)</b>
Id	Project Id.	string
Value	The value within the Jira object.	string
Data	The collection of statistics associated with the Task.	string
UpdatedBy	Name of person who modified comment or attachment in Jira.	string
UpdatedEmail	Email address of the person who modified the comment or attachment in the task.	string
UpdatedDate	Date on which comment or attachment was modified in Jira.	string
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
CreatedUserName	Name of the person who created the comment or uploaded the attachment.	string
CreatedBy	The initial userid that created the folder.	string
CreatedEmailId	Email address of the person who created the comment or uploaded the attachment.	string
RenderBody	The comment text.	string
CreatedDate	Date on which the attachment or comment was added to Jira.	string
ErrorMessage	Descriptive text in a response to further explain the http response code.	string

**RESPONSE PAYLOAD MODEL:**

<b>Name</b>	<b>Description</b>	<b>Data Type(L)</b>
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": 1048576,
  "Total": 6,
  "Data": [
    {
      "Id": "1222333",
      "CreatedUserName": "jjones",
      "CreatedBy": "Jane Jones",
      "CreatedEmailId": "jjones@seic.com",
      "UpdatedBy": "Jane Jones",
      "UpdatedEmailId": "jjones@seic.com",
      "Value": "[~qa]- Testing done, doc attached. [^Test_Result.doc]\r\n\r\ncc: [~seitesting] [~test] [~admin]\r\n\r\n ",
      "RenderBody": "<font color='#1f97e5'>QA</font>- Testing done, doc attached. [^Test_Result.doc]\r\n\r\n\r\ncc: <font color='#1f97e5'>SEI Testing</font> <font color='#1f97e5'>Test User</font> <font color='#1f97e5'>Admin [X]</font>",
      "CreatedDate": "2021-07-15T10:20:50.840-0400",
      "UpdatedDate": "2021-07-15T10:20:50.840-0400",
      "ErrorMessage": null
    }
  ]
}
```

**RESPONSE HEADER:**

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