

Minimum Requirements for Creating a Service Ticket Dispatch using SedonaCloud API

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Issue:

We would like to use the SedonaCloud API 2.0 to create Service Ticket Dispatches.

What are the minimum requirements to create a valid dispatch record?

Resolution:

If you have SedonaCloud API you can see the API documentation under the About link from your SedonaWeb URL.

If you do not yet have SedonaCloud API, the documentation can be viewed at the link below.

<https://sedonacloudtest.com/api/help/index.html>

Below is an example of the minimum request body. Additional data can be sent but this would be the data required for the request to be successful.

POST /api/ServiceTicketDispatch

```
{  
  
  "ServiceTicketId": 8702,  
  
  "ServiceTechId": 1,  
  
  "ScheduleTime": "2024-08-16T12:30:00",  
  
  "EstimatedLength": 60,  
  
  "ResolvesTicket": false,  
  
  "IsGoBack": false,  
  
  "IsFirm": false  
}
```
