Workdesk

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 Status by Id

ENDPOINT DESCRIPTION:

Returns task status by filter ID.

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

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

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

*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. The /workdesk/ticketstatusbyfilterid returns all of the current status designations for the filterid, along with assigned color and number of issues in each status name. This can be used by applications to review how many issues may be in "Open AML Items Required", "SEI Received", or other statuses within Workdesk. The value for the field "Id" obtained from the "workdesk/filtercount" or "workdesk/filterinfo"endpoint response serves as an input value for the filterId 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
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
filterId	Filter Id to retrieve tickets	string	query

SAMPLE REQUEST:

```
curl -X GET \
https://api.seic.com/v1/workdesk/ticketstatusbyfilterid?filterId=17152   \
  -H 'appkey: gsedgaerhDSHGRSH' \
  -H 'authorization: Bearer ADsgdnnkjnfdIKJN' \
```

REQUEST HEADER:

```
Authorization: Bearer ADsgdnnkjnfdIKJN
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
summary	Description	string
Issues	This is an array of all Task issues returned for the filterid passed to the API.	string
Project	Name of the project the Task is associated with.	string
IssueType	The type of issue specific to the task.	string

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
Id	The system identifier of the status.	string
Name	The business name assigned with the status.	string(100)
StatusColor	The name color associated with the status Id.	string
Total	The total number of issues currently with the assigned status name.	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:

```
[
    {
        "Id": "05",
        "Name": "API 007",
        "StatusColor": "yellow",
        "Total": 11
]
```

RESPONSE HEADER:

```
Content-Type: application/json
Status: 200 OK
```

requesttrackingid: 67e1ff68-164f-03ad-0f2d-5cbbfda56ec9