

# Exploring the TOPdesk API

Martijn van de Bovenkamp

# Who am I?



■ Martijn van de Bovenkamp

- Working for TOPdesk since January 2016
- Technical Consultant
- Specialising in integrations and automation in TOPdesk, Action Sequences and the TOPdesk API



# Goals of this Webinar

- Understand the basic principles of a REST API
- How to create and use an Application Password to authenticate
- See API examples
- Learn how to use the different API end-points in TOPdesk yourself
- Understand the API documentation





## ➤ Content

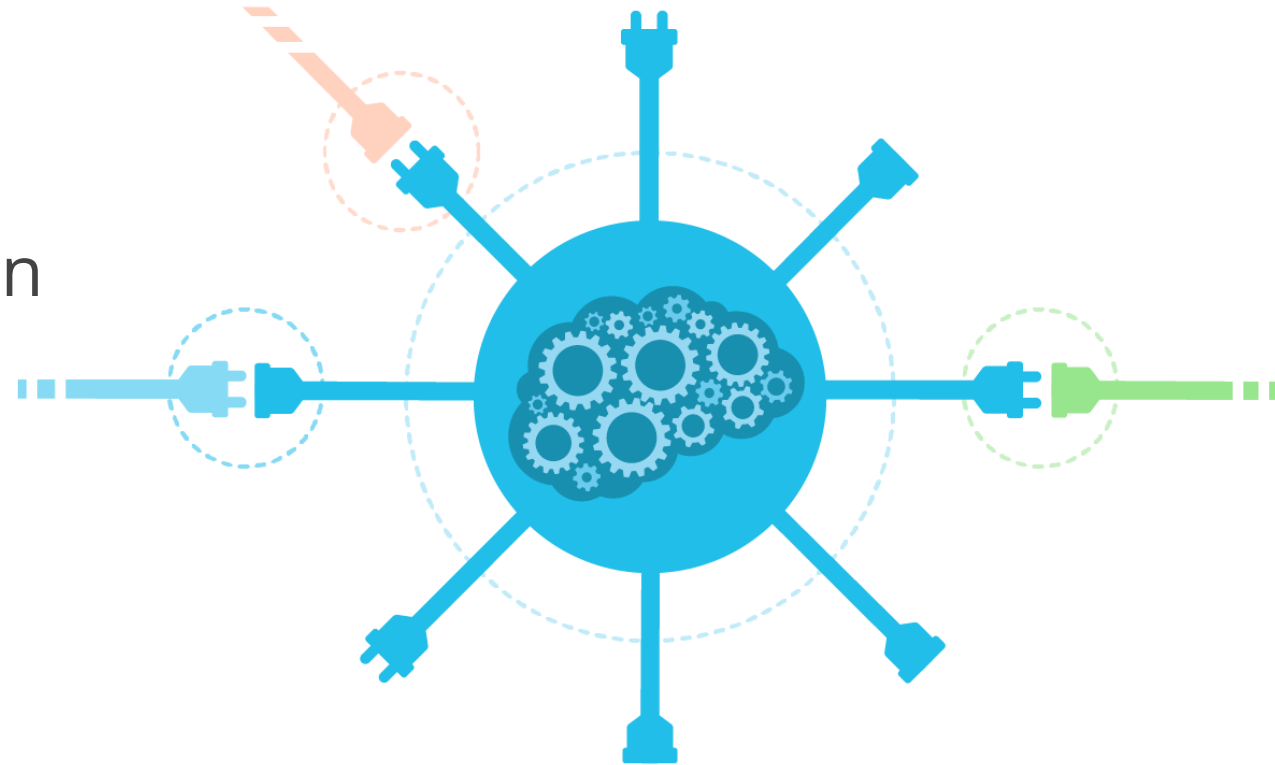
- Basic principles of a REST API
- Understanding the API documentation
- Demonstration
- Tips and tricks
- Useful resources
- Summary

# Basic principles of a REST API (1/2)

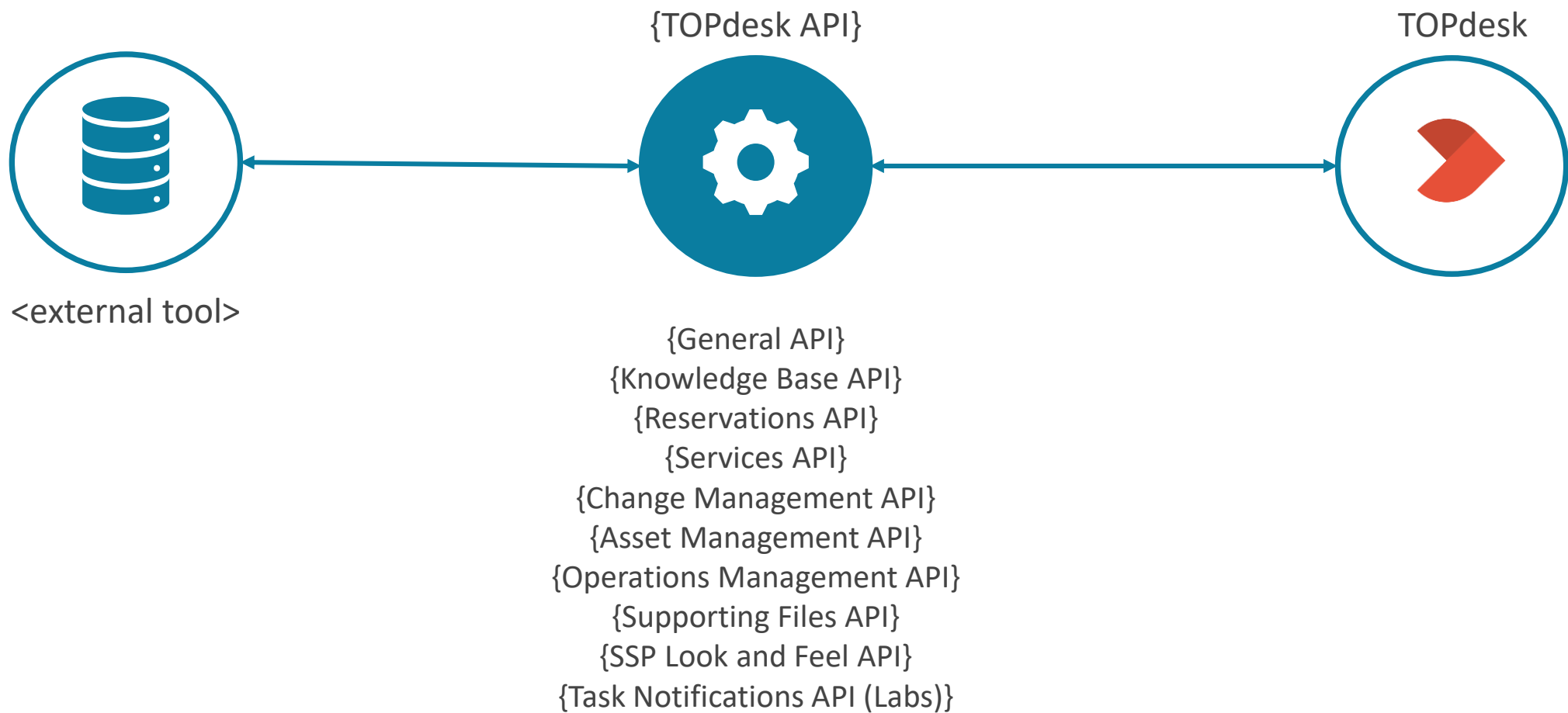


# Basic principles of a REST API (2/2)

- Application Programming Interface
- Receive updates automatically
- Used for communications between software platforms or services



# What is the TOPdesk REST API?



# Understanding the API documentation

The documentation typically states:

- Which Permissions are required (operator/person)
- Allowed HTTP method(s) (e.g. get) and the URL
- (Filter) parameters
- The successful response
- An example value / model
- Which error codes are used





# Demonstration

- How to use the TOPdesk API documentation
- How to create and use an application password to authenticate
- API example 1: Update the status of an existing call
- API example 2: Create a new change, based on a template and approve that change



# Tips and tricks

- Use tools such as Insomnia or Postman to test your API request
- Read the API documentation carefully and check the 'model'
- Check the response/execution logs when troubleshooting
- Use a JSON checker to validate your JSON
- Common errors:
  - 400 bad request: check your JSON
  - 404 not found: either a typo or the endpoint doesn't exist
  - 401 unauthorized: check permissions / username/application password / expired?



# Useful resources

- TOPdesk API Documentation

<https://developers.topdesk.com>

- API Tutorial (incl. creating application password)

<https://developers.topdesk.com/tutorial.html>

- Webinars on our [YouTube channel](#)

- API release notes

<https://releasenotes.topdesk.com/api/>



# Summary

- The TOPdesk API enables you to communicate with our tool via a standardised interface (REST)
- Application passwords are used for authentication (base64)
- Use the API documentation to guide you!
- Use a wide spectrum of technology to connect to the TOPdesk API (e.g. REST client, Action Sequence, PowerShell)



# Thank you

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