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: Tasks By Filter

ENDPOINT DESCRIPTION:

Returns the task details and list of tasks by Filter Id.

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

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

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

*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 retrieves a list of tickets and filter status. 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.

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
maxResult	Set's max number of tickets that can be retrieved	integer	query
prevTotalCount	Total Count from previous call	integer	query

SAMPLE REQUEST:

```
curl -X GET \
  https://api.seic.com/v2/workdesk/ticketsbyfilterstatus?filterId=43678 \
    -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
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 = &#039 Status&#039 and Value = &#039 Initial SEI Review&#039 .	string
project	Name of the Jira project.	string
issuetype	The type of issue specific to the Jira ticket.	string
summary	Description	string

RESPONSE PAYLOAD MODEL:

Name	Description	Data Type(L)
StartAt		number
MaxResults		number
Total		number
Id		string
Key		string
Value		string
project		string
issuetype		string
summary		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": 2,
  "Total": 1,
  "Issues": [
    {
      "Id": "1295522",
      "Key": "SB-5855",
      "Values": [
        {
          "Key": "Issue Type",
          "Value": "Task"
        },
        {
          "Key": "Key",
          "Value": "SB-5855"
        }
      ]
    }
    ],
    "project": null,
    "issuetype": null,
    "summary": null,
    "IssuesFetched": 1
}
```

RESPONSE HEADER:

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

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