

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: Ticket Info

ENDPOINT DESCRIPTION:

Returns information of a task.

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

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

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

*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. Use the /workdesk/filterinfo API to return the list of issues associated with a specific filter, and the data that accompanies each issue id, such as Status, Investors, and Transaction Types.

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
statusId	Status id or status name for which tickets needs to return. This is an Optional parameter	string	query
startAt	Starting Record Count	string	query
maxResult	Maximum number of records to return	string	query

SAMPLE REQUEST:

```
curl -X GET \
https://api.seic.com/v2/workdesk/ticketinfo?filterId=43678\
-H 'Appkey: gsedgaerhDSHGRSH' \
-H 'Authorization: Bearer ADsgdnnkjfdIKJN' \
```

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
Issues	This is an array of all Jira issues returned for the filterid passed to the API.	array
id	SEI Accounting system generated identifier for each transaction in a batch	string
key	This value is returned by the POST schedule API in the response as the field jobStatusQueryKey.	string
Values	The value that is associated with the Key. An example might be, Key = "Status" and Value = "Initial SEI Review".	string
total	The total number of results returned.	string

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
MaxResults	The maximum number of results that can be returned in the API call.	string
Total	The total number of results returned	string
Issues	This is an array of all Jira issues returned for the filterid passed to the API.	array
Id	The system identifier for the Jira issue.	number
Key	The key value pair, identifying if the value is an issue type, summary, description, or attribute for the issue.	string
Values	The value that is associated with the Key. An example might be, Key = "Status" and Value = "Initial SEI Review"	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": 154,
  "Total": 154,
  "Issues": [
    {
      "Id": "3489127",
      "Key": "SB-5855",
      "Values": [
        {
          "Key": "Issue Type",
```

```

    "Value": "Account Maintenance"
  },
  {
    "Key": "IssueTypeIcon",
    "Value":
    "hTRMEaMEEa1NBBBPSUhEUgAAABAAAAQCAAAAAf8/7hAAAABGdBWEDAALGPC/ptMQBBBBlwSFlzAAA0wgAADsYTREhKgAAAAK9JREFU0E9joArI2u
    IpnrHVbV7GFvf/t0D0Le7Lsra46k01MzCCFdehKyKIN7ufg2oIY4BdEQEM1Y7bgFP3j/z/5uwMMjkQhmrHbQTBOJMDYah2KhsAcjYbr04dqWIRB158e
    ApVjgk+ppnA2ABkDAPY9EAYqp2GBoC8g+5sZAZvltrAQhiqHWgPRTliU4APp292ewbVzsCQrguinPmOL6z7sCnHgd2mb3N0h2ikBDAwAvzr4V+3H1Wc
    BBCRSUVPTR5CYII="
  },
  {
    "Key": "Key",
    "Value": "SB-5855"
  },
  {
    "Key": "Transaction ID",
    "Value": "IS2495784476"
  },
  {
    "Key": "Status",
    "Value": "Initial SEI Review"
  },
  {
    "Key": "StatusColor",
    "Value": "blue-gray"
  },
  {
    "Key": "Fund",
    "Value": "Fund, LP"
  },
  {
    "Key": "Summary",
    "Value": "Account Maintenance"
  },
  {
    "Key": "Investor",
    "Value": "UNIVERSITY OF STATE"
  },
  {
    "Key": "Investor ID",
    "Value": "65298"
  },
  {
    "Key": "Description",
    "Value": "PLEASE PROVIDE A SIGNED AND DATED DEC 2014 REVISION OF THE W9"
  },
  {
    "Key": "Updated",
    "Value": "04/26/2017 14:07:08"
  }
]
},
{
  "Id": "123114",
  "Key": "SB-14",
  "Values": [
    {
      "Key": "Issue Type",
      "Value": "Account Maintenance"
    },
    {
      "Key": "IssueTypeIcon",
      "Value":
      "hTRMEaMEEa1NBBBPSUhEUgAAABAAAAQCAAAAAf8/7hAAAABGdBWEDAALGPC/ptMQBBBBlwSFlzAAA0wgAADsYTREhKgAAAAK9JREFU0E9joArI2u

```

```
IpnrHVbV7GFvf/t0D0Le7Lsra46k01MzCCFdehKyKIN7ufg2oIY4BdEQEM1Y7bgFP3j/z/5uwMMjkQhmrHbQTB0JMDYah2KhsAcjYbr04dqWIRB158e
ApVjgk+ppnA2ABkDAPY9EAYqp2GBoC8g+5sZAZvltrAQhiqHWgPRTliU4APp292ewbVzsCQrguinPm0L6z7sCnHgd2mb3N0h2ikBDAwAvzr4V+3H1Wc
BBCRSUVPTR5CYII="
    },
    {
      "Key": "Key",
      "Value": "SB-14"
    },
    {
      "Key": "Transaction ID",
      "Value": "2864174505"
    },
    {
      "Key": "Status",
      "Value": "Complete"
    },
    {
      "Key": "StatusColor",
      "Value": "green"
    },
    {
      "Key": "Fund",
      "Value": "Fund, Ltd"
    },
    {
      "Key": "Summary",
      "Value": "Account Maintenance"
    },
    {
      "Key": "Investor",
      "Value": "JACK & JUDITH 1975 Trust"
    },
    {
      "Key": "Investor ID",
      "Value": "WW104222-123"
    }
  ]
}
  ],
  "project": null,
  "issuetype": null,
  "summary": null
}
```

RESPONSE HEADER:

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