

# Package ‘zendeskR’

October 14, 2022

**Type** Package

**Title** Zendesk API Wrapper

**Version** 0.4

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**Author** Tanya Cashorali

**Depends** RCurl, rjson

**Maintainer** Tanya Cashorali <tanyacash@gmail.com>

**Description** This package provides an R wrapper for the Zendesk API

**Github** <http://www.github.com/tcash21/zendeskR>

**License** GPL-2

**NeedsCompilation** no

**Repository** CRAN

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zendeskR-package      *R Wrapper for Zendesk API*

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**Description**

This package provides an R wrapper to the Zendesk API.

**Details**

Package: zendeskR  
Type: Package  
Version: 0.1  
Date: 2012-07-11  
License: Simplified BSD

**Author(s)**

Tanya Cashorali Maintainer: Tanya Cashorali <tanyacash@gmail.com>

**References**

[http://developer.zendesk.com/documentation/rest\\_api/introduction.html](http://developer.zendesk.com/documentation/rest_api/introduction.html)

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getAllOrganizations      *getAllOrganizations*

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**Description**

This function is used to retrieve information on all registered organizations in your Zendesk organization

**Usage**

```
getAllOrganizations()
```

**Details**

This function will return a data.frame containing all fields on every organization. The tags key will be returned within the data.frame as a list.

**Value**

returns a data.frame of all organizations

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/organizations.html](http://developer.zendesk.com/documentation/rest_api/organizations.html)

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  organizations <- getAllOrganizations()  
  
## End(Not run)
```

---

```
getAllSatisfactionRatings  
  getAllSatisfactionRatings
```

---

**Description**

This function is used to return all satisfaction ratings for your organization.

**Usage**

```
## Admin only  
getAllSatisfactionRatings()
```

**Details**

This function can only be used by Admins within your organization. Satisfaction Ratings are ordered chronologically by created date, from oldest to newest.

**Value**

returns a data.frame of all satisfaction ratings ordered chronologically by created date, from oldest to newest.

**Author(s)**

John Hornbeck

**References**

[http://developer.zendesk.com/documentation/rest\\_api/satisfaction\\_ratings.html](http://developer.zendesk.com/documentation/rest_api/satisfaction_ratings.html)

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  satisfaction_ratings <- getAllSatisfactionRatings()  
  
## End(Not run)
```

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`getAllTicketMetrics`    *getAllTicketMetrics*

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**Description**

This function is used to retrieve all ticket metrics from all tickets in your Zendesk organization

**Usage**

```
getAllTicketMetrics()
```

**Details**

This function will return a data.frame containing all ticket metrics, such as `latest_comment_added_at`, `first_resolution_time_in_minutes`, etc. on every ticket.

**Value**

returns a data.frame of all ticket metrics for all tickets

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/ticket\\_metrics.html](http://developer.zendesk.com/documentation/rest_api/ticket_metrics.html)

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  ticket_metrics <- getAllTicketMetrics()  
  
## End(Not run)
```

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<code>getAllTickets</code>	<code><i>getAllTickets</i></code>
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**Description**

This function is used to return all tickets stored in your organization.

**Usage**

```
## Admin only  
getAllTickets()
```

**Details**

This function can only be used by Admins within your organization. Tickets are ordered chronologically by created date, from oldest to newest.

**Value**

returns a data.frame of all tickets ordered chronologically by created date, from oldest to newest.

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/tickets.html](http://developer.zendesk.com/documentation/rest_api/tickets.html)

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  tickets <- getAllTickets()  
  
## End(Not run)
```

getAllUsers

*getAllUsers*

---

**Description**

This function is used to retrieve information on all registered Zendesk users in your organization

**Usage**

```
getAllUsers()
```

**Details**

This function will return a data.frame containing all fields on every user in your organization. The photo key will be returned within the data.frame as a list.

**Value**

returns a data.frame of all users

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/users.html](http://developer.zendesk.com/documentation/rest_api/users.html)

**Examples**

```
## Not run:  
## This requires Zendesk authentication  
zendesk('username', 'password', 'https://help.example.com')  
users <- getAllUsers()  
  
## End(Not run)
```

---

<code>getTicket</code>	<i>getTicket</i>
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**Description**

This function is used to return ticket information for a given ticket ID

**Usage**

```
getTicket(ticket.id)
```

**Arguments**

`ticket.id`      A Zendesk ticket ID number (e.g.888)

**Details**

This function will return a data.frame of ticket information for a given ticket.id. The fields key will be returned within the data.frame as a list.

**Value**

returns a data.frame of ticket information for the given ticket.id

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/tickets.html](http://developer.zendesk.com/documentation/rest_api/tickets.html)

**Examples**

```
## Not run:  
## This requires Zendesk authentication  
ticket <- getTicket(ticket.id)  
  
## End(Not run)
```

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<code>getTicketAudits</code>	<i>getTicketAudits</i>
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**Description**

This function is used to return all ticket audits for a given ticket ID.

**Usage**

```
getTicketAudits(ticket.id)
```

**Arguments**

`ticket.id`      A Zendesk ticket ID (e.g. 888)

**Details**

Audits are a read-only history of all updates to a ticket and the events that occur as a result of these updates. When a Ticket is updated in Zendesk, we store an Audit. Each Audit represents a single update to the Ticket, and each Audit includes a list of changes, such as changes to ticket fields, addition of a new comment, addition or removal of tags, notifications sent to groups, assignees, requesters and CCs

**Value**

returns a `data.frame` of all ticket audits for a given ticket ID.

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/ticket\\_audits.html](http://developer.zendesk.com/documentation/rest_api/ticket_audits.html)

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  audits <- getTicketAudits(ticket.id)  
  
## End(Not run)
```



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unlistDataframe	<i>unlistDataFrame</i>
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**Description**

Utility function to unlist the columns of each data.frame where necessary.

**Usage**

```
unlistDataFrame(dataframe)
```

**Arguments**

dataframe      A data.frame containing columns of lists to be unlisted.

**Details**

This function will return a data.frame with the list type columns unlisted except where a column is a list of lists.

**Value**

returns a data.frame

**Author(s)**

Tanya Cashorali

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  unlistDataFrame(dataframe)  
  
## End(Not run)
```

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zendesk	<i>zendesk</i>
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**Description**

This function is used to create a Zendesk.com API session.

**Usage**

```
zendesk(username, password, url)
```

**Arguments**

username	Your Zendesk username.
password	Your Zendesk password.
url	Your organization's Zendesk URL (e.g. <a href="https://help.basho.com">https://help.basho.com</a> ).

**Details**

This function will initialize a Zendesk.com API session.

**Value**

Initializes a Zendesk.com API session. Will throw an error if all 3 parameters are not passed to the function.

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/introduction.html](http://developer.zendesk.com/documentation/rest_api/introduction.html)

**Examples**

```
## Not run:  
  ## This requires Zendesk authentication  
  zendesk('username', 'password', 'https://help.basho.com')  
  
## End(Not run)
```

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