

BigFix Runbook AI API Guide

Version 6.3



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1 Push APIs

1.1 Save Incident Data

1.1.1 API version V1.0

API:	SaveIncidentData
Purpose:	To save the ticket details for Incidents.
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/SaveIncidentData/1">http://<API URL>:<API Port>/iAutomateAPI/Request/SaveIncidentData/1
Authentication type:	Basic
Method Type:	Post
Request Format:	
<pre>[{ "TicketNumber": "INC0303863", "Summary": "testing", "sys_id": "2b535ab3dbc988506d7550d3dc96190e", "ResolvedDate": "2019-11-18 06:24:52", "AssignedGroup": "02cc6a39376e4f00c72b2b2943990e68", "StatusCode": "1", "CreationDate": "2019-11-18 06:24:52", "Description": "testing data", "LastModifiedDate": "2019-11-18 06:24:52", "Col1": "", "Col2": "", "Col3": "", "Col4": "", "Col5": "", "TimeZone": "IST", "TimeZoneOffset": "-330", "IsTimeZoneOrOffset": "OFFSET", "IsEpoch": "Y", "ModuleId": "1" }]</pre>	

If "IsTimeZoneOrOffset": "TIMEZONE" then it is mandatory to define the time zone in which the ticket is being created in the key "TimeZone" and "TimeZoneOffset" value can be left blank else if "IsTimeZoneOrOffset": "OFFSET" then it is mandatory to define the offset value in the key "TimeZoneOffset" and "TimeZone" value can be left blank else if "IsTimeZoneOrOffset" : "GMT" then no need to define the value for keys "TimeZone" and "TimeZoneOffset" and can be left blank. (Offset value is the difference of time in minutes in which the ticket is being created and GMT time.)

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	string	Yes	INC0303863	This field contains ticket number
Summary	string	Yes	testing	This field contains summary of ticket
sys_id	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
ResolvedDate	string	No	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
AssignedGroup	string	No	123456	This field contains assignment group of ticket
StatusCode	string	Yes	1	This field contains status of ticket
CreationDate	string	Yes	2019-11-18 06:24:52	This field contains creation date of ticket
Description	string	Yes	testing	This field contains summary of ticket
LastModifiedDate	string	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
Col1	string	No		You can use it for any custom value
Col2	string	No		You can use it for any custom value
Col3	string	No		You can use it for any custom value
Col4	string	No		You can use it for any custom value
Col5	string	No		You can use it for any custom value
TimeZone	string	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It define in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	string	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It define he offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	string	Yes	TIMEZONE/ OFFSET/ GMT	It define whether you want to use Timezone ,offset or GMT value

Column	Column Type	Mandatory	Expected/Sample value	Remarks
IsEpoch	string	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"
ModuleId	string	Yes	1 or 9	ModuleId=1 for Incident Management and ModuleId=9 for Event Management

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": "Success",
  "result": "df7f533b-c0cf-44a6-9e95-0f50f00dadb9"
}
```

Column	Column type	value	Remarks
statusCode	int	Success = 200, Error = 300, RequiredAttributeValueMissing = 400, Unauthorized = 401, BadRequest= 400, InternalServerError= 500, NotFound= 404	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	de0e3951-4c7b-40ad-b5ce-5993d770c0a9	This field provide unique number for reference

1.1.2 API version V2.0

API:	SaveIncidentData
Purpose:	To save the ticket details for Incidents.
API URL:	<a href="http://<API URL>:<API Port>/v2/incident/orgentityid/1">http://<API URL>:<API Port>/v2/incident/orgentityid/1
Authentication type:	Basic
Method Type:	Post

Request Format:

```
[
  {
    "TicketNumber": "INC0303863",
    "Summary": "testing",
    "sys_id": "2b535ab3dbc988506d7550d3dc96190e",
    "ResolvedDate": "2019-11-18 06:24:52",
    "AssignedGroup": "02cc6a39376e4f00c72b2b2943990e68",
    "StatusCode": "1",
    "CreationDate": "2019-11-18 06:24:52",
    "Description": "testing data",
    "LastModifiedDate": "2019-11-18 06:24:52",
    "Col1": "",
    "Col2": "",
    "Col3": "",
    "Col4": "",
    "Col5": "",
    "TimeZone": "IST",
    "TimeZoneOffset": "-330",
    "IsTimeZoneOrOffset": "OFFSET",
    "IsEpoch": "Y",
    "ModuleId": "1"
  }
]
```

If "IsTimeZoneOrOffset": "TIMEZONE" then it is mandatory to define the time zone in which the ticket is being created in the key "TimeZone" and "TimeZoneOffset" value can be left blank else if "IsTimeZoneOrOffset": "OFFSET" then it is mandatory to define the offset value in the key "TimeZoneOffset" and "TimeZone" value can be left blank else if "IsTimeZoneOrOffset" : "GMT" then no need to define the value for keys "TimeZone" and "TimeZoneOffset" and can be left blank. (Offset value is the difference of time in minutes in which the ticket is being created and GMT time.)

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	string	Yes	INC0303863	This field contains ticket number
Summary	string	Yes	testing	This field contains summary of ticket
sys_id	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
ResolvedDate	string	No	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved

Column	Column Type	Mandatory	Expected/Sample value	Remarks
AssignedGroup	string	No	123456	This field contains assignment group of ticket
StatusCode	string	Yes	1	This field contains status of ticket
CreationDate	string	Yes	2019-11-18 06:24:52	This field contains creation date of ticket
Description	string	Yes	testing	This field contains summary of ticket
LastModifiedDate	string	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
Col1	string	No		You can use it for any custom value
Col2	string	No		You can use it for any custom value
Col3	string	No		You can use it for any custom value
Col4	string	No		You can use it for any custom value
Col5	string	No		You can use it for any custom value
TimeZone	string	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It define in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	string	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It define he offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	string	Yes	TIMEZONE/ OFFSET/ GMT	It define whether you want to use Timezone ,offset or GMT value
IsEpoch	string	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"
ModuleId	string	Yes	1or 9	ModuleId=1 for Incident Management and ModuleId=9 for Event Management

Output:

```
{  
  "Id": "5a940df1-c251-4af1-9e59-20fec18bd7e",  
  "Status": "Success",  
  "Message": "Incident data saved successfully"  
}
```

Column	Column type	value	Remarks
Id	string	5a940df1-c251-4af1-9e59-20fec18bd7e	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message

1.2 Save Change Request Task Data

1.2.1 API version V1.0

API:	SaveChangeRequestTaskData
Purpose:	To save the ticket details for Change Tasks.
API URL:	<a href="http://<API URL>:<API Port>//iAutomateAPI/Request/SaveChangeRequestTaskData/1">http://<API URL>:<API Port>//iAutomateAPI/Request/SaveChangeRequestTaskData/1
Authentication type:	Basic
Method Type:	Post
Request Format:	
<pre>[{ "TicketNumber": "CRT0303863", "Summary": "testing", "sys_id": "2b535ab3dbc988506d7550d3dc96190e", "ChangeId": "2b535ab3dbc988506d7550d3dc96190e", "StatusCode": "1", "CreationDate": "2019-11-18 06:24:54", "Description": "testing data", "LastModifiedDate": "2019-11-18 06:24:54", "AssignedGroup": "02cc6a39376e4f00c72b2b2943990e68", "Col1": "", "Col2": "", "Col3": "", "Col4": "", "Col5": "", "TimeZone": "IST", "TimeZoneOffset": "-330", "IsTimeZoneOrOffset": "OFFSET", "IsEpoch": "N" }]</pre>	

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	string	Yes	CRT0303863	This field contains change task number
Summary	string	Yes	testing	This field contains summary of change task
sys_id	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
changeid	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number of change

StatusCode	string	Yes	1	This field contains status of change task
CreationDate	string	Yes	2019-11-18 06:24:52	This field contains creation date of change task
Description	string	Yes	testing	This field contains summary of change task
LastModifiedDate	string	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on change task
AssignedGroup	string	No	123456	This field contains assignment group of change task
Col1	string	No		You can use it for any custom value
Col2	string	No		You can use it for any custom value
Col3	string	No		You can use it for any custom value
Col4	string	No		You can use it for any custom value
Col5	string	No		You can use it for any custom value
TimeZone	string	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It define in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	string	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It define he offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	string	Yes	TIMEZONE/ OFFSET/ GMT	It define whether you want to use Timezone ,offset or GMT value
IsEpoch	string	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```

{
  "statusCode": 200,
  "status": "Success",
  "message": "Success",
  "result": "df7f533b-c0cf-44a6-9e95-0f50f00dadb9"
}

```

Column	Column type	value	Remarks
statusCode	int	Success = 200, Error = 300, RequiredAttributeValueMissing = 400, Unauthorized = 401,	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	de0e3951-4c7b-40ad-b5ce-5993d770c0a9	This field provide unique number for reference

1.2.2 API version V2.0

API:	SaveChangeRequestTaskData
Purpose:	To save the ticket details for Change Tasks.
API URL:	<a href="http://<API URL>:<API Port>/v2/changeRequests/orgentityid/1">http://<API URL>:<API Port>/v2/changeRequests/orgentityid/1
Authentication type:	Basic
Method Type:	Post

Request Format:

```
[
  {
    "TicketNumber": "CRT0303863",
    "Summary": "testing",
    "sys_id": "2b535ab3dbc988506d7550d3dc96190e",
    "ChangeId": "2b535ab3dbc988506d7550d3dc96190e",
    "StatusCode": "1",
    "CreationDate": "2019-11-18 06:24:54",
    "Description": "testing data",
    "LastModifiedDate": "2019-11-18 06:24:54",
    "AssignedGroup": "02cc6a39376e4f00c72b2b2943990e68",
    "Col1": "",
    "Col2": "",
    "Col3": "",
    "Col4": "",
    "Col5": "",
    "TimeZone": "IST",
    "TimeZoneOffset": "-330",
    "IsTimeZoneOrOffset": "OFFSET",
    "IsEpoch": "N"
  }
]
```

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	string	Yes	CRT0303863	This field contains change task number

Summary	string	Yes	testing	This field contains summary of change task
sys_id	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
changeid	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number of change
StatusCode	string	Yes	1	This field contains status of change task
CreationDate	string	Yes	2019-11-18 06:24:52	This field contains creation date of change task
Description	string	Yes	testing	This field contains summary of change task
LastModifiedDate	string	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on change task
AssignedGroup	string	No	123456	This field contains assignment group of change task
Col1	string	No		You can use it for any custom value
Col2	string	No		You can use it for any custom value
Col3	string	No		You can use it for any custom value
Col4	string	No		You can use it for any custom value
Col5	string	No		You can use it for any custom value
TimeZone	string	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It define in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	string	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It define he offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	string	Yes	TIMEZONE/ OFFSET/ GMT	It define whether you want to use Timezone ,offset or GMT value
IsEpoch	string	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

```

Output:
{
  "Id": "5a940df1-c251-4af1-9e59-20feccd18bd7e",
  "Status": "Success",
  "Message": "Change Request saved successfully"
}
    
```

Column	Column type	value	Remarks
Id	string	5a940df1-c251-4af1-9e59-20feccd18bd7e	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message

1.3 Save Service Request Task Data

1.3.1 API version V1.0

API:	SaveServiceRequestTaskData
Purpose:	To save the ticket details for Service Request Tasks .
API URL:	<a href="http://<API URL>:<API Port>//iAutomateAPI/Request/SaveServiceRequestTaskData/1">http://<API URL>:<API Port>//iAutomateAPI/Request/SaveServiceRequestTaskData/1
Authentication type:	Basic
Method Type:	Post
Request Format:	<pre> [{ "TicketNumber": "SCTASK0010992", "Summary": "testing", "sys_id": "945eb78e6a0ad872186c8c41c6aa42476a9d051042", "SRId": "2b535ab3dbc988506d7550d3dc96190e", "RequestItemId": " 12648887dbec9810e3bbde06f496196f ", "StatusCode": "1", "Description": "testing data", "AssignedGroup": "9365b4e90592c81e3b7a024555a6c0094ba77e8773", "CreationDate": "2020-05-07 10:36:05", "LastModifiedDate": "2020-05-07 11:24:54", "Col1": "", "Col2": "", "Col3": "", "Col4": "", "Col5": "", "TimeZone": "IST", "TimeZoneOffset": "-330", </pre>

```

    "IsTimeZoneOrOffset": "OFFSET",
    "IsEpoch": "N"
  }
]

```

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	string	Yes	CRT0303863	This field contains Service Request Task number
Summary	string	Yes	testing	This field contains summary of Service Request Task
sys_id	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
SRid	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number of Service Request
RequestItemId	string	Yes	12648887dbec9810e3bbde06f496196f	This field contains unique number of Service Request Item
StatusCode	string	Yes	1	This field contains status of Service Request Task
Description	string	Yes	testing	This field contains summary of Service Request Task
AssignedGroup	string	No	123456	This field contains assignment group of Service Request Task
CreationDate	string	Yes	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	string	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
Col1	string	No		You can use it for any custom value
Col2	string	No		You can use it for any custom value
Col3	string	No		You can use it for any custom value
Col4	string	No		You can use it for any custom value
Col5	string	No		You can use it for any custom value
TimeZone	string	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It define in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	string	Value is Mandatory if	-330	It define the offset, in use only when "IsTimeZoneOrOffset": "OFFSET"

		"IsTimeZoneOffset": "OFFSET"		
IsTimeZoneOffset	string	Yes	TIMEZONE/OFFSET/GMT	It define whether you want to use Timezone ,offset or GMT value
IsEpoch	string	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": "Success",
  "result": "df7f533b-c0cf-44a6-9e95-0f50f00dadb9"
}
```

Column	Column type	value	Remarks
statusCode	int	Success = 200, Error = 300, RequiredAttributeValueMissing = 400, Unauthorized = 401,	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	de0e3951-4c7b-40ad-b5ce-5993d770c0a9	This field provide unique number for reference

1.3.2 API version V2.0

API:	SaveServiceRequestTaskData
Purpose:	To save the ticket details for Service Request Tasks .
API URL:	<a href="http://<API URL>:<API Port>/v2/serviceRequests/orgentityid/1">http://<API URL>:<API Port>/v2/serviceRequests/orgentityid/1
Authentication type:	Basic
Method Type:	Post

Request Format:

```
[
  {
    "TicketNumber": "SCTASK0010992",
    "Summary": "testing",
    "sys_id": "945eb78e6a0ad872186c8c41c6aa42476a9d051042",
    "SRId": "2b535ab3dbc988506d7550d3dc96190e",
    "RequestItemId": " 12648887dbec9810e3bbde06f496196f ",
    "StatusCode": "1",
    "Description": "testing data",
    "AssignedGroup": "9365b4e90592c81e3b7a024555a6c0094ba77e8773",
    "CreationDate": "2020-05-07 10:36:05",
  }
]
```

```

    "LastModifiedDate": "2020-05-07 11:24:54",
    "Col1": "",
    "Col2": "",
    "Col3": "",
    "Col4": "",
    "Col5": "",
    "TimeZone": "IST",
    "TimeZoneOffset": "-330",
    "IsTimeZoneOrOffset": "OFFSET",
    "IsEpoch": "N"
  }
]

```

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	string	Yes	CRT0303863	This field contains Service Request Task number
Summary	string	Yes	testing	This field contains summary of Service Request Task
sys_id	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
SRid	string	Yes	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number of Service Request
RequestItemId	string	Yes	12648887dbec9810e3bbde06f496196f	This field contains unique number of Service Request Item
StatusCode	string	Yes	1	This field contains status of Service Request Task
Description	string	Yes	testing	This field contains summary of Service Request Task
AssignedGroup	string	No	123456	This field contains assignment group of Service Request Task
CreationDate	string	Yes	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	string	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
Col1	string	No		You can use it for any custom value
Col2	string	No		You can use it for any custom value
Col3	string	No		You can use it for any custom value
Col4	string	No		You can use it for any custom value

Col5	string	No		You can use it for any custom value
TimeZone	string	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It define in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	string	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It define he offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	string	Yes	TIMEZONE/ OFFSET/ GMT	It define whether you want to use Timezone ,offset or GMT value
IsEpoch	string	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```

{
  "Id": "5a940df1-c251-4af1-9e59-20fec18bd7e",
  "Status": "Success",
  "Message": "Service Request data saved successfully"
}

```

Column	Column type	value	Remarks
Id	string	5a940df1-c251-4af1-9e59-20fec18bd7e	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message

2 GET APIs to retrieve data dumped from above APIs

To get data that is dumped by above APIs, following APIs are used to retrieve the data.

2.1 Get Incident Ticket Data

2.1.1 API version V1.0

API:	GetIncidentTicketData
Purpose:	To get data of Incident tickets that are dumped using Save Incident API .
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7">http://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7
Authentication type:	Basic
Method Type:	GET
Input Params in Query string:	<p>You can pass the following filters in the URL to get desired data:</p> <ul style="list-style-type: none"> • start_date • end_date • ticketet_number • assignment_group • sys_id • ModuleId

Filter field	Supported Filter operator
start_date	>= ,< ,> ,<= , =
end_date	>= ,< ,> ,<= , =
Ticket_number	=
assignment_group	=
sys_id	=
ModuleId	=

Example: http://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7?ModuleId=1&start_date=>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

ModuleId=1 for Incident Management and ModuleId=9 for Event Management.

```

Output:
{
  "statusCode": 200,
  "status": "Success",
  "message": null,
}

```

```

"result": [
  {
    "TicketNumber": "1006976",
    "Summary": "Restart Spooler service on target server ",
    "Description": "Restart Spooler service on target server",
    "AssignedGroup": "945e4f5b7ba0108fd5bfce83af21369",
    "StatusCode": "1",
    "CreationDate": "2020-05-04 10:40:30.000",
    "LastModifiedDate": "2020-05-04 04:41:50.000",
    "ClosedDate": "2020-05-06 10:41:53.000",
    "sys_id": "945e9006d4b89a98fe7574c1cc284",
    "Col1": "",
    "Col2": "",
    "Col3": "",
    "Col4": "",
    "Col5": "",
    "iAutomate_CreatedDateInGMT": "2020-05-04 05:25:36.350",
    "iAutomate_UpdatedDateInGMT": "2020-05-04 05:25:36.350"
  }
]

```

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	string	INC0303863	This field contains ticket number
Summary	string	testing	This field contains summary of ticket
Description	string	testing	This field contains summary of ticket
AssignedGroup	string	123456	This field contains assignment group of ticket
StatusCode	string	1	This field contains status of ticket
CreationDate	string	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	string	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	string	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number

Column	Column Type	Expected/Sample value	Remarks
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
iAutomate_Created DateInGMT	string	2020-05-04 05:25:36.350	It return date in GMT
iAutomate_Updated DateInGMT	string	2020-05-04 05:25:36.350	It return date in GMT

2.1.2 API version V2.0

API:	GetIncidentTicketData
Purpose:	To get data of Incident tickets that are dumped using Save Incident API .
API URL:	<a href="http://<API URL>:<API Port>/v2/incident/orgentityid/1">http://<API URL>:<API Port>/v2/incident/orgentityid/1
Authentication type:	Basic
Method Type:	GET
Input Params in Query string:	<p>You can pass the following filters in the URL to get desired data:</p> <ul style="list-style-type: none"> • start_date • end_date • ticketet_number • assignment_group • sys_id • ModuleId

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
ModuleId	=

Example: http://<API URL>:<API Port>/v2/incident/orgentityid/1?ModuleId=1&start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

ModuleId=1 for Incident Management and ModuleId=9 for Event Management.

Output:

```

{
  "Count": 1,
  "Result": [
    {
      "TicketNumber": "INC0303869",
      "Summary": "The Alert with description Backup job for Database has failed on the server 161.82",
      "Description": "testing data",
      "AssignedGroup": "",
      "StatusCode": "1",
      "CreationDate": "2019-11-18 06:24:52.000",
      "LastModifiedDate": "2019-11-18 06:24:52.000",
      "ClosedDate": "",
      "sys_id": "2b535ab3dbc988506d7550d3dc96190e",
      "Col1": "",
      "Col2": "",
      "Col3": "",
      "Col4": "",
      "Col5": "",
      "Col6": "",
      "Col7": "",
      "Col8": "",
      "Col9": "",
      "Col10": "",
      "Col11": "",
      "Col12": "",
      "Col13": "",
      "Col14": "",
      "Col15": "",
      "Col16": "",
      "Col17": "",
      "Col18": "",
      "Col19": "",
      "Col20": "",
      "iAutomate_CreatedDateInGMT": "2023-06-12 08:30:53.367",
      "iAutomate_UpdatedDateInGMT": "2023-06-12 08:30:53.367"
    }
  ],
  "Status": "Success",
  "Message": "Success"
}

```

Column	Column Type	Expected/Sample value	Remarks
--------	-------------	-----------------------	---------

Count	int	1	Total number of tickets returned in Result key
Result	Collection	{{}}	Tickets returned based on filters
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message

Result Key data Description

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	string	INC0303863	This field contains ticket number
Summary	string	testing	This field contains summary of ticket
Description	string	testing	This field contains summary of ticket
AssignedGroup	string	123456	This field contains assignment group of ticket
StatusCode	string	1	This field contains status of ticket
CreationDate	string	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	string	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	string	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
iAutomate_Created DateInGMT	string	2020-05-04 05:25:36.350	It returns date in GMT

Column	Column Type	Expected/Sample value	Remarks
iAutomate_Updated DateInGMT	string	2020-05- 04 05:25:36.350	It returns date in GMT

2.2 Get Change Ticket Data

2.2.1 API version V1.0

API:	GetChangeTicketData
Purpose:	To get data of change tasks that are dumped using Save Change Request Task API .
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7">http://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7
Authentication type:	Basic
Method Type:	GET
Input Params in Query string:	You can pass the following filters in the URL to get desired data: <ul style="list-style-type: none"> • start_date • end_date • ticketet_number • assignment_group • sys_id

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=

Example:

http://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7?start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": null,
  "result": [
    {
      "TicketNumber": "CRT0303863",
      "Summary": "testing",
      "Description": "testing data",
      "AssignedGroup": "02cc6a39376e4f00c72b2b2943990e68",
      "ChangeId": "2b535ab3dbc988506d7550d3dc96190e",
      "StatusCode": "1",
      "LastModifiedDate": "2019-11-18 00:54:54.000",
      "sys_id": "2b535ab3dbc988506d7550d3dc96190e",
      "CreationDate": "2019-11-18 00:54:54.000",
      "Col1": "",
      "Col2": "",
      "Col3": "",
      "Col4": "",
      "Col5": "",
      "iAutomate_CreatedDateInGMT": "2020-05-08 09:28:45.703",
      "iAutomate_UpdatedDateInGMT": "2020-05-08 09:28:45.703"
    }
  ]
}
```

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	string	INC0303863	This field contains ticket number
Summary	string	testing	This field contains summary of ticket
Description	string	testing	This field contains summary of ticket
AssignedGroup	string	123456	This field contains assignment group of ticket
StatusCode	string	1	This field contains status of ticket
CreationDate	string	2019-11-18 06:24:52	This field contains creation date of ticket

Column	Column Type	Expected/Sample value	Remarks
LastModifiedDate	string	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	string	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
iAutomate_CreatedDateInGMT	string	2020-05-04 05:25:36.350	It return date in GMT
iAutomate_UpdatedDateInGMT	string	2020-05-04 05:25:36.350	It return date in GMT

2.2.2 API version V2.0

API:	GetChangeTicketData
Purpose:	To get data of change tasks that are dumped using Save Change Request Task API .
API URL:	<a href="http://<API URL>:<API Port>/v2/changeRequests/orgentityid/1">http://<API URL>:<API Port>/v2/changeRequests/orgentityid/1
Authentication type:	Basic
Method Type:	GET
Input Params in Query string:	You can pass the following filters in the URL to get desired data: <ul style="list-style-type: none"> • start_date • end_date • ticketet_number • assignment_group • sys_id

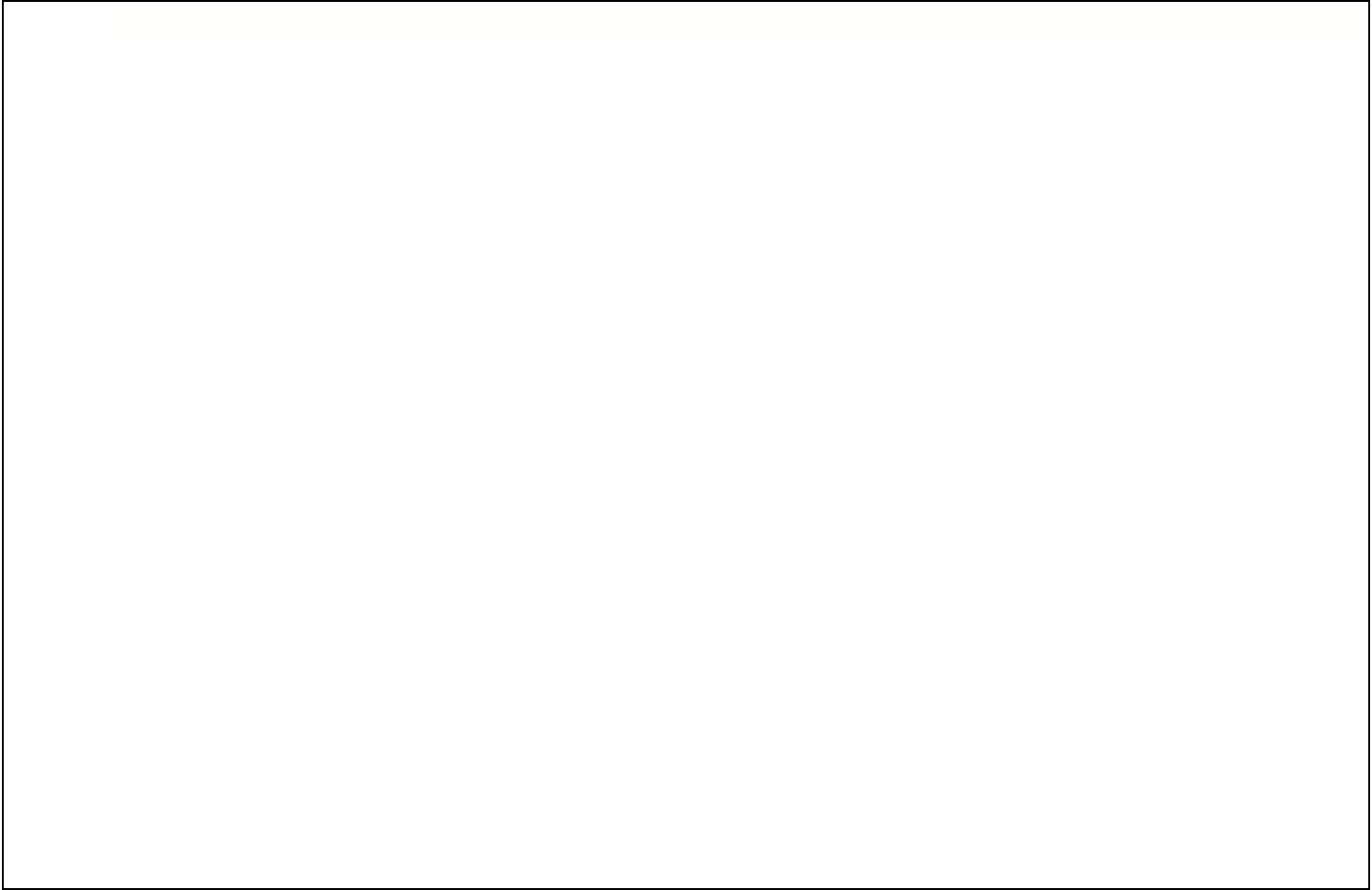
Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=

Example:

http://<API URL>:<API Port>/v2/changeRequests/orgentityid/1?start_date=>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

Output:

```
{
  "Count": 1,
  "Result": [
    {
      "TicketNumber": "CRT0303863",
      "Summary": "testing",
      "Description": "testing data",
      "AssignedGroup": "02cc6a39376e4f00c72b2b2943990e68",
      "StatusCode": "1",
      "CreationDate": "2019-11-18 06:24:54.000",
      "LastModifiedDate": "2019-11-18 06:24:54.000",
      "ClosedDate": null,
      "sys_id": "2b535ab3dbc988506d7550d3dc96190e",
      "Col1": "",
      "Col2": "",
      "Col3": "",
      "Col4": "",
      "Col5": "",
      "Col6": "",
      "Col7": "",
      "Col8": "",
      "Col9": "",
      "Col10": "",
      "Col11": "",
      "Col12": "",
      "Col13": "",
      "Col14": "",
      "Col15": "",
      "Col16": "",
      "Col17": "",
      "Col18": "",
      "Col19": "",
      "Col20": "",
      "iAutomate_CreatedDateInGMT": "2023-06-12 08:37:09.490",
      "iAutomate_UpdatedDateInGMT": "2023-06-12 08:37:09.490"
    }
  ],
  "Status": "Success",
  "Message": "Success"
}
```



Column	Column Type	Expected/Sample value	Remarks
Count	int	1	Total number of tickets returned in Result key
Result	Collection	[{}]	Tickets returned based on filters
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message

Result Key data Description

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	string	INC0303863	This field contains ticket number
Summary	string	testing	This field contains summary of ticket
Description	string	testing	This field contains summary of ticket

Column	Column Type	Expected/Sample value	Remarks
AssignedGroup	string	123456	This field contains assignment group of ticket
StatusCode	string	1	This field contains status of ticket
CreationDate	string	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	string	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	string	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
iAutomate_Created DateInGMT	string	2020-05-04 05:25:36.350	It return date in GMT
iAutomate_Updated DateInGMT	string	2020-05-04 05:25:36.350	It return date in GMT

2.3 Get SR Ticket Data

2.3.1 API version V1.0

API:	GetSRTicketData
Purpose:	To get data of Service Request Tasks that are dumped Save Service Request Task API.
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/GetSRTicketData/7">http://<API URL>:<API Port>/iAutomateAPI/Request/GetSRTicketData/7
Authentication type:	Basic
Method Type:	GET
Input Params in Query string:	You can pass the following filters in the URL to get desired data: <ul style="list-style-type: none"> • start_date • end_date • ticketet_number

	<ul style="list-style-type: none"> • assignment_group • sys_id
--	--

Filter field	Supported Filter operator
start_date	>= ,< ,> ,<= , =
end_date	>= ,< ,> ,<= , =
Ticket_number	=
assignment_group	=
sys_id	=

Example: http://localhost:26240/iAutomateAPI/Request/GetSRTicketData/7?start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": null,

  "result": [
    {
      "TicketNumber": "SRTask0303863",
      "Summary": "testing",
      "Description": "testing data",
      "RequestItemId": "12345",
      "SRId": "2b535ab3dbc988506d7550d3dc96190e",
      "AssignedGroup": "",
      "StatusCode": "1",
      "CreationDate": "2020-05-07 05:06:05.000",
      "LastModifiedDate": "2020-05-07 05:54:54.000",
      "sys_id": "",
      "Col1": "",
      "Col2": "",
      "Col3": "",
      "Col4": "",
      "Col5": "",
      "iAutomate_CreatedDateInGMT": "2020-05-08 09:14:24.903",
      "iAutomate_UpdatedDateInGMT": "2020-05-08 09:14:24.903"
    }
  ]
}
```

```

    }
  ]}

```

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	string	CRT0303863	This field contains Service Request Task number
Summary	string	testing	This field contains summary of Service Request Task
Description	string	testing	This field contains description of Service Request Task
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
RequestItemId	string	12648887dbec9810e3bbde06f496196f	This field contains unique number of Service Request Item
SRid	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number of Service Request
AssignedGroup	string	123456	This field contains assignment group of Service Request Task
StatusCode	string	1	This field contains status of Service Request Task
CreationDate	string	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	string	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
iAutomate_CreatedDateInGMT	string	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_UpdatedDateInGMT	string	2020-05-04 05:25:36.350	It returns date in GMT

2.3.2 API version V2.0

API:	GetSRTicketData
Purpose:	To get data of Service Request Tasks that are dumped Save Service Request Task API.
API URL:	<a href="http://<API URL>:<API Port>/v2/serviceRequests/orgentityid/1">http://<API URL>:<API Port>/v2/serviceRequests/orgentityid/1
Authentication type:	Basic
Method Type:	GET
Input Params in Query string:	You can pass the following filters in the URL to get desired data: <ul style="list-style-type: none"> • start_date • end_date • ticketet_number • assignment_group • sys_id

Filter field	Supported Filter operator
start_date	>= ,< , > , <= , =
end_date	>= ,< , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=

Example: http://localhost:26240/v2/serviceRequests/orgentityid/1?start_date=>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

Output:
<pre> { "Count": 1, "Result": [{ "TicketNumber": "SCTASK0010992", "Summary": "testing", "Description": "testing data", "RequestItemId": " 12648887dbec9810e3bbde06f496196f ", "SRId": "2b535ab3dbc988506d7550d3dc96190e", "AssignedGroup": "9365b4e90592c81e3b7a024555a6c0094ba77e8773", "StatusCode": "1", "CreationDate": "2020-05-07 05:06:05.000", "LastModifiedDate": "2020-05-07 05:54:54.000", "sys_id": "945eb78e6a0ad872186c8c41c6aa42476a9d051042", "Col1": "", "Col2": "" }] } </pre>

```

        "Col13": "",
        "Col14": "",
        "Col15": "",
        "Col16": "",
        "Col17": "",
        "Col18": "",
        "Col19": "",
        "Col10": "",
        "Col11": "",
        "Col12": "",
        "Col13": "",
        "Col14": "",
        "Col15": "",
        "Col16": "",
        "Col17": "",
        "Col18": "",
        "Col19": "",
        "Col20": "",
        "iAutomate_CreatedDateInGMT": "2023-06-12 09:30:16.390",
        "iAutomate_UpdatedDateInGMT": "2023-06-12 09:30:16.390"
    }
},
"Status": "Success",
"Message": "Success"
}

```

Column	Column Type	Expected/Sample value	Remarks
Count	int	1	Total number of tickets returned in Result key
Result	Collection	{{}}	Tickets returned based on filters
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message

Result Key data Description

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	string	CRT0303863	This field contains Service Request Task number
Summary	string	testing	This field contains summary of Service Request Task
Description	string	testing	This field contains description of Service Request Task
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
RequestItemId	string	12648887dbec9810e3bbde06f496196f	This field contains unique number of Service Request Item
SRid	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number of Service Request
AssignedGroup	string	123456	This field contains assignment group of Service Request Task
StatusCode	string	1	This field contains status of Service Request Task
CreationDate	string	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	string	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
sys_id	string	2b535ab3dbc988506d7550d3dc96190e	This field contains unique number
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
iAutomate_CreatedDateInGMT	string	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_UpdatedDateInGMT	string	2020-05-04 05:25:36.350	It returns date in GMT

3 Runbook Status Update API

3.1 UpdateRunbookStatus

3.1.1 API version V1.0

API:	UpdateRunbookStatus
Purpose:	To update the status of runbook.
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/<OrgID>">http://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/<OrgID>
Authentication type:	Basic
Method Type:	PUT
Example:	http://localhost:26240/iAutomateAPI/Request/UpdateRunbookStatus/1
Input JSON: <pre>{ "JobId": 1, "TicketNumber": "123", "RbaInteractionId": "145678", "RbaStatusCode": "1", "RbaStatusMessage": "BigFix Runbook AI update", "Option1": "optional value", "Option2": "optional value", "Option3": "optional value", "Option4": "optional value" }</pre>	

Column	Column type	Expected/sample value	Remarks
JobId	int	1	The id for the ExecuteRunbook job of the organization with ID mentioned in API URL
TicketNumber	string	123	The number of the ticket for which update needs to be sent.
RbaInteractionId	string	135	The interaction ID generated for the ticket process.
RbaStatusCode	string	1	Refer below table.
RbaStatusMessage	string	test	The message from the RBA tool while updating a ticket.
Option1	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI

Column	Column type	Expected/sample value	Remarks
Option2	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option3	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option4	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI

RbaStatusCode:

Runbook Status	Runbook Status Code
Execution Not successful and is transferred	-1
In Progress	0
Successfully Resolved	1
Successfully Transferred (Issue Not Resolved)	2

Figure 1- Runbook Status

RbaStatusMessage: Output:

```

{
  "statusCode": 200,
  "status": "Success",
  "message": "Runbook status updated successfully",
  " result ": null
}

```

Column	Column type	value	Remarks
statusCode	int	Success = 200, Error = 300, RequiredAttributeValueMissing = 400, Unauthorized = 401,	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	de0e3951-4c7b-40ad-b5ce-5993d770c0a9	This field provide unique number for reference

3.1.2 API version V1.1

API:	UpdateRunbookStatus
Purpose:	To update the status of runbook.
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatusV2/<OrgID>">http://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatusV2/<OrgID>
Authentication type:	Basic
Method Type:	PUT
Example:	http://localhost:26240/iAutomateAPI/Request/UpdateRunbookStatusV2/1
Input JSON: <pre> { "TicketNumber": "INC01", "RbaInteractionId": "145678", "RbaStatusCode": "1", "RbaStatusMessage": "BigFix Runbook AI update", "Option1": "optional value", "Option2": "optional value", "Option3": "optional value", "Option4": "optional value" } </pre>	

Column	Column type	Expected/sample value	Remarks
TicketNumber	string	123	The number of the ticket for which update needs to be sent.
RbaInteractionId	string	135	The interaction ID generated for the ticket process.
RbaStatusCode	string	1	Refer below table.
RbaStatusMessage	string	test	The message from the RBA tool while updating a ticket.
Option1	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option2	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option3	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option4	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI

RbaStatusCode:

Runbook Status	Runbook Status Code
Execution Not successful and is transferred	-1
In Progress	0
Successfully Resolved	1
Successfully Transferred (Issue Not Resolved)	2

Figure 2 – Runbook Status

RbaStatusMessage: Output:

```

{
  "statusCode": 200,
  "status": "Success",
  "message": "Runbook status updated successfully",
  "result": null
}
    
```

Column	Column type	value	Remarks
statusCode	int	Success = 200, Error = 300, RequiredAttributeValueMissing = 400, Unauthorized = 401,	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	de0e3951-4c7b-40ad-b5ce-5993d770c0a9	This field provide unique number for reference

3.1.3 API version V2.0

API:	UpdateRunbookStatus
Purpose:	To update the status of runbook.
API URL:	<a href="http://<API URL>:<API Port>/v2/runbooks/orgentityid/<OrgID>/updaterunbookstatusv2">http://<API URL>:<API Port>/v2/runbooks/orgentityid/<OrgID>/updaterunbookstatusv2
Authentication type:	Basic
Method Type:	PUT
Example:	http://localhost:26240/v2/runbooks/orgentityid/1/updaterunbookstatusv2
Input JSON: <pre>{ "TicketNumber": "optional value", "RbaInteractionId": "145678", "RbaStatusCode": "1", "RbaStatusMessage": "BigFix Runbook AI update", "Option1": "optional value", "Option2": "optional value", "Option3": "optional value", "Option4": "optional value" }</pre>	

Column	Column type	Expected/sample value	Remarks
TicketNumber	string	123	The number of the ticket for which update needs to be sent.
RbaInteractionId	string	135	The interaction ID generated for the ticket process.
RbaStatusCode	string	1	Refer below table.
RbaStatusMessage	string	test	The message from the RBA tool while updating a ticket.
Option1	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option2	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option3	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI
Option4	string	optional	This is an optional value which can be used to send extra information by Tool to store in BigFix Runbook AI

RbaStatusCode:

Runbook Status	Runbook Status Code
Execution Not successful and is transferred	-1
In Progress	0
Successfully Resolved	1
Successfully Transferred (Issue Not Resolved)	2

Figure 3 – Runbook Status

RbaStatusMessage: Output:

```
{
  "Id": "abc",
  "Status": "Success",
  "Message": "Status updated successfully"
}
```

Column	Column type	value	Remarks
Status	string	Success/Fail	This field provide status
Message	string	message	Success/Fail message
Id	string	de0e3951-4c7b-40ad-b5ce-5993d770c0a9	This field provide unique number for reference

4 Custom Script Execution API

4.1.1 API version V1.0

This API is used for complex integrations where multiple APIs are required to be executed which can be written in a python/powershell script and can be executed through the API.

API:	GenericScriptExecution
Purpose:	To execute the python/powershell script.
API URL:	<a href="http://<API URL>:<API Port>/iAutomateAPI/Request/Execute/<OrgID>/ScriptID/<ScriptID>">http://<API URL>:<API Port>/iAutomateAPI/Request/Execute/<OrgID>/ScriptID/<ScriptID>
Authentication type:	Basic
Method Type:	POST
Example:	http://localhost:26240/iAutomateAPI/Request/Execute/1/ScriptID/1
Input JSON: It is dynamic as per the inputs required in python/powershell script Eg: { "key": "123", "URL": "http://localhost/rest/api/2/issue/", "assignee_name": "user", "release_comment": "Ticket_released_from_BigFix Runbook AI" }	

Output:

Column	Column type	value	Remarks
statusCode	int	Success = 200, Error = 300, RequiredAttributeValueMissing = 400, Unauthorized = 401	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	object	"result": [{ "number": "INC0"}]	This field provide the response of the python/powershell script.
data	string	null	

If the above custom script API is used to fetch tickets while creating data source, then the JsResponseConverter for the CollectIncident job will be changed for the response like below:

```
{
  "statusCode": 200,
  "status": "Success",
```

```

        "result": [
            {
                "number": "INC01",
                "short_description": "Incident created from Supplier 1 ITSM using End User of
Customer Company",
                "sys_id": "ce004ad21",
                "closed_at": "2020-09-04 12:06:56",
                "assignment_group": {
                    "link": "https://dryicegbpdevdemo.service-
now.com/api/now/v1/table/sys_user_group/b9ddeb331ba770d8f5d475d8cd4bcb14",
                    "value": "b9ddeb331ba770d8f5d475d8cd4bcb14"
                },
                "incident_state": "9",
                "description": "Incident created from Supplier 1 ITSM using End
User of Customer Company",
                "sys_updated_on": "2022-06-27 11:17:11",
                "category": "Server",
                "sys_created_on": "2020-09-04 12:06:56"
            }
        ]
    }

```

To Configure the JsResponseConverter, go to the CollectIncidents job after creating data source and in the job's parameter, update below value for the JsResponseConverter field:

```

if(json.result){for(var
result=[],i=0;i<json.result.length;i++)result.push(json.result[i]);customJobObject.da
taCollectorNode.data.result=result}

```

5 Authentication Using OAuth2.0

This API is used to generate OAuth token to use in all the BigFix Runbook AI APIs if the Authentication type is OAuth2.0.

Purpose:	To generate OAuth token.														
API URL:	<a href="http://<API URL>:<API Port>/token">http://<API URL>:<API Port>/token														
Authentication type:	None														
Method Type:	POST														
Header:	"Content-Type", "application/x-www-form-urlencoded"														
Body:	<table border="1"> <thead> <tr> <th>Key</th> <th>Value</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>grant_type</td> <td>password</td> <td>Fixed value</td> </tr> <tr> <td>username</td> <td>APIuser@hcl.com</td> <td>Api user email</td> </tr> <tr> <td>password</td> <td>User password</td> <td>User password</td> </tr> </tbody> </table>	Key	Value	Remarks	grant_type	password	Fixed value	username	APIuser@hcl.com	Api user email	password	User password	User password		
Key	Value	Remarks													
grant_type	password	Fixed value													
username	APIuser@hcl.com	Api user email													
password	User password	User password													
<pre> Output { "access_token": "RGpuW4PeA7dABQ7e9s2gYM_Sq0I6B1B8FsNYJJNz29XkadREZhNr7oFRtCnAAa4JMyvsdfas34", "token_type": "bearer", "expires_in": 86399 } </pre>															

Column	Column type	value	Remarks
access_token	string	token	This field provide token
token_type	string	bearer	This field provide token_type
expires_in	int	time	This field provide expire time(in Second)

Use of OAuth Token:

Purpose:	To use OAuth Token to access BigFix Runbook AI API.
API URL:	Any BigFix Runbook AI API as mentioned in the section 1 , section 2 , section 3 , and section 4 .
Authentication type:	Bearer
Token value	Token provided by upper API
Example: - <pre> var client = new RestClient("http://localhost:26240/iAutomateAPI/Request/GetIncidentTicketData/19"); client.Timeout = -1; var request = new RestRequest(Method.GET); request.AddHeader("Authorization", "Bearer RGpuW4PeA7dABQ7e9s2gYM_Sq0I6B1B8FsNYJJNz29XkadREZhNr7oFRtCnAAa4JMyvsdfas34"); </pre>	