

# TOPdesk Prepaid Services API Documentation

v1.0.0

## Introduction

This document is a reference for users of the API of TOPdesk's Prepaid Services solution. Any questions about the API, this document or the solution can be directed to the Customer Solutions department at TOPdesk (customersolutions@topdesk.com).

This first page introduces all functionalities of this API. The rest of the document provides a detailed overview of each endpoint and resources of this API

## How to use this API

### Authentication

To use this API, authentication information of an operator must be provided. How to obtain this information and how to add it to your API request is explained on [developers.topdesk.com](https://developers.topdesk.com).

### Prepaid Services Accounts

Each customer (or branch/site, depending on your TOPdesk settings) can have a Prepaid Services Account. A Prepaid Services Account contains some information about the balance of the account. However, this information is solely based on the Balance Mutations of the customer. Therefore, it is *not* possible to create a Prepaid Services Account directly. Rather, a customer has a Prepaid Services Account when there is at least one top up (a Balance Mutation that *adds* balance) for that customer. It is also *not* possible to delete a Prepaid Services Account.

### Balance Mutations

These are the main resources in this API. Every incident with Prepaid Services time registered on it has its corresponding Balance Mutation. A new balance mutation can be created through the API. This is mainly used to add balance to an account when a customer has paid for these service hours. It is also possible to create a Balance Mutation with a negative balance. This can be used to subtract time from the Prepaid Services Account balance, for example in case of a correction. It is *not* possible to update or delete Balance Mutations in this version.

### Creating or Resetting a Service User

The Prepaid Services solution uses a so-called *service user* to process time registrations. The solution will not work correctly without it. We recommend setting up a service user for Prepaid Services before first use using the configuration documentation of the solution. Please find this document attached to the [knowledge item about Prepaid Services](#).

The API can be used to check whether a service user is set up (HEAD request to /service-user), or set up or reset the service user (POST to /service-user).

# TOPdesk Prepaid Services API Documentation

## Overview

### Version information

Version : 1.0.0

### URI scheme

BasePath : <https://<your-topdesk>.topdesk.net/services/prepaid-services-backend>

Schemes : HTTPS

### Tags

- Balance Mutations
- Prepaid Services Accounts
- Prepaid Services: Service User

## Paths

### Create a new Balance Mutation

POST /balance-mutations

#### Description

Create a new Balance Mutation which can already have a self-link containing a URI as identifier or one will be generated

#### Parameters

Type	Name	Description	Schema
Body	<b>body</b> <i>required</i>	resource	<a href="#">BalanceMutationDto</a>

## Responses

HTTP Code	Description	Schema
201	Successful operation	No Content
400	Bad request	string
500	An error occurred in the API. More details are in the body of the response	string

## Consumes

- `application/hal+json`

## Tags

- Balance Mutations

# Get a list of Balance Mutations

```
GET /balance-mutations
```

## Description

Get a list of Balance Mutations

## Parameters

Type	Name	Description	Schema	Default
Query	<b>compact</b> <i>optional</i>	Provide minimal information for each resource	boolean	<code>"true"</code>
Query	<b>page</b> <i>optional</i>	The page to be shown	integer (int64)	<code>1</code>
Query	<b>pageSize</b> <i>optional</i>	The amount of Balance Mutations shown on each page	integer (int64)	<code>100</code>

Type	Name	Description	Schema	Default
Query	<b>query</b> <i>optional</i>	A search query to filter the Balance Mutations you need. Fields of the BalanceMutationDto can be used as query parameters. Example: /balance-mutations?query=amountOfMinutes==600;on.type==EXTERNAL. Format: FIQL. For more information, see: <a href="https://developers.topdesk.com/tutorial.html#show-collapse-query-overview">https://developers.topdesk.com/tutorial.html#show-collapse-query-overview</a>	string (FIQL)	

## Responses

HTTP Code	Description	Schema
200	Successful operation	<a href="#">HALCollectionBalanceMutationDto</a>
400	Bad request	string
500	An error occurred in the API. More details are in the body of the response	string

## Produces

- `application/hal+json`

## Tags

- Balance Mutations

## Retrieve a single Balance Mutation

```
GET /balance-mutations/{id}
```

### Description

Retrieve a single Balance Mutation

### Parameters

Type	Name	Description	Schema
Path	<b>id</b> <i>required</i>	The identifier for the Balance Mutation	string (uuid)

## Responses

HTTP Code	Description	Schema
200	Successful operation	<a href="#">BalanceMutationDto</a>
400	Bad request	string
500	An error occurred in the API. More details are in the body of the response	string

## Produces

- `application/hal+json`

## Tags

- Balance Mutations

# Retrieve a single Prepaid Services Account

```
GET /prepaid-services-accounts/{id}
```

## Description

Retrieve a single Prepaid Services Account

## Parameters

Type	Name	Description	Schema
Path	<b>id</b> <i>required</i>	The identifier for the Prepaid Services Account. This is equal to the identifier of the branch/site/customer in TOPdesk	string (uuid)

## Responses

HTTP Code	Description	Schema
200	Successful operation	<a href="#">PrepaidServicesAccountDto</a>
400	Bad request	string
500	An error occurred in the API. More details are in the body of the response	string

## Produces

- `application/hal+json`

## Tags

- Prepaid Services Accounts

# Create a new service user for this TOPdesk environment

POST /service-user

## Description

Create a new service user for this environment. Can be used as a reset when the service user is out of sync. The operator who authenticates this request needs these permissions: Login data: Write, Operator: Create, Permission Group: Create and Permission Group: Write

## Parameters

Type	Name	Description	Schema
Body	<b>body</b> <i>optional</i>	Leave the body of this request empty	

## Responses

HTTP Code	Description	Schema
200	The service user is updated	No Content
201	The service user is created	No Content

HTTP Code	Description	Schema
400	Bad request	No Content
403	The user does not have the required permissions to create a service operator	No Content
500	An error occurred in the API. More details are in the body of the response	string
502	An error occurred in another service we depend on. More details are in the body of the response	string

## Tags

- Prepaid Services: Service User

# Check whether a service user exists for this environment

HEAD /service-user

## Description

Check whether a service user exists for this environment

## Responses

HTTP Code	Description	Schema
204	The service user exists	No Content
404	The service user doesn't exist	No Content
500	An error occurred in the API	string

## Tags

- Prepaid Services: Service User

# Definitions

## BalanceMutationDto

Name	Description	Schema
<b>_links</b> <i>required</i>		<a href="#">_links</a>
<b>amountOfMinutes</b> <i>required</i>	The amount of minutes that have been added to or removed from the balance <b>Minimum value</b> : -600000 <b>Maximum value</b> : 600000	integer (int64)
<b>modificationDate</b> <i>required</i>	The time and date at which this mutation occurred	string (date-time, ISO8601)
<b>on</b> <i>required</i>	The resource on which the minutes were used or because of which they were added	<a href="#">ExternalResource</a>

### \_links

Name	Description	Schema
<b>for</b> <i>required</i>	The customer for whom the minutes were added or removed	<a href="#">HALLink</a>
<b>self</b> <i>optional</i>	The absolute URL to this Balance Mutation	<a href="#">HALLink</a>

## ExternalResource

Name	Description	Schema
<b>reference</b> <i>optional</i>	A non-URI reference to the resource <b>Length</b> : 0 - 255	string
<b>referenceLink</b> <i>optional</i>	A URI reference to the resource. Should be empty when creating a Balance Mutation on EXTERNAL_SYSTEM.	string (uri)



Name	Description	Schema
<b>type</b> <i>required</i>	The type of resource being referred to. Only type EXTERNAL_SYSTEM can be used when creating Balance Mutations through the API	enum (INCIDENT, SIMPLE_CHANGE, CHANGE_ACTIVITY, EXTERNAL_SYSTEM)

## HALCollectionBalanceMutationDto

Name	Schema
<b>_embedded</b> <i>optional</i>	<a href="#">_embedded</a>
<b>_links</b> <i>optional</i>	<a href="#">_links</a>
<b>maxPageSize</b> <i>optional</i>	integer (int64)
<b>page</b> <i>optional</i>	integer (int64)
<b>total</b> <i>optional</i>	integer (int64)

### **\_embedded**

Name	Schema
<b>item</b> <i>optional</i>	< <a href="#">BalanceMutationDto</a> > array

### **\_links**

Name	Schema
<b>first</b> <i>optional</i>	<a href="#">HALLink</a>
<b>item</b> <i>optional</i>	< <a href="#">HALLink</a> > array
<b>last</b> <i>optional</i>	<a href="#">HALLink</a>

Name	Schema
<b>next</b> <i>optional</i>	<a href="#">HALLink</a>
<b>prev</b> <i>optional</i>	<a href="#">HALLink</a>
<b>self</b> <i>optional</i>	<a href="#">HALLink</a>

## HALLink

Name	Description	Schema
<b>href</b> <i>required</i>	The absolute URL to the resource	string

## PrepaidServicesAccountDto

Name	Description	Schema
<b>_links</b> <i>required</i>		<a href="#">_links</a>
<b>balance</b> <i>required</i>	The Prepaid Services account balance of the customer	integer (int64)

### links

Name	Description	Schema
<b>latestTopUp</b> <i>required</i>	Link to the latest top up (Balance Mutation that adds balance) of the customer balance	<a href="#">HALLink</a>
<b>of</b> <i>required</i>	URL of the customer/site/branch in TOPdesk as used in the API	<a href="#">HALLink</a>
<b>self</b> <i>optional</i>		<a href="#">HALLink</a>