# Package 'zendeskR'

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**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

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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

## 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

## Examples

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

## End(Not run)
```

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getAllTicketMetrics          *getAllTicketMetrics*

---

## 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

## Examples

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

## End(Not run)
```

getAllTickets *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                          *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

### Examples

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

## End(Not run)
```

getTicket                    *getTicket*

### 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

### Examples

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

## End(Not run)
```

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| getTicketAudits | *getTicketAudits* |
|---|---|

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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

### Examples

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

## End(Not run)
```

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unlistDataframe                *unlistDataFrame*

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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)
```

---

zendesk                *zendesk*

---

### 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

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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