Package ‘zendeskR’

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Title Zendesk API Wrapper
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Description This package provides an R wrapper for the Zendesk API
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R topics documented:

zendeskR-package .................................................. 2
getAllOrganizations .............................................. 2
getAllSatisfactionRatings ........................................ 3
getAllTicketMetrics ............................................. 4
getAllTickets ..................................................... 5
getAllUsers ....................................................... 6
getTicket .......................................................... 7
getTicketAudits .................................................. 8
unlistDataframe .................................................. 9
zendesk ............................................................. 9

Index 11
**zendeskR-package**  
*R Wrapper for Zendesk API*

### 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  
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### References


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### getAllOrganizations

#### Description

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

#### Usage

```r
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
getAllSatisfactionRatings

Author(s)
  Tanya Cashorali

References
  http://developer.zendesk.com/documentation/rest_api/organizations.html

Examples

## not run
  ## this requires Zendesk authentication
  organizations <- getAllOrganizations()

  ## End(Not run)

### function

```r
getAllSatisfactionRatings

getAllSatisfactionRatings
```

Description

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

Usage

```r
## 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
**getAllTicketMetrics**

### Description

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

### Usage

```r
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


### Examples

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

## End(Not run)
getAllTickets

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

Examples

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

## End(Not run)
### getAllUsers

**Description**

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

**Usage**

```r
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

**Examples**

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

## End(not run)
```
**getTicket**

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**getTicket**

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**Description**

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

**Usage**

```
getTicket(ticketNid)
```

**Arguments**

- `ticketNid`  
  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

**Examples**

```
## not run
## this requires Zendesk authentication
ticket <- getTicket(ticket.id)

## End(Not run)
```
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


Examples

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

## End(Not run)
```
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)

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. https://help.basho.com).

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


Examples

```r
## not run
## this requires zendesk authentication
zendesk('username', 'password', 'https://help.basho.com')

## end(not run)
```
Index

*Topic getAllOrganizations
  getAllOrganizations, 2

*Topic getAllSatisfactionRatings
  getAllSatisfactionRatings, 3

*Topic getAllTicketMetrics
  getAllTicketMetrics, 4

*Topic getAllTickets
  getAllTickets, 5

*Topic getAllUsers
  getAllUsers, 6

*Topic getTicketAudits
  getTicketAudits, 8

*Topic getTicket
  getTicket, 7

*Topic unlistDataFrame
  unlistDataFrame, 9

*Topic zendeskR
  zendeskR-package, 2

*Topic zendesk
  zendesk, 9

g getAllOrganizations, 2
g getAllSatisfactionRatings, 3
g getAllTicketMetrics, 4
g getAllTickets, 5
g getAllUsers, 6
g getTicket, 7
g getTicketAudits, 8

unlistDataFrame (unlistDataFrame), 9
unlistDataFrame, 9

zendesk, 9
zendeskR (zendeskR-package), 2
zendeskR-package, 2