

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: View Task

ENDPOINT DESCRIPTION:

Returns task details by task Id.

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

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

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

*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. The /workdesk/viewticket API can be used to drill into and display specific issue details for a Jira Ticket Number. The value for the field "key" obtained from the "workdesk/ticketinfo" endpoint response serves as an input value for the jiraTicketNo query param in this endpoint. Note: There are 11 endpoints in this product. 1 to 5 endpoints out of these 11 are sequenced and remaining can be random.;

REQUEST PARAMETERS:

Name	Description	Data Type	Parameter Type
jiraTicketNo	Represents the jira ticket number.	string	query
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

SAMPLE REQUEST:

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

REQUEST HEADER:

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

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
Id	Project Id.	string
Name	Project Name.	string
Value	The value within the Jira object.	string
IsRequired	Defines whether the field is required or not for the Task object.	string
hasDefaultValue	Defines whether the field has a default value when none is provided.	boolean
AllowedOperation	Operations allowed for the specific value in the object.	string
AllowedValues	The allowable values for the object, if provided.	string
FieldType	The data type of the field (i.e., string, boolean, etc.).	string
ControlType	The field control on the user interface, such as text field, checklist, etc.	string
standard	The collection of investor level data points considered standard and captured for the majority of investors.	object

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
Id	The assigned Jira object Id.	string
Name	The name of the Jira object. Where objects are customized by SEI, this could represent domain language such as Investor Checklist or Account Maintenance.	string
Value	The value within the Jira object.	string
IsRequired	Defines whether the field is required or not for the Jira object.	boolean
HasDefaultValue	Defines whether the field has a default value when none is provided.	boolean
AllowedOperation	Operations allowed for the specific value in the object.	string
AllowedValues	The allowable values for the object, if provided.	string
FieldType	The data type of the field (i.e., string, boolean, etc.)	string
ControlType	The field control on the user interface, such as textfield, checklist, etc.	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:

```
{
  "Standard": [
```

```

{
  "Id": "issueid",
  "Name": "IssueId",
  "Value": "427534",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "summary",
  "Name": "summary",
  "Value": "Account Maintenance",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null
},
{
  "Id": "issuetype",
  "Name": "issuetype",
  "Value": "Account Maintenance",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "issuetypeicon",
  "Name": "IssueTypeIcon",
  "Value":
"hTRMEaMEea1NBBBPSUhEUgAAABAAAAQCAyAAAAf8/7hAAAABGdBWEDAALGPC/ptMQBBBBlwSFlzAAA0wgAADsYTREhKgAAAAK9JREFUOE9joArI2u
IpnrHVbV7GFvf/t0D0Le7Lsra46k01MzCCFdehKyKIN7ufg2oIY4BdEQEM1Y7bgFP3j/z/5uwMMjkQhmrHbQTBOJMDYah2KhsAcjYbr04dqWIRB158e
ApVjgk+ppnA2ABkDAPY9EAYqp2GBoC8g+5sZAzVltraQhiqHWgPRTliU4APp292ewbVzsCQRguinPmOL6z7sCnHgd2mb3N0h2ikBDAwAvzr4V+3H1Wc
BBCRSUVPTR5CYII=",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "creator",
  "Name": "creator",
  "Value": "Smith Sharma",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{

```

```
"Id": "subtasks",
"Name": "subtasks",
"Value": "",
"IsRequired": false,
"HasDefaultValue": false,
"AllowedOperation": null,
"AllowedValues": null,
"FieldType": null,
"ControlType": null,
"CustomId": null
},
{
  "Id": "created",
  "Name": "created",
  "Value": "05/09/2016 15:49:30",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "description",
  "Name": "description",
  "Value": "PLEASE PROVIDE A SIGNED AND DATED DEC 2014 REVISION OF THE W9",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "reporter",
  "Name": "reporter",
  "Value": "Rob Mill",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "priority",
  "Name": "priority",
  "Value": "Critical",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "resolution",
  "Name": "resolution",
  "Value": "",
  "IsRequired": false,
```

```
"HasDefaultValue": false,
"AllowedOperation": null,
"AllowedValues": null,
"FieldType": null,
"ControlType": null,
"CustomId": null
},
{
  "Id": "labels",
  "Name": "labels",
  "Value": "",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "duedate",
  "Name": "duedate",
  "Value": "",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "assignee",
  "Name": "assignee",
  "Value": "",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "updated",
  "Name": "updated",
  "Value": "04/26/2017 14:07:08",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
  "ControlType": null,
  "CustomId": null
},
{
  "Id": "status",
  "Name": "status",
  "Value": "Initial SEI Review",
  "IsRequired": false,
  "HasDefaultValue": false,
  "AllowedOperation": null,
  "AllowedValues": null,
  "FieldType": null,
```

```

    "ControlType": null,
    "CustomId": null
  },
  {
    "Id": "statuscolor",
    "Name": "statuscolor",
    "Value": "blue-gray",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": null,
    "AllowedValues": null,
    "FieldType": null,
    "ControlType": null,
    "CustomId": null
  }
],
"Custom": [
  {
    "Id": "customfield_12749",
    "Name": "Transaction ID",
    "Value": "2593956290",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "textfield",
    "CustomId": null
  },
  {
    "Id": "customfield_12750",
    "Name": "Investor",
    "Value": "UNIVERSITY OF STATE",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "textfield",
    "CustomId": null
  },
  {
    "Id": "customfield_12751",
    "Name": "Account Maintenance Type",
    "Value": "Address Change",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "textfield",
    "CustomId": null
  },
  {
    "Id": "customfield_12475",
    "Name": "Investor ID",
    "Value": "WWA7774634",
    "IsRequired": false,

```

```

    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "textfield",
    "CustomId": null
  },
  {
    "Id": "customfield_17432",
    "Name": "Investor Service Peer Review Checklist",
    "Value": "Has analyst completed and imported AML review?,Have you reviewed all analyst work?,Has the
client sent the executed signature page?",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "checklist",
    "CustomId": null
  },
  {
    "Id": "customfield_12843",
    "Name": "Investor Service Account Maintenance Checklist",
    "Value": "Has the transaction been acknowledged and approved for processing by the client? ,Have you
made the appropriate changes in the applicable System?,Does the change require a new Bridger Investor Name scan to
be completed? (Investor name change),Does the change require a new Bridger Investor Name/Address scan to be
completed? (Investor mailing or legal address change),Does the change require a new Bridger Wire Instructions scan
to be completed?,Does the change require a new Bridger Authorized Signature scan to be completed?,Does the change
require a new Bridger BO/Partner Name/Addr scan to be completed? (Trustees, Partners, Beneficial Owners)?,Is this a
change in an investor's new issue status?",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "checklist",
    "CustomId": null
  },
  {
    "Id": "customfield_10543",
    "Name": "Fund",
    "Value": "Fund, LP",
    "IsRequired": false,
    "HasDefaultValue": false,
    "AllowedOperation": [
      "set"
    ],
    "AllowedValues": null,
    "FieldType": "string",
    "ControlType": "textfield",
    "CustomId": "19888"
  }
]
}

```

RESPONSE HEADER:

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