المركز الوطني للفعاليات
National Events Center

CRM System API Integration Guide

Ticket Creation API Documentation

Document Information

Field	Value
Version	1.0
Date	November 2025
API Type	REST API
Authentication	OAuth 2.0 Bearer Token

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1. Overview

This document provides comprehensive guidance for integrating external systems with our Central CRM System. The API enables your system to programmatically create support tickets in our CRM, ensuring seamless communication and issue tracking between systems.

Key Features

- **Duplicate Prevention:** Automatic detection of duplicate ticket submissions using reference IDs
- **Secure Authentication:** OAuth 2.0 Bearer token authentication
- **Real-time Response:** Immediate confirmation of ticket creation
- **Notify Submitter:** Automatic email scheduling upon successful ticket creation

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2. Authentication

Our API uses OAuth 2.0 Bearer token authentication. You must include a valid access token in the Authorization header of every request.

Authorization Header Format

```
Authorization: Bearer YOUR_ACCESS_TOKEN
```

Important Notes

- Access tokens have an expiration time. Implement token refresh logic in your integration.
- Store tokens securely and never expose them in client-side code or public repositories.
- Contact your CRM administrator to obtain API credentials and access tokens.

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3. API Endpoint

The ticket creation endpoint accepts POST requests with ticket information in JSON format.

Endpoint Details

Property	Value
Method	POST
Endpoint	<Base URL>/api/public/ticket/create
Content-Type	application/json
Authentication	Bearer Token (OAuth 2.0)

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4. Request Format

Send a POST request with the following JSON payload in the request body:

```
{
    "ref": "test288r8fdffdfd",
    "name": "Mohammed Ahmed",
    "email": "m.ahmed@nec.gov.sa",
    "phone_no": "+966XXXXXXXXX",
    "topic": "System Integration Issue",
    "message": "I need help integrating your external system",
    "channel": "Official Website"
}
```

Field Descriptions

Field	Type	Required	Description
ref	String	Yes	Unique reference ID from your system to prevent duplicates
name	String	Yes	Full name of the customer/requester
email	String	Yes	Valid email address for correspondence

Field	Type	Required	Description
phone_no	String	Yes	Contact phone number with country code
topic	String	Yes	Brief subject/title of the ticket
message	String	Yes	Detailed description of the issue or request
channel	String	Yes	Source channel (e.g., "Official Website", "Mobile App")

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5. Response Formats

The API returns different response formats based on the outcome of the request. All responses include a timestamp and follow a consistent JSON structure.

5.1 Success Response (HTTP 200)

When a ticket is created successfully:


```
{
    "success": true,
    "data": {
        "ticket_id": 8551,
        "ticket_name": "TKT14385",
        "customer_name": "Mohammed Ahmed",
        "subject": "System Integration Issue",
        "status": "created",
        "start_date": "2025-11-03T22:49:43",
        "create_date": "2025-11-03T22:49:43.770223",
        "email_scheduled": true
    },
    "timestamp": "2025-11-03T22:49:43.832859Z"
}
```

5.2 Duplicate Reference Response (HTTP 200)

When a ticket with the same reference ID already exists:

```
{
    "success": true,
    "data": {
        "success": false,
        "message": "Ticket already created before for this
reference",
        "existing_ticket_id": 8550,
        "existing_ticket_name": "TKT14384"
    },
    "timestamp": "2025-11-03T22:49:20.444014Z"

}
```

Note: This is not an error condition. Your system should handle this gracefully by logging the existing ticket information.

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6. Error Handling

The API uses standard HTTP status codes and returns detailed error messages to help diagnose issues.

6.1 Invalid or Expired Token (HTTP 401)

```
{
    "error": "invalid_token",
    "error_description": "The access token is invalid or has
expired"
}
```

Action Required: Refresh your access token and retry the request.

6.2 Missing Authorization Header (HTTP 401)

```
{
   "error": "invalid_token",
   "error_description": "Missing or invalid Authorization header. Use Bearer token authentication."
}
```

Action Required: Ensure the Authorization header is included with a valid Bearer token.

Common HTTP Status Codes

Status Code	Meaning	Action
200	Success	Request processed successfully
400	Bad Request	Check request format and required fields
401	Unauthorized	Verify authentication token
403	Forbidden	Check API access permissions
429	Too Many Requests	Implement rate limiting and retry logic
500	Server Error	Contact support if persists

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7. Best Practices

Use Unique Reference IDs

Generate unique reference IDs for each ticket request to prevent duplicates. Consider using UUIDs or combining timestamps with system-specific identifiers.

Implement Token Refresh

Access tokens expire. Implement automatic token refresh logic to maintain uninterrupted service.

Handle Rate Limits

Implement exponential backoff for retry logic when encountering rate limit errors (HTTP 429).

Validate Input Data

Validate all fields before sending requests to minimize errors. Ensure email formats are valid and phone numbers include country codes.

Log All Transactions

Keep detailed logs of all API requests and responses for debugging and audit purposes.

Use Timeouts

Set appropriate timeout values (recommended: 30 seconds) to prevent hanging requests.

Secure Token Storage

Store access tokens securely using environment variables or secure vaults. Never hardcode tokens in source code.

Monitor API Health

Implement monitoring to track API response times, error rates, and success rates.

Handle Duplicates Gracefully

When receiving duplicate reference responses, log the existing ticket information instead of treating it as an error.

Test in Staging

Always test your integration in a staging environment before deploying to production.

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8. Support & Contact

For technical support, API access requests, or questions about this integration guide, please contact your CRM system administrator or our support team.

This document is subject to change. Please check with your CRM administrator for the most current version and any system-specific configuration requirements.