



# Integria IMS API



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# Integria IMS API

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The external Integria IMS API is used by making remote calls via HTTP or HTTPS on the file `/include/api.php`. With this method it is possible to integrate third-party applications with Integria IMS. The use of the API is done through a call with defined parameters that returns a value or a list of values.

The API call prototype is as follows:

```
http://<URL>/include/api.php<parameters>
```

Where `< URL >` is the IP address or public URL where Integria IMS is installed. The API method only accepts the following parameters (`< parameters >`), any other parameters will be ignored:

- `user` (required): Name of the Integria IMS user who accesses the data, it is used to verify [the ACL rules](#).
- `user_pass` (required): User's password.
- `op` (mandatory): Operation to perform. The operations are detailed below.
- `pass` (mandatory if enabled): Specific API password, configured in the Integria IMS Console.
- `params`: List of parameters to be passed to the function separated by a token.
- `token`: Character that separates the different parameters (by default the comma `,` is used).
- `return_type`: Call result format, can be XML or CSV (CSV by default).
- `info`: Special parameter with which the version can be obtained before authenticating.

## Security

### Authentication by valid IP address

Security is based on a list of IP addresses that will have access to the tool. This list can be created in the Integria IMS configuration menu.

It is important to take into account that this authentication method is always active, so if you do not want to use it, it will be necessary to put the asterisk character `*` to indicate that any IP address is authorized.

It is recommended to always use a specific list of IP addresses.

## Password Authentication

Within the Integria IMS configuration menu it is possible to establish a specific password for the API. This password must be sent unencrypted in the API call, so you should always use HTTPS if you want to use this authentication method.

If this password is empty, it means that password authentication is disabled and it is unnecessary to put the pass token in the API call.

## Authentication by user and user password

It is necessary in all calls (except information calls) to specify the user ( `user` ) and the user's password ( `user_pass` ).

There is no way to disable this step of authentication.

## Authentication by bearer token

Version 5.0.99 OUM 99 MR 93: You can authenticate with API Token by means of sending the **HTTP headers** of a **bearer token** generated by each user and for their own private and personal use. See the People menu → Edit my user for more details.

Bearer token-based authentication allows each of the users registered in Pandora FMS to generate their own identifier in unequivocal correspondence. Said bearer token must be inserted in the HTTP headers, that is, it is not part of the complete URL of the API. The sending mechanism is up to the application making the connection to the PFMS API.

The following examples use the cURL command line program, version 7.68 .

- Check the version of curl with `curl -V`.
- If you need more help using curl, invoke `curl -h`.
- If you need to debug the connection use the `-v` parameter (not to be confused with the `-V` used to display the version).
- The `-k` and `-H` parameters are used to accept connections with self-signed certificates for HTTPS and send header information, respectively.
- Query the bearer token corresponding to the user who will perform the API query.
- Now you can perform an API query, the following example uses `get_incidents` (replace with your previously queried bearer token):

```
BEARER="Authorization: Bearer 9ea069a7240411ee95580242ac100002"  
URL="http://192.168.7.117/integria/include/api.php"  
API_QUERY="?return_type=xml&user=admin&op=get_incidents"
```

```
curl -k -H "$BEARER" $URL$API_QUERY && echo ""
```

Note that bearer tokens from different users, while quite similar, are actually unique values.

## API Functions

### Return of information about Integria IMS

This is a special function that can be used without authentication, since the information it returns can also be obtained from the login screen publicly (if it is disabled the Hide version token).

Example:

```
http://127.0.0.1/integria/include/api.php?info=version
```

Example output:

```
Integria IMS OpenSource Edition 5.0.98 Build 221221 MR93
```

### get\_incidents

Result: Returns a list of tickets to which the calling user has access.

Serialized Parameters:

- String filter: Show only tickets that contain that string in the title or description (not required). Empty for all tickets. The use of upper and lower case for the search is indifferent.
- Status filter: Identify the status (not mandatory). It can take the following values:
  - 0 → All (default).
  - 1 → New.
  - 2 → Not confirmed.
  - 3 → Assigned.
  - 4 → Re-opened.
  - 5 → Pending to be closed.
  - 6 → Earning from a third person.
  - 7 → Closed.
  - -10 → For all except closed ones.
- Group filter: Group identifier (mandatory). One (1) for all groups.
- Priority filter: Priority identifier (optional). It can have any of the following values:
  - 10 → Maintenance.
  - 0 → Informational.
  - 1 → Low.
  - 2 → Medium.

- 3 → Serious.
- 4 → Very serious.
- -1 → Any.
- Inventory filter: Identifier of the related inventory (optional). Zero ( 0 ) for all or none.
- Owner filter: Identifier of the user to whom the incident is assigned (optional).
- Creator filter: Identifier of the user who created the incident (optional).
- Incident filter: Incident identifier (optional).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incidents&params=day,-10,1,-1,0,admin,user1
```

Example output with CSV format:

```
5,"2016-01-19 11:19:42","0000-00-00
00:00:00",incidence_title,admin,1,1,2,"2014-01-19 11:19:42"
,,1,0,0,,1,0,0,1,0,mail@some.com,,0,"2014-01-20 14:45:01",,,,0,0,0, 0,0,0,0
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incidents&params=day,-10,1,-1,0,admin,user1&return_type=xml
```

Example output in XML:

```
<xml version='1.0' encoding='UTF-8'>
  <incident>
    <id_incident><![CDATA[5]]></id_incident>
    <start><![CDATA[2016-01-19 11:19:42]]></start>
    <closing><![CDATA[0000-00-00 00:00:00]]></closing>
    <title><![CDATA[Title incident]]></title>
    <description><![CDATA[Description]]></description>
    <user_id><![CDATA[admin]]></user_id>
    <status><![CDATA[1]]></status>
    <priority><![CDATA[1]]></priority>
    <group_id><![CDATA[2]]></group_id>
    <update><![CDATA[2016-01-19 11:19:42]]></update>
    <id_creator><![CDATA[]]></id_creator>
    <notify_email><![CDATA[1]]></notify_email>
    <id_task><![CDATA[0]]></id_task>
    <resolution><![CDATA[0]]></resolution>
    <epilog><![CDATA[]]></epilog>
    <id_parent><![CDATA[1]]></id_parent>
    <sla_disabled><![CDATA[0]]></sla_disabled>
    <affected_sla_id><![CDATA[0]]></affected_sla_id>
    <id_incident_type><![CDATA[1]]></id_incident_type>
    <score><![CDATA[0]]></score>
    <email_copy><![CDATA[copyto@someone.com]]></email_copy>
    <editor><![CDATA[]]></editor>
```

```

<id_group_creator><![CDATA[0]]></id_group_creator>
<last_stat_check><![CDATA[2016-01-20 14:55:01]]></last_stat_check>
<closed_by><![CDATA[]]></closed_by>
<extra_data><![CDATA[]]></extra_data>
<extra_data2><![CDATA[]]></extra_data2>
<blocked><![CDATA[0]]></blocked>
<old_status><![CDATA[0]]></old_status>
<old_resolution><![CDATA[0]]></old_resolution>
<old_status2><![CDATA[0]]></old_status2>
<old_resolution2><![CDATA[0]]></old_resolution2>
<workunits_hours><![CDATA[0]]></workunits_hours>
<workunits_count><![CDATA[0]]></workunits_count>
</incident>
</xml>

```

## get\_incident\_details

Result: Returns the details of a ticket.

Parameters:

- Ticket identifier (mandatory).

Example of call with result in CSV format:

```

http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_details&params=2

```

Example output in formatCSV:

```

1,"2010-02-17 01:35:35","0000-00-00 00:00:00",Myfddfe,,demo,1,1,3,3,"2010-02-17 01:50 :05",user,1,0,0,,0,0,0,0

```

Example of call with result in XML:

```

http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_details&params=2&return_type=xml

```

Example output in XML:

```

<xml>
  <id_issue>1</id_issue>
  <start>2010-02-17 01:35:35</start>
  <close>0000-00-00 00:00:00</close>
  <title>Myfddfe</title>
  <description></description>
  <user_id>demo</user_id>
  <source>1</source>
  <state>1</state>

```

```
<priority>3</priority>
<group_id>3</group_id>
<update>2010-02-17 01:50:05</update>
<id_creator>admin</id_creator>
<notify_email>1</notify_email>
<id_task>0</id_task>
<resolution>0</resolution>
<epilg></epilg>
<id_parent></id_parent>
<sla_disabled>0</sla_disabled>
<affected_sla_id>0</affected_sla_id>
<id_incident_type>0</id_incident_type>
<score>0</score>
</xml>
```

## create\_incident

Result: A ticket is created.

User: It is the creator of the ticket.

Parameters:

- Title (mandatory). Empty titles are not allowed. To introduce commas in this parameter, you must replace them with (: : :), to introduce a space you must use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Group identifier (mandatory).
- Priority (not mandatory). It can have these values:
  - 10 → 0 Maintenance.
  - 0 → 1 Informative (informative, by default).
  - 1 → 2 Low (low priority).
  - 2 → 3 Medium (medium priority).
  - 3 → 4 Serious (serious priority).
  - 4 → 5 Very serious (very serious priority).
- Description (not mandatory). Empty by default. To introduce commas in this parameter, you must replace them with (: : :), to introduce a space you must use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Inventory identifier (not mandatory). Issues can be created with several inventory objects and they will have to be separated from each other by : .
- Incident type identifier (not mandatory). Zero 0 (none) by default.
- Email in copy (not mandatory): Empty default value.
- Owner (not mandatory). By default admin.
- Parent ticket identifier (not mandatory). Default zero 0 (no parent).
- Status (mandatory). It can take the following values:
  - 1 → New (default).
  - 2 → Not confirmed.
  - 3 → Assigned.
  - 4 → Re-opened.
  - 5 → Pending to be closed.
  - 6 → Earring from a third person.



- 7 → Closed.
- Info\_extra (not mandatory).
- Resolution:
  - 0 → None (none, by default).
  - 1 → Fixed.
  - 2 → Invalid.
  - 3 → Won't fix.
  - 4 → Duplicate.
  - 5 → Works for me.
  - 6 → Incomplete.
  - 7 → Expired.
  - 8 → Moved.
  - 9 → In process (in process).
- Info\_extra2 (not mandatory).
- Info\_extra3 (not mandatory).
- Info\_extra4 (not mandatory).
- CampoTipoIncidencia1.
- CampoTipoIncidencia2
- CampoTipoIncidencia3
- ...
- CampoTipoIncidenciaN.

Example call with output in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_incident¶ms=Title,2,1,Description%20de%20la%incidence,1:2:3,1,copyto@example.com,admin,0,1
```

Example of result in CSV format:

```
0
```

Example call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_incident¶ms=Titulo%20de%20la%20incidencia,2,1,Descripcion%20de%20la%incidencia,1: 2:3,1,copyto@someone.com,admin,0&return_type=xml
```

Example output in XML:

```
<xml>
0
</xml>
```

## update\_incident

Result: Updates the data of a ticket.

## Parameters:

- Ticket identifier (mandatory).
- Title (mandatory). Empty titles are not allowed.
- Description (not mandatory). Empty by default.
- Epilogue (not mandatory). Empty by default.
- Group identifier (mandatory).
- Priority (not mandatory). It can have these values:
  - 10 → 0 Maintenance.
  - 0 → 1 Informative (informative, by default).
  - 1 → 2 Low (low priority).
  - 2 → 3 Medium (medium priority).
  - 3 → 4 Serious (serious priority).
  - 4 → 5 Veryserious (very serious priority).
- Resolution:
  - 0 → None (none, by default).
  - 1 → Fixed.
  - 2 → Invalid.
  - 3 → Won't fix.
  - 4 → Duplicate.
  - 5 → Works for me.
  - 6 → Incomplete.
  - 7 → Expired.
  - 8 → Moved.
  - 9 → In process (in process).
- Status (mandatory). It can take the following values:
  - 1 → New (default).
  - 2 → Not confirmed.
  - 3 → Assigned.
  - 4 → Re-opened.
  - 5 → Pending to be closed.
  - 6 → Earning from a third person.
  - 7 → Closed.
- Owner (not mandatory). By default admin.
- Parent ticket identifier (not mandatory). Default zero 0 (no parent).
- Incident type identifier (not mandatory). Zero 0 (none) by default.
- Info\_extra (not mandatory).
- Info\_extra2 (not mandatory).
- Info\_extra3 (not mandatory).
- Info\_extra4 (not mandatory).
- CampoTipoIncidencia1.
- CampoTipoIncidencia2
- CampoTipoIncidencia3
- ...
- CampoTipoIncidenciaN.

If you do not want to modify the current value of the ticket type fields, you must fill in those fields with their corresponding value. If they are empty, they will be updated with no value.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&pass=api_pass&op=update_incident&params=4,nuevo%20title,nueva%20descripcion,nuevo%20epilogo,4,2,1,3,admin,0,6,,Support,Hardware
```

Example of call with result in XML::

```
http://127.0.0.1/integria/include/api.php?user=user&pass=api_pass&op=update_incident&params=4,nuevo%20title,nueva%20descripcion,nuevo%20epilogo,4,2,1,1,3,admin,0,6,Support,Hardware&return_type=xml
```

Example result in XML:

```
<xml>
0
</xml>
```

## add\_inventory\_to\_ticket

Result: Allows you to associate an inventory object to a ticket.

Parameters:

- Ticket identifier (mandatory).
- Inventory item identifier (required).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=add_inventory_to_ticket&params=1,2
```

Example output in CSV:

```
1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=add_inventory_to_ticket&params=1,2&return_type=xml
```

Example output in XML:

```
<xml>
1
</xml>
```

## delete\_incident

Result: A ticket is deleted.

Parameters:

- Ticket identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&pass=api_pass&op=delete_incident&params=3
```

Example of output in CSV format:

```
0
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&pass=api_pass&op=delete_incident&params=3&return_type=xml
```

Example result in XML:

```
<xml>  
0  
</xml>
```

## get\_incident\_workunits

Result: Returns a list with the Workunits associated with a ticket.

Parameters:

- Ticket identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=user_pass&pass=api_pass&op=get_incident_workunits&params=3
```

Example output with CSV format:

```
3,"2010-02-17 01:48:48",0.25,admin,"Workunit description",0,0,,1  
2,"2010-02-17 01:47:41",0.25,admin,"Another workunit description",0,0,,1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=user_pass&pass=api_pass&op=get_incident_workunits&params=3&return_type=xml
```

Example output in XML:

```
<xml>
  <workunit>
    <id>3</id>
    <timestamp>2010-02-17 01:48:48</timestamp>
    <duration>0.25</duration>
    <id_user>admin</id_user>
    <description>Workunit description</description>
    <have_cost>0</have_cost>
    <id_profile>0</id_profile>
    <locked></locked>
    <public>1</public>
  </workunit>
  <workunit>
    <id>2</id>
    <timestamp>2010-02-17 01:47:41</timestamp>
    <duration>0.25</duration>
    <id_user>admin</id_user>
    <description>Another work unit description</description>
    <have_cost>0</have_cost>
    <id_profile>0</id_profile>
    <locked></locked>
    <public>1</public>
  </workunit>
</xml>
```

## create\_workunit

Result: Create a Workunit in a ticket.

Parameters:

- Ticket identifier (mandatory).
- Description (not mandatory). By default, empty.
- Duration in hours (not mandatory). By default 0.00 hours.
- If there has been a cost (not mandatory). By default, no.
- If it is public or not (not mandatory). By default, no.
- Associated profile identifier (not mandatory). By default zero 0, with no associated profile.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_workunit&params=1,Description,0.5,0,1,1
```

Example output with CSV format:

```
0
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_workunit&params=1,Description,0.5,0,1,1&return_type=xml
```

Example output in XML:

```
<xml>
0
</xml>
```

## get\_incident\_files

Result: Returns a list with the files associated with a ticket.

Parameters:

- Ticket identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass=&pass=api_pass&op=get_incident_files&params=1
```

Example output with CSV format:

```
1,1,0,0,admin,file1.php,"php example",764026
2,1,0,0,admin,file2.png,"png example",34026
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass=&pass=api_pass&op=get_incident_files&params=1&return_type=xml
```

Example output in XML:

```
<xml>
  <file>
    <id_attachment>1</id_attachment>
    <id_issue>1</id_issue>
    <id_task>0</id_task>
    <id_kb>0</id_kb>
```

```
<user_id>admin</user_id>
<filename>file1.php</filename>
<description>php example</description>
<size>764026</size>
</file>
<file>
  <id_attachment>2</id_attachment>
  <id_issue>1</id_issue>
  <id_task>0</id_task>
  <id_kb>0</id_kb>
  <user_id>admin</user_id>
  <filename>file2.png</filename>
  <description>png example</description>
  <size>34026</size>
</file>
</xml>
```

## download\_file

Result: Returns the content of a file as text, in Base64.

Parameters:

- File identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=download_file&params=32
```

Example output with CSV format:

```
[base64 file content]
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=get_incidents&params=day,-10,1&return_type=xml
```

Example output in XML:

```
<xml>
[base64 file content]
</xml>
```

## attach\_file

Result: Adds a file to the file list of a ticket.

Parameters:

- Ticket identifier: (not mandatory), zero 0 by default.
- File name: (not mandatory).
- Size of the file in Bytes: (not mandatory), by default zero 0 .
- File description: (not mandatory), empty by default.
- Content of the file in Base64 (not mandatory) by default it is created with empty content.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=attach_file&params=1,example.txt,234,File%20of%20example,aW50ZWdyawEgcm9ja3M=
```

Example output with CSV format:

```
0
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=attach_file&params=1,example.txt,234,File%20of%20example,aW50ZWdyawEgcm9ja3M=&return_type=xml
```

Example output in XML:

```
<xml>
0
</xml>
```

## delete\_file

Result: Removes a file from a ticket's file list.

Parameters:

- File identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=delete_file&params=32
```

Example output with CSV format:



```
0
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=delete_file&params=32&return_type=xml
```

Example output in XML:

```
<xml>
0
</xml>
```

## create\_user

Result: Call used to create a user and assign them to a role or group. To assign more profiles you have to use a different call. Returns one 1 if created successfully, zero 0 otherwise.

Parameters:

- Username (required). To introduce commas in this parameter, it must be replaced by (: : :), to introduce a space, use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Group identifier (mandatory).
- Profile identifier (mandatory).
- Email (not mandatory). By default empty.
- Password (not required). User password, by default is the username.
- Description (not mandatory). By default empty. To introduce commas in this parameter, it must be replaced by (: : :), to introduce a space, use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Real name (not mandatory). By default empty.
- Externaluser (not required). By default zero 0.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_user&params=jorge,3,4,jorge@lux.com,userpass,description,Jorge%20Surname,1
```

Example output with CSV format:

```
1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_user&params=jorge,3,4,jorge@lux.com,userpass,description,Jorge%20LastName,1&return_type=xml
```

Example output in XML:

```
<xml>
1
</xml>
```

## validate\_user

Result: Returns one 1 if authentication is successful, zero 0 otherwise.

Parameters:

- User: Name of the registered user to be validated (mandatory).
- Pass: User password (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?&user=user&user_pass=userpass&pass=api_pass&op=validate_user&params=jorge,jorge_pass
```

Example output with CSV format:

```
1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?&user=user&user_pass=userpass&pass=api_pass&op=validate_user&params=jorge,jorge_pass
&return_type=xml
```

Example output in XML:

```
<xml>
1
</xml>
```

## delete\_user

Result: Call used to delete a user. Returns one 1 if cleared successfully, zero 0 otherwise.

admin cannot be deleted via the API.

parameters

- User: (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=delete_user&params=pepe
```

Example output with CSV format:

```
1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=delete_user&params=pepe&return_type=xml
```

Example output in XML:

```
<xml>
1
</xml>
```

## **user\_exists**

Result: Call used to check if a user exists. Returns one 1 if it exists, zero 0 if it does not exist.

Parameters:

- User: (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=user_exists&params=pepe
```

Example output with CSV format:

```
1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=user_exists&params=pepe&return_type=xml
```

Example output in XML:

```
<xml>
```

```
1
</xml>
```

## create\_lead

Result: Call used to create a **lead** . Returns one 1 if created successfully, returns zero 0 otherwise.

Parameters:

- Full name (required). To introduce commas in this parameter, you must replace them with ( : : : ), to introduce a space you must use %20 . For example, to enter Doe , John you would insert in the URL: Doe : : : %20John .
- Company (mandatory).
- Email (mandatory).
- Country (not mandatory). By default empty.
- Estimated sale (not mandatory). Zero 0 by default.
- Progress (in percent, not mandatory). By default 0%.
- Telephone (not mandatory). By default, empty.
- Mobile phone (not mandatory). By default, empty.
- Position (not mandatory). By default empty.
- Owner (required). User name.
- Language: Language code (mandatory).
  - de → Deutch (German).
  - en\_GB → English.
  - es → Spanish.
  - fr → Français (French).
  - pl → Polski (Polish).
  - ru → Русский (Russian).
  - zh\_CN → 简化字 (Chinese).
- Comments (not mandatory). To introduce commas in this parameter, you must replace them with ( : : : ), to introduce a space you must use %20 . For example, to enter Doe , John you would insert in the URL: Doe : : : %20John .
- Category identifier (not mandatory). By default zero 0 (none).
- Directed by (not mandatory). By default zero 0.
- Campaign (not mandatory). By default zero 0.
- Label or tag separator (mandatory if several tags are going to be added).
- Tag names: Split with the previously declared separator. If the tags do not exist, they will not be stored.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_lead¶ms=Dario%Rodriguez%Perez,Artica+ST,drp@example.com,Spain,230,0,55566677,6665577,Developer,admin,es,This%20comment%20is%20very%20important,1,0,7,-%7C-,Software-%7C-Hardware-%7C-Tag%20with%20spaces
```

Example output with CSV format:

```
1
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_lead¶ms=Dario%Rodriguez%Perez,Artica+ST,drp@example.com,Spain,230,0,55566677,6665577,Developer,admin,es,This%20comment%20is%20very%20important,1,0,7,-%7C-,Software-%7C-Hardware-%7C-Tag%20with%20spaces&return_type=xml
```

Example output in XML:

```
<xml>
1
</xml>
```

## get\_last\_invoice\_id

Result: Call used to get the last invoice identifier. Returns the last invoice identifier, empty if unsuccessful.

Parameters: none.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_last_invoice_id
```

Example output with CSV format:

```
140601_0082
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_last_invoice_id&return_type=xml
```

Example output in XML:

```
<xml>
  <last_invoice_id>
    <id><![CDATA[140601_0082]]></id>
  </last_invoice_id>
</xml>
```

## get\_invoice

Result: Call to obtain the information of an invoice. Returns the invoice information, empty otherwise.

Parameters:

- Invoice identifier: It is the value of the Bill ID field (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_invoice&params=140601_0071
```

Example output with CSV format:

```
2,admin,,1,140601_0071,ads,,,,,222.00,0.00,0.00,0.00,0.00,0.00,EUR,,0,0,,2014-01-24,0000-00-00,pending,, ,Submitted,in_GB
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_invoice&params=140601_0071&return_type=xml
```

Example output in XML:

```
<xml>
  <invoice>
    <id><![CDATA[2]]></id>
    <id_user><![CDATA[admin]]></id_user>
    <id_task><![CDATA[]]></id_task>
    <id_company><![CDATA[1]]></id_company>
    <bill_id><![CDATA[140601_0071]]></bill_id>
    <concept1><![CDATA[ads]]></concept1>
    <concept2><![CDATA[]]></concept2>
    <concept3><![CDATA[]]></concept3>
    <concept4><![CDATA[]]></concept4>
    <concept5><![CDATA[]]></concept5>
    <amount1><![CDATA[222.00]]></amount1>
    <amount2><![CDATA[0.00]]></amount2>
    <amount3><![CDATA[0.00]]></amount3>
    <amount4><![CDATA[0.00]]></amount4>
    <amount5><![CDATA[0.00]]></amount5>
    <tax><![CDATA[0.00]]></tax>
    <currency><![CDATA[EUR]]></currency>
    <description><![CDATA[]]></description>
    <id_attachment><![CDATA[0]]></id_attachment>
    <locked><![CDATA[0]]></locked>
    <locked_id_user><![CDATA[]]></locked_id_user>
```

```

<invoice_create_date><![CDATA[2014-01-24]]></invoice_create_date>
<invoice_payment_date><![CDATA[0000-00-00]]></invoice_payment_date>
<status><![CDATA[pending]]></status>
<reference><![CDATA[]]></reference>
<internal_note><![CDATA[]]></internal_note>
<invoice_type><![CDATA[Submitted]]></invoice_type>
<id_language><![CDATA[in_GB]]></id_language>
</invoice>
</xml>

```

## create\_invoice

Result: Call to create an invoice. It returns two values, the status code (one 1 if the operation was performed, zero 0 if a failure was detected) and a message with the result of the operation.

Parameters:

- User identifier (must exist or empty).
- Task identifier (not mandatory). Zero 0 by default.
- Company identifier (mandatory).
- Invoice identifier (mandatory).
- Concept (mandatory). To introduce commas in this parameter, you must replace them with (: : :), to introduce a space you must use %20 . For example, to enter Doe, John will have to be inserted in the URL: Doe : : :%20John .
- Quantity (required).
- Taxes: Tax percentage (not mandatory). By default zero 0.
- Currency: Text string (mandatory).
- Description: (not mandatory). By default empty. To introduce commas in this parameter, you must replace them with (: : :), to introduce a space you must use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Blocked flag: Boolean (not mandatory). Default zero 0 (not locked).
- Blocker user identifier (mandatory if the blocked flag is active). By default empty.
- Creation date (not mandatory). By default the current day.
- Date of payment: (not mandatory). By default the current day.
- State (not mandatory). By default pending.
- Reference (not mandatory). By default empty.
- Internal note (not mandatory). By default empty.
- Type of invoice (mandatory: Submitted or Received).
- Language identifier (not mandatory).
  - de → Deutch (German).
  - en\_GB → English.
  - es → Spanish.
  - fr → Français (French).
  - pl → Polski (Polish).
  - ru → Русский (Russian).
  - zh\_CN → 简化字 (Chinese).

Example of call without errors with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
```

```
pass&pass=1234&op=create_invoice¶ms=admin,,1,140601_0082,paso,3.00,,EUR,,,,,paid
d,,,Submitted,
```

Example output without errors with CSV format:

```
1,"invoice created"
```

Example output with errors with CSV format:

```
0,"invalid billing id"
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=create_invoice¶ms=admin,,1,140601_0082,paso,3.00,,EUR,,,,,paid,,
,Submitted,&return_type=xml
```

Example output without errors in XML:

```
<xml>
  <invoice>
    <status><![CDATA[1]]></status>
    <error><![CDATA[invoice created]]></error>
  </invoice>
</xml>
```

Example output with errors in XML:

```
<xml>
  <invoice>
    <status><![CDATA[0]]></status>
    <error><![CDATA[invalid billing id]]></error>
  </invoice>
</xml>
```

## create\_company

Result: Returns the identifier of the company created.

Parameters:

- Name (required). To introduce commas in this parameter, you must replace them with (: : :), to introduce a space you must use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Address (not mandatory). By default empty. To introduce commas in this parameter, you must replace them with (: : :), to introduce a space you must use %20 . For example, to enter Doe, John you would insert in the URL: Doe : : :%20John .
- Tax identification (not mandatory). By default empty.



- Company role identifier (not mandatory). By default zero 0 (no role).
- Country (not mandatory). By default, empty.
- Manager: Name of the user who is in charge of the company (it must exist or put it empty).
- Identifier of the parent company (not mandatory). By default zero 0.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_company¶ms=Artica,AlbertoAguilera,12312312,1,Country,admin,0
```

Example output with CSV format:

```
6
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=create_company¶ms=Artica,AlbertoAguilera,12312312,1,Country,admin,0&return_type=xml
```

Example output in XML:

```
<xml>
  <company>
    <id><![CDATA[6]]></id>
  </company>
</xml>
```

## add\_address\_to\_newsletter

Result: Returns the identifier of the email address created. If it fails, it returns a zero value 0.

Parameters:

- Id newsletter (mandatory and must exist).
- Name (required).
- Email (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=integria&op=add_address_to_newsletter&params=2,juan,juan@mail.com
```

Result

```
10
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=integria&op=add_address_to_newsletter&params=2,juan,juan@mail.com&return_type=xml
```

Example output in XML:

```
<xml>
10
</xml>
```

## get\_incident\_tracking

Result: Returns a list with the tracking of a ticket.

Parameters:

- Ticket identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_tracking&params=2
```

Example output with CSV format:

```
9,2,0,"2010-02-17 01:56:33",demo,0,Created
10,2,2,"2010-02-17 02:06:58",demo,0,"Workunit added"
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_tracking&params=2&return_type=xml
```

Example output in XML:

```
<xml>
  <tracking>
    <id_it>9</id_it>
    <id_incident>2</id_incident>
    <state>0</state>
    <timestamp>2010-02-17 01:56:33</timestamp>
    <id_user>demo</id_user>
    <id_additional>0</id_additional>
    <description>Created</description>
  </tracking>
  <tracking>
    <id_it>10</id_it>
```

```
<id_incident>2</id_incident>
<state>2</state>
<timestamp>2010-02-17 02:06:58</timestamp>
<id_user>demo</id_user>
<id_additional>0</id_additional>
<description>Workunit added</description>
</tracking>
</xml>
```

## get\_incidents\_resolutions

Result: Returns a list with the identifiers and names of the Integria IMS ticket resolutions.

Parameters: None.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=get_incidents_resolutions
```

Example output with CSV format:

```
1,Fixed
2,Invalid
3,"Won't fix"
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=get_incidents_resolutions&return_type=xml
```

Example output in XML:

```
<xml>
  <resolution>
    <id>1</id>
    <name>Fixed</name>
  </resolution>
  <resolution>
    <id>2</id>
    <name>Invalid</name>
  </resolution>
  <resolution>
    <id>3</id>
    <name>Wont fix</name>
  </resolution>
</xml>
```

## get\_incidents\_status

Result: Returns a list with the identifiers and names of the Integria IMS ticket statuses.

Parameters: None.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incidents_status
```

Example output with CSV format:

```
1, New  
2, Unconfirmed  
3, Assigned
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incidents_status&return_type=xml
```

Example output in XML:

```
<xml>  
  <status>  
    <id>1</id>  
    <name>New</name>  
  </status>  
  <status>  
    <id>2</id>  
    <name>Unconfirmed</name>  
  </status>  
  <status>  
    <id>3</id>  
    <name>Assigned</name>  
  </status>  
</xml>
```

## get\_incident\_priorities

Result: Returns a list with the identifiers and names of the Integria IMS ticket priorities.

Parameters: None.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_priorities
```

Example output with CSV format:

```
10,Maintenance
0,Informative
1,Low
2 medium
3, Serious
4, very serious
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_priorities&return_type=xml
```

Example output in XML:

```
<xml>
  <priority>
    <id>10</id>
    <name>Maintenance</name>
  </priority>
  <priority>
    <id>0</id>
    <name>Informational</name>
  </priority>
  <priority>
    <id>1</id>
    <name>Low</name>
  </priority>
  <priority>
    <id>2</id>
    <name>Middle</name>
  </priority>
  <priority>
    <id>3</id>
    <name>Severe</name>
  </priority>
  <priority>
    <id>4</id>
    <name>Very serious</name>
  </priority>
</xml>
```

## get\_incident\_fields

Result: Returns the custom fields for a given ticket type. If a ticket identifier is also specified, their

values will be returned.

Parameters:

- Ticket type identifier (mandatory).
- Ticket identifier (optional).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_fields&params=4.32
```

Example output with shapeto CSV:

```
chJvYmFuZG8mI3gyMDtsaXN0YQ==,8,8,4,4,"testing list","testing list",text,text,,,1,1,,,0,0,,,1,1,"content test", 0
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_fields&params=4,32&return_type=xml
```

Example output in XML:

```
<xml>
  <field>
    <label_enco>chJvYmFuZG8mI3gyMDtsaXN0YQ==</label_enco>
    <id>8</id>
    <id_incident_type>4</id_incident_type>
    <label>testing list</label>
    <type>text</type>
    <combo_value></combo_value>
    <show_in_list>1</show_in_list>
    <parent>0</parent>
    <linked_value></linked_value>
    <order>1</order>
    <data>test content</data>
    <blocked>0</blocked>
  </field>
</xml>
```

## get\_groups

Result: Returns a list with the identifiers and names of the Integria IMS groups.

Parameters: None.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_groups
```

Example output with CSV format:

```
2,"Customer #A"  
3,"Customer #B"  
4,Engineering
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_groups&return_type=xml
```

Example output in XML:

```
<xml>  
  <group>  
    <id>1</id>  
    <name>"Customer #A"</name>  
  </group>  
  <group>  
    <id>2</id>  
    <name>"Customer #B"</name>  
  </group>  
  <group>  
    <id>3</id>  
    <name>Engineering</name>  
  </group>  
</xml>
```

## get\_users

Result: Returns a list with the users over which the user making the call has visibility.

Parameters: None.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_users
```

Example output with CSV format:

```
user1  
user2  
user3
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incidents&params=day,-10,1&return_type=xml
```

Example output in XML:

```
<xml>
  <id_user>user1</id_user>
  <id_user>user2</id_user>
  <id_user>user3</id_user>
</xml>
```

## get\_stats

Result: Returns a value corresponding to the query performed.

Parameters:

- **metric:** Metric of statistical values, can be the following:
  - **total\_incidents:** Total number of tickets (limited by the maximum number of Integria IMS tickets).
  - **opened:** Total number of open tickets.
  - **closed:** Total number of closed tickets.
  - **avg\_life:** Average life of the tickets in seconds.
  - **sla\_compliance:** SLA compliance percentage.
  - **avg\_scoring:** Average ticket score from 0 to 10.
  - **avg\_worktime:** Average work time on the ticket in seconds.
  - **string:** String to filter the ticket search.
  - **status:** String with values separated by commas, can take values between 1 and 7 (default 1,2,3,4,5,6,7).
  - **id\_user:** Filtered by user (default "").
  - **id\_group:** Filtered by group (by default one 1).
  - **id\_company:** Filtered by company (zero 0 by default).
  - **id\_inventory:** Filtered by inventory (zero 0 by default).
  - **priority:** String with values separated by commas, it can take the values 0 (Informative), 1 (Low), 2 (Medium), 3 (Serious), 4 (Very serious) and 10 (Maintenance). By default, all.

Example call to get SLA percentage with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_stats¶ms=sla_compliance
```

Obtain the total number of open tickets with the NEW status (code 1), in any group:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_stats¶ms=opened,,1
```



Get total open tickets (any status, in any group).

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_stats¶ms=opened
```

Example output with CSV format:

```
1,"Sample inventory object"  
2,"Another inventory"  
3,"Thirdventory"
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_stats¶ms=sla_compliance&return_type=xml
```

Example output in XML:

```
<xml>  
97  
</xml>
```

## get\_incidents\_summary

Result: Returns the ticket status summary.

Parameters: Field, if the ca is addedmpo will only display that value. The allowed fields are:

- new .
- unconfirmed .
- assigned .
- reopened .
- verified .
- pending\_third\_person .
- closed .
- not\_closed .
- total .

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incidents_summary&return_type=csv
```

Example output with CSV format:

```
NEW,1  
UNCONFIRMED,0  
ASSIGNED,70
```

```
REOPENED, 3
VERIFIED, 12
PENDING_THIRD_PERSON, 308
CLOSED, 3382
NOT_CLOSED, 393
TOTAL, 3776
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=get_incidents_summary&return_type=xml
```

Example output in XML:

```
<xml>
  <new>1</new>
  <unconfirmed>0</unconfirmed>
  <assigned>70</assigned>
  <reopened>3</reopened>
  <verified>12</verified>
  <pending_third_person>308</pending_third_person>
  <closed>3382</closed>
  <not_closed>393</not_closed>
  <total>3776</total>
</xml>
```

Example call with a specific field and result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=get_incidents_summary&return_type=csv&params=not_closed
```

Example output with CSV format:

```
393
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_
pass&op=get_incidents_summary&return_type=xml&params=not_closed
```

Example output in XML:

```
<xml>
  <data>393</data>
</xml>
```

## get\_inventories

Result: Returns a list with the identifiers and names of the Integria IMS inventories.

Parameters: None.

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_inventories
```

Example output with CSV format:

```
1,"Sample inventory object"  
2,"Another inventory"  
3,"Thirdventory"
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_inventories&return_type=xml
```

Example output in XML:

```
<xml>  
  <inventory>  
    <id>1</id>  
    <name>Sample inventory object</name>  
  </inventory>  
  <inventory>  
    <id>2</id>  
    <name>Another inventory</name>  
  </inventory>  
  <inventory>  
    <id>3</id>  
    <name>Thirdventory</name>  
  </inventory>  
</xml>
```

## get\_user\_exists\_in\_group

Result: Returns a 1 if the given user exists in any of the given groups. Zero 0 otherwise.

Serialized parameters:

- user\_id .
- id\_grupo: They can be several groups separated by a token.

Call example:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=user_exists_in_group&params=test,4,5
```

## get\_incident\_inventories

Result: Returns a list with inventory objects associated with a ticket.

Serialized parameters:

- Ticket filter: Ticket identifier (mandatory).

Example of call with result in CSV format:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_inventories&params=10
```

Example output with CSV format:

```
2,1,admin,Sanchez,0,Sancho's
computer,0,0,0,0,0000-00-00,new,2013-08-19,0000-00-005,3,admin,InventarioCSV,1,d
escription ,0,0,0,1,2017-08-02,new,2016-10-09,2017-10-09
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_incident_inventories&params=10&return_type=xml
```

Example output in XML:

```
<xml version='1.0' encoding='UTF-8'>
  <inventory>
    <id><![CDATA[2]]></id>
    <id_object_type><![CDATA[1]]></id_object_type>
    <owner><![CDATA[admin]]></owner>
    <name><![CDATA[Sanchez]]></name>
    <public><![CDATA[0]]></public>
    <description><![CDATA[Sancho's computer]]></description>
    <id_contract><![CDATA[0]]></id_contract>
    <id_manufacturer><![CDATA[0]]></id_manufacturer>
    <id_parent><![CDATA[0]]></id_parent>
    <show_list><![CDATA[0]]></show_list>
    <last_update><![CDATA[0000-00-00]]></last_update>
    <status><![CDATA[new]]></status>
    <receipt_date><![CDATA[2013-08-19]]></receipt_date>
    <issue_date><![CDATA[0000-00-00]]></issue_date>
  </inventory>
```

```
</xml>
```

## get\_last\_cron\_execution

Result: Returns the time that has passed in minutes since the last execution of Crontask.

Parameters: None.

Example call:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_last_cron_execution
```

Result:

```
3
```

example call con result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_last_cron_execution&return_type=xml
```

Example output in XML:

```
<xml>
  <cronjob>
    <last_exec>3</last_exec>
  </cronjob>
</xml>
```

## get\_num\_queued\_emails

Result: Returns the number of emails that are in the queue waiting to be sent.

Parameters: None.

Example call:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_num_queued_emails
```

Result:

```
twenty
```

Example of call with result in XML:

```
http://127.0.0.1/integria/include/api.php?user=user&user_pass=userpass&pass=api_pass&op=get_num_queued_emails&return_type=xml
```

Example output in XML:

```
<xml>
  <pending_email>
    <num>20</num>
  </pending_email>
</xml>
```

## API Extension

To develop new calls for the API you have to take into account that:

- The call must be registered as a function in the file <Integria installation>/include/functions\_api.php, in addition to being considered among the valid functions in the file <Integria installation>/include/api.php.
- The function must return a single value or an array of pairs, eg name-value.
- The formatting of the result of the call to XML or CSV that is made in the file api.php must be done automatically.

### Function Examples for the API

#### Function example that returns a single value

Definition in the functions\_api.php file:

```
function host_risk($host_name) {
    $host_id = get_hosts_id($host_name);

    If there is not a host with this name return false
    if (!$host_id) {
        return false;
    }

    $risk = return_last_risk_agent($host_id);

    return $risk;
}
```

Call in the api.php file:

```
switch($op) {  
  
    ...  
  
    case "host_risk":  
        if (isset($params['0'])) {  
            $result = host_risk($params['0']);  
        } else {  
            $result = false;  
        }  
        break;  
  
    ...  
  
}
```

### Function example that returns a list of values

Definition in the `functions_api.php` file:

```
function all_host_risk() {  
  
    Get all host  
    $hosts = get_hosts();  
  
    Check if there is host or not  
    if (empty($hosts)) {  
        return false;  
    }  
  
    $result = array();  
    foreach ($hosts as $host) {  
        $host_name = get_host_name($host['id']);  
        $risk = return_last_risk_agent($host['id']);  
        $aux = array();  
        $aux['name'] = $host_name;  
        $aux['data'] = $risk;  
  
        array_push($result, $aux);  
    }  
  
    return $result;  
}
```

Call in the `api.php` file:

```
switch($op) {  
  
    ...  
  
    case "all_host_risk":
```

```
$result = all_host_risk();  
break;  
  
...  
  
}
```

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