



BMS SOAP API

User Guide

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Introduction

The Open API provides a way for customers to make SOAP-protocol authenticated calls to Kaseya® BMS™—using either `https://bms.kaseya.com/` or `https://bmsemea.kaseya.com/`—from their existing applications or third-party tools. This SOAP API offers the functionalities for various operations dealing with projects, tasks and more.

Assumptions

The partner is using BMS services and is registered for an account with BMS.

API Authentication

As a security mechanism, every call of the BMS Open API is authenticated. Each API Call has to be accompanied by a custom SOAP header holding the authorized user BMS credentials consisting of:

- `UserName`
- `Password`
- `CompanyName`

Supported Operations

The OpenAPI itself provides self-documentation for all supported SOAP operations. Add `/WS/OpenAPI.asmx` to any **Kaseya® BMS™** website URL. For example:

`https://bms.kaseya.com/WS/OpenAPI.asmx`

Authenticate

Authenticates the connecting user within BMS. Returns a boolean representing whether he is authenticated or not.

Request

URL	<code>https://bms.kaseya.com/Authenticate</code>
-----	--

Type	Params	Values
Body	<code>companyName</code>	string
Body	<code>userName</code>	string
Body	<code>password</code>	string

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/Authenticate"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <Authenticate xmlns="https://vorexlogin.com/">
      <companyName>string</companyName>
      <userName>string</userName>
```

Create Ticket

```
<password>string</password>
</Authenticate>
</soap:Body>
</soap:Envelope>
```

Response

Type	Response
Boolean	AuthenticateResult

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AuthenticateResponse xmlns="https://vorexlogin.com/">
      <AuthenticateResult>boolean</AuthenticateResult>
    </AuthenticateResponse>
  </soap:Body>
</soap:Envelope>
```

Create Ticket

Creates a service desk ticket in your BMS account using a `ticketObj`.

Request

URL	https://bms.kaseya.com/CreateTicket
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	ticketObj	Object
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`
- `ticketObj` (Ticket Object) - The ticket information will be specified in this Ticket Object consisting of the following parameters:
 - `ClientId` (Int)
 - `Required`
- `ClientName` (string) - Links the ticket to a specific client. Soap Action <https://bms.kaseya.com/GetClientAccounts> can be used to get the Accounts and their IDs
- `ClientSiteId` (Int) - Optional. If not specified the Main Location will be automatically specified. Soap Action <https://bms.kaseya.com/GetAccountLocations> can be used to get the locations and their IDs.

- **ClientContactId** (Int) - Optional. Soap Action <https://bms.kaseya.com/ExportAccountsAndContacts> can be used to get contacts information
- **TicketTitle** (string) - Required.
- **TicketDetails** (string) - Required.
- **TicketTypeId** (Int) - Required. Soap Action <https://bms.kaseya.com/GetTicketTypes> can be used to get ticket types.
- **TicketStatusId** (Int) - Required. Soap Action <https://bms.kaseya.com/GetTicketStatuses> can be used to get ticket statuses.
- **TicketPriorityId** (Int) - Required. Soap Action <https://bms.kaseya.com/GetTicketPriorities> can be used to get ticket priorities.
- **TicketQueueId** (Int) - Optional if Primary Assignee is specified. Soap Action <https://bms.kaseya.com/GetTicketQueues> can be used to get ticket Queues.
- **TicketPrimaryAssigneeId** (Int) - Optional if Queue is specified. Soap Action <https://bms.kaseya.com/GetEmployeesList> can be used to Employees User IDs
- **TicketSourceId** (Int) - Required. Soap Action <https://bms.kaseya.com/GetTicketSources> can be used to get Ticket Sources.
- **TicketOpenDate** (datetime) - Required.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/CreateTicket"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <CreateTicket xmlns="https://vorexlogin.com/">
      <ticketObj>
        <ClientId>int</ClientId>
        <ClientSiteId>int</ClientSiteId>
        <ClientContactId>int</ClientContactId>
        <TicketTitle>string</TicketTitle>
        <TicketDetails>string</TicketDetails>
        <TicketTypeId>int</TicketTypeId>
        <TicketStatusId>int</TicketStatusId>
        <TicketPriorityId>int</TicketPriorityId>
        <TicketQueueId>int</TicketQueueId>
        <TicketPrimaryAssigneeId>int</TicketPrimaryAssigneeId>
        <TicketSourceId>int</TicketSourceId>
        <TicketOpenDate>dateTime</TicketOpenDate>
      </ticketObj>
    </CreateTicket>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	CreateTicketResult:

Create Ticket Note

	<ul style="list-style-type: none"> Integer representing the new Ticket ID outputMessage: <ul style="list-style-type: none"> "Ticket #ticket_number# created successfully."
Failure	CreateTicketResult: <ul style="list-style-type: none"> Returns Null outputMessage: <ul style="list-style-type: none"> "A valid ticket object is required." "Ticket Title is required!" "Ticket Details is required!" "Ticket Assignee or/and Queue must be specified!" "Failed to Create new Ticket."

Example Response

```

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <CreateTicketResponse xmlns="https://vorexlogin.com/">
      <CreateTicketResult>int</CreateTicketResult>
      <outputMessage>string</outputMessage>
    </CreateTicketResponse>
  </soap:Body>
</soap:Envelope>

```

Create Ticket Note

Creates a ticket note for a specific `TicketId` in your BMS account using a `ticketNote` object.

Request

URL	https://bms.kaseya.com/CreateTicketNote
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	ticketNote	Object
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`
- `ticketNote` (Ticket Note Object) - The ticket note information will be specified in this Ticket Note Object consisting of the following parameters:
- `TicketId` (Int) - Required. Links the note to a specific ticket.
- `UserId` (Int) - Optional. If not specified the note will appear to be created by the system. Soap Action <https://bms.kaseya.com/GetEmployeesList> can be used to Employees User IDs
- `NoteDetails` (string) - Required.

- **NoteTypeId** (Int) - Required. Soap Action <https://bms.kaseya.com/GetTicketNoteTypes> can be used to get ticket types.
- **IsInternalNote** (boolean) - Required. Specifies if this note is internal or public to the client to see.
- **NoteDate** (datetime) - Required.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/CreateTicketNote"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <CreateTicketNote xmlns="https://vorexlogin.com/">
      <ticketNote>
        <TicketId>int</TicketId>
        <UserId>int</UserId>
        <NoteDetails>string</NoteDetails>
        <NoteTypeId>int</NoteTypeId>
        <IsInternalNote>boolean</IsInternalNote>
        <NoteDate>dateTime</NoteDate>
      </ticketNote>
    </CreateTicketNote>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	CreateTicketNoteResult: <ul style="list-style-type: none"> • Integer representing the new Ticket Note ID outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	CreateTicketNoteResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "Failed to create new note." • "A valid ticket note object is required." • "Note Details is required!" • "Invalid Ticket Number." • "Referenced Ticket could not be found!"

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
```

Export Accounts And Contacts

```
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <CreateTicketNoteResponse xmlns="https://vorexlogin.com/">
      <CreateTicketNoteResult>int</CreateTicketNoteResult>
      <outputMessage>string</outputMessage>
    </CreateTicketNoteResponse>
  </soap:Body>
</soap:Envelope>
```

Export Accounts And Contacts

Returns an array of accounts and, if requested, related data such as account locations, contacts, contacts phones and emails. The result set is returned in a data set format having various data tables filled in case the data is requested.

Request

URL	https://bms.kaseya.com/ExportAccountsAndContacts
-----	--

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	dateFrom	dateTime
PARAM	dateTo	dateTime
PARAM	clientNames	string
PARAM	businessTypes	string
PARAM	accountTypes	string
PARAM	withLocations	boolean
PARAM	withContacts	boolean
PARAM	outputMessage	OUTPUT String

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**
- **clientNames** - Specify the clients(s) value(s) by which to filter accounts based on. For multiple clients you have to separate by Comma (,). If Null or Empty ("") this will be ignored.
- **dateFrom** - Specify the earliest account acquired date. If Null this will be ignored.
- **dateTo** - Specify the latest account acquired date. If Null this will be ignored.

- **businessTypes** - Specify the business type(s) value(s) by which to filter accounts based on. For multiple business types you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **accountTypes** - Specify the account type(s) value(s) by which to filter accounts based on. For multiple account types you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **withLocations** - Boolean value to specify if the accounts locations should be loaded as well.
- **withContacts** - Boolean value to specify if the accounts Contacts should be loaded as well.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/ExportAccountsAndContacts"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <ExportAccountsAndContacts xmlns="https://vorexlogin.com/">
      <dateFrom>dateTime</dateFrom>
      <dateTo>dateTime</dateTo>
      <clientNames>string</clientNames>
      <businessTypes>string</businessTypes>
      <accountTypes>string</accountTypes>
      <withLocations>boolean</withLocations>
      <withContacts>boolean</withContacts>
    </ExportAccountsAndContacts>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	ExportAccountsAndContactsResult: <ul style="list-style-type: none"> • DataSet outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	ExportAccountsAndContactsResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "An Error has Occurred while processing the request."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
```

Get Accounts Locations

```
<soap:Body>
  <ExportAccountsAndContactsResponse xmlns="https://vorexlogin.com/">
    <ExportAccountsAndContactsResult>
      <xsd:schema>schema</xsd:schema>xml</ExportAccountsAndContactsResult>
      <outputMessage>string</outputMessage>
    </ExportAccountsAndContactsResponse>
  </soap:Body>
</soap:Envelope>
```

Get Accounts Locations

Returns an `AccountLocation` array of possible locations defined in your BMS account for a specified client `accountId`.

Request

URL	https://bms.kaseya.com/GetAccountLocations
-----	--

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	accountId	Int
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`
- `accountId` - This represents the identification number of the account (client) for which you would like to retrieve the list of locations for.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetAccountLocations"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetAccountLocations xmlns="https://vorexlogin.com/">
      <accountId>int</accountId>
    </GetAccountLocations>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetAccountLocationsResult: <ul style="list-style-type: none"> • Array of AccountLocation: <ul style="list-style-type: none"> ○ LocationId (int) ○ LocationName (string) ○ IsMain (boolean) ○ IsActive (boolean) • outputMessage: <ul style="list-style-type: none"> ○ Empty String
Failure	GetAccountLocationsResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "Failed to get Account Locations list."

Example Response

```

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetAccountLocationsResponse xmlns="https://vorexlogin.com/">
      <GetAccountLocationsResult>
        <AccountLocation>
          <LocationId>int</LocationId>
          <LocationName>string</LocationName>
          <IsMain>boolean</IsMain>
          <IsActive>boolean</IsActive>
        </AccountLocation>
        <AccountLocation>
          <LocationId>int</LocationId>
          <LocationName>string</LocationName>
          <IsMain>boolean</IsMain>
          <IsActive>boolean</IsActive>
        </AccountLocation>
      </GetAccountLocationsResult>
      <outputMessage>string</outputMessage>
    </GetAccountLocationsResponse>
  </soap:Body>
</soap:Envelope>

```

Get Client Accounts

Returns an `Account` array of type "Client" defined in your BMS account.

Request

URL	https://bms.kaseya.com/GetClientAccounts
-----	--

Type	Params	Values
HEAD	WSUserCredentials	Object

Get Client Accounts

PARAM	outputMessage	OUTPUT String
-------	---------------	---------------

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetClientAccounts"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetClientAccounts xmlns="https://vorexlogin.com/" />
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetClientAccountsResult: <ul style="list-style-type: none"> • Array of Account: <ul style="list-style-type: none"> ○ AccountId (int) ○ AccountName (string) ○ IsActive (boolean) ○ IsInternal (boolean) outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	GetClientAccountsResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "Failed to get clients list."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetClientAccountsResponse xmlns="https://vorexlogin.com/">
      <GetClientAccountsResult>
        <Account>
          <AccountId>int</AccountId>
        </Account>
      </GetClientAccountsResult>
    </GetClientAccountsResponse>
  </soap:Body>
</soap:Envelope>
```

```

    <AccountName>string</AccountName>
    <IsActive>boolean</IsActive>
    <IsInternal>boolean</IsInternal>
  </Account>
  <Account>
    <AccountId>int</AccountId>
    <AccountName>string</AccountName>
    <IsActive>boolean</IsActive>
    <IsInternal>boolean</IsInternal>
  </Account>
</GetClientAccountsResult>
<outputMessage>string</outputMessage>
</GetClientAccountsResponse>
</soap:Body>
</soap:Envelope>

```

Get Employees List

Returns an `api_EmployeesListingResult` array of your BMS Account employees, with the ability to filter by employee name, department, job title, location and username.

Request

URL	https://bms.kaseya.com/GetEmployeesList
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	name	string
PARAM	departmentName	string
PARAM	jobTitle	string
PARAM	location	string
PARAM	userNames	string
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`
- `name` - Specify the name value by which to filter employees based on their first name or last name. If Null or Empty (""), this will be ignored.
- `departmentName` - Specify the department(s) value(s) by which to filter employees based on. For multiple departments you have to separate by Comma (.). If Null or Empty (""), this will be ignored.
- `jobTitle` - Specify the Job Titles(s) value(s) by which to filter employees based on. For multiple Job Titles you have to separate by Comma (.). If Null or Empty (""), this will be ignored.
- `location` - Specify the branches(s) value(s) by which to filter employees based on. For multiple branches (locations) you have to separate by Comma (.). If Null or Empty (""), this will be ignored.
- `userNames` - Specify the username(s) value(s) by which to filter employees based on. For multiple usernames you have to separate by Comma (.). If Null or Empty (""), this will be ignored.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
```

Get Employees List

```
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetEmployeesList"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetEmployeesList xmlns="https://vorexlogin.com/">
      <name>string</name>
      <departmentName>string</departmentName>
      <jobTitle>string</jobTitle>
      <location>string</location>
      <userNames>string</userNames>
    </GetEmployeesList>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	<p>GetEmployeesListResult:</p> <ul style="list-style-type: none">• Array of api_EmployeesListingResult:<ul style="list-style-type: none">○ UserId (int)○ UserName (string)○ EmployeeName (string)○ MiddleName (string)○ Manager (string)○ EmploymentType (string)○ Gender (string)○ MaritalStatus (string)○ IsActive (boolean)○ Description (string)○ CreatedOn (dateTime)○ ModifiedOn (dateTime)○ EmailAddress (string)○ EmployeeId (string)○ JobTitle (string)○ Department (string)○ HireDate (dateTime)○ TerminationDate (dateTime)○ BranchName (dateTime) <p>outputMessage:</p> <ul style="list-style-type: none">• Empty String
Failure	<p>GetEmployeesListResult:</p> <ul style="list-style-type: none">• Returns Null <p>outputMessage:</p> <ul style="list-style-type: none">• "An Error has Occurred while processing the request."

Example Response

```
HTTP/1.1 200 OK
```



```

Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetEmployeesListResponse xmlns="https://vorexlogin.com/">
      <GetEmployeesListResult>
        <api_EmployeesListingResult>
          <UserId>int</UserId>
          <UserName>string</UserName>
          <EmployeeName>string</EmployeeName>
          <MiddleName>string</MiddleName>
          <Manager>string</Manager>
          <EmploymentType>string</EmploymentType>
          <Gender>string</Gender>
          <MaritalStatus>string</MaritalStatus>
          <IsActive>boolean</IsActive>
          <Description>string</Description>
          <CreatedOn>dateTime</CreatedOn>
          <ModifiedOn>dateTime</ModifiedOn>
          <EmailAddress>string</EmailAddress>
          <EmployeeId>string</EmployeeId>
          <JobTitle>string</JobTitle>
          <Department>string</Department>
          <HireDate>dateTime</HireDate>
          <TerminationDate>dateTime</TerminationDate>
          <BranchName>string</BranchName>
        </api_EmployeesListingResult>
        <outputMessage>string</outputMessage>
      </GetEmployeesListResponse>
    </soap:Body>
  </soap:Envelope>

```

Get Expense Sheets

Returns an `api_GetExpenseSheetsResult` array of expenses and related information based on a date range, clients and or usernames of employees.

Request

URL	https://bms.kaseya.com/GetExpenseSheets
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	dateFrom	dateTime
PARAM	dateTo	dateTime
PARAM	clientNames	string
PARAM	userNames	string
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`

Get Expense Sheets

- **clientNames** - Specify the clients(s) value(s) by which to filter expenses based on. For multiple clients you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **dateFrom** - Specify the earliest expense sheet date. If Null this will be ignored.
- **dateTo** - Specify the latest expense sheet date. If Null this will be ignored.
- **userNames** - Specify the employee username(s) value(s) by which to filter expenses based on. For multiple usernames you have to separate by Comma (.). If Null or Empty ("") this will be ignored.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetExpenseSheets"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetExpenseSheets xmlns="https://vorexlogin.com/">
      <dateFrom>dateTime</dateFrom>
      <dateTo>dateTime</dateTo>
      <clientNames>string</clientNames>
      <userNames>string</userNames>
    </GetExpenseSheets>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetExpenseSheetsResult: <ul style="list-style-type: none"> • Array of api_GetExpensesheetResult: <ul style="list-style-type: none"> ○ pkExpenseEntryId (int) ○ ExpenseSheetId (int) ○ EmployeeName (string) ○ ExpenseName (string) ○ Client (string) ○ Project_Ticket (string) ○ ExpenseDate (dateTime) ○ ExpenseType(string) ○ Billable (boolean) ○ Notes (string) ○ Amount (decimal) outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	GetExpenseSheetsResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "An Error has Occurred while processing the request."

Example Response

```

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetExpenseSheetsResponse xmlns="https://vorexlogin.com/">
      <GetExpenseSheetsResult>
        <api_GetExpensesheetResult>
          <pkExpenseEntryId>int</pkExpenseEntryId>
          <ExpenseSheetId>int</ExpenseSheetId>
          <EmployeeName>string</EmployeeName>
          <ExpenseName>string</ExpenseName>
          <Client>string</Client>
          <Project_Ticket>string</Project_Ticket>
          <ExpenseDate>dateTime</ExpenseDate>
          <ExpenseType>string</ExpenseType>
          <Billable>boolean</Billable>
          <Reimbursable>boolean</Reimbursable>
          <Notes>string</Notes>
          <Amount>decimal</Amount>
        </api_GetExpensesheetResult>
      </GetExpenseSheetsResult>
      <outputMessage>string</outputMessage>
    </GetExpenseSheetsResponse>
  </soap:Body>
</soap:Envelope>

```

Get Projects

Returns an `api_ProjectListingResult` array of your projects defined in your BMS account, with the ability to filter by clients, dates, departments, and status.

Request

URL	https://bms.kaseya.com/GetProjects
-----	------------------------------------

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	clients	string
PARAM	startDateFrom	dateTime
PARAM	startDateTo	dateTime
PARAM	dueDateFrom	dateTime
PARAM	dueDateTo	dateTime
PARAM	departments	string
PARAM	statuses	string
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`

Get Projects

- **CompanyName**
- **clients** - Specify the clients(s) value(s) by which to filter projects based on. For multiple clients you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **startDateFrom** - Specify the earliest project start date. If Null this will be ignored.
- **startDateTo** - Specify the latest project start date. If Null this will be ignored.
- **dueDateFrom** - Specify the earliest project due date. If Null this will be ignored.
- **dueDateTo** - Specify the latest project due date. If Null this will be ignored.
- **departments** - Specify the department(s) value(s) by which to filter projects based on. For multiple departments you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **statuses** - Specify the project status(s) value(s) by which to filter projects based on. For multiple statuses you have to separate by Comma (.). If Null or Empty ("") this will be ignored.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetProjects"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetProjects xmlns="https://vorexlogin.com/">
      <clients>string</clients>
      <startDateFrom>dateTime</startDateFrom>
      <startDateTo>dateTime</startDateTo>
      <dueDateFrom>dateTime</dueDateFrom>
      <dueDateTo>dateTime</dueDateTo>
      <departments>string</departments>
      <statuses>string</statuses>
    </GetProjects>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetProjectsResult: <ul style="list-style-type: none">• Array of api_ProjectListingResult:<ul style="list-style-type: none">○ pkProjectId (int)○ ClientName (string)○ ProjectNumber (string)○ ProjectName (string)○ ProjectCode (string)○ ContractName (string)○ Manager (string)○ ProjectStatus(string)○ StartDate (dateTime)○ DueDate (dateTime)○ Completion (dateTime)○ PlannedHours (decimal)

	<ul style="list-style-type: none"> ○ UsedHours (decimal) ○ PlannedBudget (decimal) ○ ActualBudget (decimal) <p>outputMessage:</p> <ul style="list-style-type: none"> • Empty String
Failure	<p>GetProjectsResult:</p> <ul style="list-style-type: none"> • Returns Null <p>outputMessage:</p> <ul style="list-style-type: none"> • "An Error has Occurred while processing the request."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetProjectsResponse xmlns="https://vorexlogin.com/">
      <GetProjectsResult>
        <api_ProjectListingResult>
          <ClientName>string</ClientName>
          <ProjectNumber>string</ProjectNumber>
          <ProjectName>string</ProjectName>
          <ProjectCode>string</ProjectCode>
          <ContractName>string</ContractName>
          <Manager>string</Manager>
          <ProjectStatus>string</ProjectStatus>
          <StartDate>dateTime</StartDate>
          <DueDate>dateTime</DueDate>
          <Completion>dateTime</Completion>
          <PlannedHours>decimal</PlannedHours>
          <UsedHours>decimal</UsedHours>
          <PlannedBudget>decimal</PlannedBudget>
          <ActualBudget>decimal</ActualBudget>
          <pkProjectId>int</pkProjectId>
        </api_ProjectListingResult>
      </GetProjectsResult>
      <outputMessage>string</outputMessage>
    </GetProjectsResponse>
  </soap:Body>
</soap:Envelope>
```

Get Tasks

Returns an `api_TaskListingResult` array of your project tasks defined in your BMS account, with the ability to filter by clients, dates, projects, and status.

Request

URL	https://bms.kaseya.com/GetTasks
-----	---------------------------------

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	clients	string
PARAM	startDateFrom	dateTime

Get Tasks

PARAM	startDateTo	dateTime
PARAM	endDateFrom	dateTime
PARAM	endDateTo	dateTime
PARAM	projects	string
PARAM	statuses	string
PARAM	outputMessage	OUTPUT String

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**
- **clients** - Specify the clients(s) value(s) by which to filter tasks based on. For multiple clients you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **startDateFrom** - Specify the earliest task start date. If Null this will be ignored.
- **startDateTo** - Specify the latest task start date. If Null this will be ignored.
- **endDateFrom** - Specify the earliest task end date. If Null this will be ignored.
- **endDateTo** - Specify the latest task end date. If Null this will be ignored.
- **projects** - Specify the project(s) value(s) by which to filter tasks based on. For multiple projects you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **statuses** - Specify the project status(s) value(s) by which to filter tasks based on. For multiple statuses you have to separate by Comma (.). If Null or Empty ("") this will be ignored.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTasks"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTasks xmlns="https://vorexlogin.com/">
      <clients>string</clients>
      <startDateFrom>dateTime</startDateFrom>
      <startDateTo>dateTime</startDateTo>
      <endDateFrom>dateTime</endDateFrom>
      <endDateTo>dateTime</endDateTo>
      <projects>string</projects>
      <statuses>string</statuses>
    </GetTasks>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTasksResult: <ul style="list-style-type: none"> • Array of api_TaskListingResult: <ul style="list-style-type: none"> ○ pkTaskId (int) ○ ParentTaskId (int) ○ ClientName (string) ○ ProjectName (string) ○ TaskStatus (string) ○ StartDate (dateTime) ○ EndDate (dateTime) ○ UsedHours (decimal) ○ PercentageUsed (decimal) ○ EstimatedHours (decimal) ○ TaskType (string) outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	GetTasksResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "An Error has Occurred while processing the request."

Example Response

```

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTasksResponse xmlns="https://vorexlogin.com/">
      <GetTasksResult>
        <api_TaskListingResult>
          <TaskName>string</TaskName>
          <ProjectName>string</ProjectName>
          <ClientName>string</ClientName>
          <TaskStatus>string</TaskStatus>
          <StartDate>dateTime</StartDate>
          <EndDate>dateTime</EndDate>
          <UsedHours>decimal</UsedHours>
          <PercentUsed>decimal</PercentUsed>
          <EstimatedHours>decimal</EstimatedHours>
          <TaskType>string</TaskType>
          <pkTaskId>int</pkTaskId>
          <ParentTaskId>int</ParentTaskId>
        </api_TaskListingResult>
      </GetTasksResult>
      <outputMessage>string</outputMessage>
    </GetTasksResponse>
  </soap:Body>
</soap:Envelope>

```

Get Ticket Note Types

Returns a `TicketNoteType` array of possible ticket note types defined in your BMS account.

Get Ticket Note Types

Request

URL	https://bms.kaseya.com/GetTicketNoteTypes
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	outputMessage	OUTPUT String

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTicketNoteTypes"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTicketNoteTypes xmlns="https://vorexlogin.com/" />
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTicketNoteTypesResult: <ul style="list-style-type: none">• Array of TicketNoteType:<ul style="list-style-type: none">○ TypeId (int)○ TypeName (string) outputMessage: <ul style="list-style-type: none">• Empty String
Failure	GetTicketNoteTypesResult: <ul style="list-style-type: none">• Returns Null outputMessage: <ul style="list-style-type: none">• "Failed to get note types list."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
```



```
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketNoteTypesResponse xmlns="https://vorexlogin.com/">
      <GetTicketNoteTypesResult>
        <TicketNoteType>
          <TypeId>int</TypeId>
          <TypeName>string</TypeName>
        </TicketNoteType>
        <TicketNoteType>
          <TypeId>int</TypeId>
          <TypeName>string</TypeName>
        </TicketNoteType>
      </GetTicketNoteTypesResult>
      <outputMessage>string</outputMessage>
    </GetTicketNoteTypesResponse>
  </soap:Body>
</soap:Envelope>
```

Get Ticket Priorities

Returns a `TicketPriority` array of possible ticket priorities defined in your BMS account.

Request

URL	https://bms.kaseya.com/GetTicketPriorities
-----	--

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTicketPriorities"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTicketPriorities xmlns="https://vorexlogin.com/" />
  </soap:Body>
</soap:Envelope>
```

Get Ticket Queues

Response

Status	Response
Success	GetTicketPrioritiesResult: <ul style="list-style-type: none">• Array of TicketPriority:<ul style="list-style-type: none">○ PriorityId (int)○ PriorityName (string)○ PriorityColor (string) outputMessage: <ul style="list-style-type: none">• Empty String
Failure	GetTicketPrioritiesResult: <ul style="list-style-type: none">• Returns Null outputMessage: <ul style="list-style-type: none">• "Failed to get Priorities list."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketPrioritiesResponse xmlns="https://vorexlogin.com/">
      <GetTicketPrioritiesResult>
        <TicketPriority>
          <PriorityId>int</PriorityId>
          <PriorityName>string</PriorityName>
          <PriorityColor>string</PriorityColor>
        </TicketPriority>
        <TicketPriority>
          <PriorityId>int</PriorityId>
          <PriorityName>string</PriorityName>
          <PriorityColor>string</PriorityColor>
        </TicketPriority>
      </GetTicketPrioritiesResult>
      <outputMessage>string</outputMessage>
    </GetTicketPrioritiesResponse>
  </soap:Body>
</soap:Envelope>
```

Get Ticket Queues

Returns a `TicketQueue` array of possible ticket queues defined in your BMS account.

Request

URL	https://bms.kaseya.com/GetTicketQueues
-----	--

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	outputMessage	OUTPUT String

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTicketQueues"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTicketQueues xmlns="https://vorexlogin.com/" />
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTicketQueuesResult: <ul style="list-style-type: none"> • Array of TicketQueue: <ul style="list-style-type: none"> ○ QueueId (int) ○ QueueName (string) outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	GetTicketQueuesResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "Failed to get Queues list."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketQueuesResponse xmlns="https://vorexlogin.com/">
      <GetTicketQueuesResult>
        <TicketQueue>
          <QueueId>int</QueueId>
          <QueueName>string</QueueName>
        </TicketQueue>
        <TicketQueue>
          <QueueId>int</QueueId>
          <QueueName>string</QueueName>
        </TicketQueue>
      </GetTicketQueuesResult>
    </GetTicketQueuesResponse>
  </soap:Body>
</soap:Envelope>
```

Get Ticket Sources

```
</GetTicketQueuesResult>
<outputMessage>string</outputMessage>
</GetTicketQueuesResponse>
</soap:Body>
</soap:Envelope>
```

Get Ticket Sources

Returns a `TicketSource` array of possible ticket sources defined in your BMS account.

Request

URL	https://bms.kaseya.com/GetTicketSources
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTicketSources"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTicketSources xmlns="https://vorexlogin.com/" />
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	<code>GetTicketSourcesResult</code> : <ul style="list-style-type: none">• Array of <code>TicketSource</code>:<ul style="list-style-type: none">○ <code>SourceId</code> (int)○ <code>SourceName</code> (string) <code>outputMessage</code> : <ul style="list-style-type: none">• Empty String

Failure	GetTicketSourcesResult: <ul style="list-style-type: none"> Returns Null outputMessage: <ul style="list-style-type: none"> "Failed to get ticket sources list."
---------	--

Example Response

```

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketSourcesResponse xmlns="https://vorexlogin.com/">
      <GetTicketSourcesResult>
        <TicketSource>
          <SourceId>int</SourceId>
          <SourceName>string</SourceName>
        </TicketSource>
        <TicketSource>
          <SourceId>int</SourceId>
          <SourceName>string</SourceName>
        </TicketSource>
      </GetTicketSourcesResult>
      <outputMessage>string</outputMessage>
    </GetTicketSourcesResponse>
  </soap:Body>
</soap:Envelope>

```

Get Ticket Statuses

Returns a `TicketStatus` array of possible ticket statuses defined in your BMS account.

Request

URL	https://bms.kaseya.com/GetTicketStatuses
-----	--

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	outputMessage	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`

Example Request

```

POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTicketStatuses"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"

```

Get Ticket Types

```
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
<soap:Header>
  <WSUserCredentials xmlns="https://vorexlogin.com/">
    <UserName>string</UserName>
    <Password>string</Password>
    <CompanyName>string</CompanyName>
  </WSUserCredentials>
</soap:Header>
<soap:Body>
  <GetTicketStatuses xmlns="https://vorexlogin.com/" />
</soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTicketStatusesResult: <ul style="list-style-type: none">• Array of TicketStatus:<ul style="list-style-type: none">○ StatusId (int)○ StatusName (string) StatusOrder (int) <ul style="list-style-type: none">• outputMessage:<ul style="list-style-type: none">○ Empty String
Failure	GetTicketStatusesResult: <ul style="list-style-type: none">○ Returns Null outputMessage: <ul style="list-style-type: none">○ "Failed to get statuses list."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketStatusesResponse xmlns="https://vorexlogin.com/">
      <GetTicketStatusesResult>
        <TicketStatus>
          <StatusId>int</StatusId>
          <StatusName>string</StatusName>
          <StatusOrder>int</StatusOrder>
        </TicketStatus>
        <TicketStatus>
          <StatusId>int</StatusId>
          <StatusName>string</StatusName>
          <StatusOrder>int</StatusOrder>
        </TicketStatus>
      </GetTicketStatusesResult>
      <outputMessage>string</outputMessage>
    </GetTicketStatusesResponse>
  </soap:Body>
</soap:Envelope>
```

Get Ticket Types

Returns a `TicketType` array of possible ticket types defined in your BMS account.

Request

URL	https://bms.kaseya.com/GetTicketTypes
-----	---------------------------------------

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	outputMessage	OUTPUT String

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTicketTypes"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTicketTypes xmlns="https://vorexlogin.com/" />
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTicketTypesResult: <ul style="list-style-type: none"> • Array of TicketType: <ul style="list-style-type: none"> ○ TypeId (int) ○ TypeName (string) outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	GetTicketTypesResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "Failed to get ticket types list."

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
```

Get Tickets

```
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketTypesResponse xmlns="https://vorexlogin.com/">
      <GetTicketTypesResult>
        <TicketType>
          <TypeId>int</TypeId>
          <TypeName>string</TypeName>
        </TicketType>
        <TicketType>
          <TypeId>int</TypeId>
          <TypeName>string</TypeName>
        </TicketType>
      </GetTicketTypesResult>
      <outputMessage>string</outputMessage>
    </GetTicketTypesResponse>
  </soap:Body>
</soap:Envelope>
```

Get Tickets

Returns an array of objects of type `Ticket` in your BMS account. The list can be filtered by any text value in the `searchStr` parameter. The result set can be retrieved in a paged manner by supplying a `startIndex` and `endIndex`.

Request

URL	<code>https://bms.kaseya.com/GetTickets</code>
-----	--

Type	Params	Values
HEAD	<code>WSUserCredentials</code>	Object
PARAM	<code>outputMessage</code>	OUTPUT String

- `WSUserCredentials` - A custom authentication SOAP header object consisting of:
 - `UserName`
 - `Password`
 - `CompanyName`
- `searchStr` - Remains empty to retrieve all tickets. If a value is supplied the system tries to match all text and date fields to get the matching tickets.
- `startIndex` (required) - Allows you to retrieve tickets based on their row index. This will give the ability to implement paging.
- `endIndex` (required) - The following example retrieves the first 50 records matching "Ticket xyz".
 - `searchStr` - Ticket xyz
 - `startIndex` - 0
 - `endIndex` - 50

Example Request

```
POST /ws/OpenAPI.asmx HTTP/1.1
Host: staging.bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTickets"

<?xml version="1.0" encoding="utf-8"?>
```



```
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTickets xmlns="https://vorexlogin.com/">
      <searchStr>string</searchStr>
      <startIndex>int</startIndex>
      <endIndex>int</endIndex>
    </GetTickets>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTicketsResult: <ul style="list-style-type: none"> • Array of Ticket: <ul style="list-style-type: none"> ○ TicketId (int) ○ TicketNumber (string) ○ ClientId (int) ○ ClientName (string) ○ ClientSiteId (int) ○ ClientSiteName (string) ○ ClientContactId (int) ○ ClientContactName (string) ○ TicketTitle (string) ○ TicketDetails (string) ○ TicketTypeId (int) ○ TicketType (string) ○ TicketStatusId (int) ○ TicketStatus (string) ○ TicketPriorityId (int) ○ TicketPriority (string) ○ TicketQueueId (int) ○ TicketQueue (string) ○ TicketPrimaryAssigneId (int) ○ TicketPrimaryAssignee (string) ○ TicketSourceId (int) ○ TicketSource (string) ○ TicketOpenDate (DateTime) ○ TicketDueDate (DateTime) ○ TicketCompletedDate (DateTime) ○ TicketWorkType (string) ○ TicketContractName (string) ○ TicketLastUpdate (DateTime) ○ TicketSLAName (string) outputMessage: <ul style="list-style-type: none"> • Empty String
Failure	GetTicketsResult: <ul style="list-style-type: none"> • Returns Null outputMessage: <ul style="list-style-type: none"> • "Failed to get tickets list."

Get Time Sheets

Example Response

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTicketsResult>
      <Ticket>
        <TicketId>int</TicketId>
        <TicketNumber>string</TicketNumber>
        <ClientId>int</ClientId>
        <ClientName>string</ClientName>
        <ClientSiteId>int</ClientSiteId>
        <ClientSiteName>string</ClientSiteName>
        <ClientContactId>int</ClientContactId>
        <ClientContactName>string</ClientContactName>
        <TicketTitle>string</TicketTitle>
        <TicketDetails>string</TicketDetails>
        <TicketTypeId>int</TicketTypeId>
        <TicketType>string</TicketType>
        <TicketStatusId>int</TicketStatusId>
        <TicketStatus>string</TicketStatus>
        <TicketPriorityId>int</TicketPriorityId>
        <TicketPriority>string</TicketPriority>
        <TicketQueueId>int</TicketQueueId>
        <TicketQueue>string</TicketQueue>
        <TicketPrimaryAssigneeId>int</TicketPrimaryAssigneeId>
        <TicketPrimaryAssignee>string</TicketPrimaryAssignee>
        <TicketSourceId>int</TicketSourceId>
        <TicketSource>string</TicketSource>
        <TicketOpenDate>dateTime</TicketOpenDate>
        <TicketDueDate>dateTime</TicketDueDate>
        <TicketCompletedDate>dateTime</TicketCompletedDate>
        <TicketWorkType>string</TicketWorkType>
        <TicketContractName>string</TicketContractName>
        <TicketLastUpdate>dateTime</TicketLastUpdate>
        <TicketSLAName>string</TicketSLAName>
      </Ticket>
    </GetTicketsResult>
    <outputMessage>string</outputMessage>
  </GetTicketsResponse>
</soap:Body>
</soap:Envelope>
```

Get Time Sheets

Returns an `api_GetTimeSheetsResult` array of time entries and related information based on a date range, projects, clients and or usernames of employees.

Request

URL	https://bms.kaseya.com/GetTimeSheets
-----	---

Type	Params	Values
HEAD	WSUserCredentials	Object
PARAM	dateFrom	dateTime
PARAM	dateTo	dateTime

PARAM	clientNames	string
PARAM	userNames	string
PARAM	projectNames	string
PARAM	outputMessage	OUTPUT String

- **WSUserCredentials** - A custom authentication SOAP header object consisting of:
 - **UserName**
 - **Password**
 - **CompanyName**
- **clientNames** - Specify the clients(s) value(s) by which to filter time logs based on. For multiple clients you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **dateFrom** - Specify the earliest time entry date. If Null this will be ignored.
- **dateTo** - Specify the latest time entry date. If Null this will be ignored.
- **userNames** - Specify the employee username(s) value(s) by which to filter time logs based on. For multiple usernames you have to separate by Comma (.). If Null or Empty ("") this will be ignored.
- **projectNames** - Specify the project(s) value(s) by which to filter time logs based on. For multiple usernames you have to separate by Comma (.). If Null or Empty ("") this will be ignored.

Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: bms.kaseya.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "https://vorexlogin.com/GetTimeSheets"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Header>
    <WSUserCredentials xmlns="https://vorexlogin.com/">
      <UserName>string</UserName>
      <Password>string</Password>
      <CompanyName>string</CompanyName>
    </WSUserCredentials>
  </soap:Header>
  <soap:Body>
    <GetTimeSheets xmlns="https://vorexlogin.com/">
      <dateFrom>dateTime</dateFrom>
      <dateTo>dateTime</dateTo>
      <clientNames>string</clientNames>
      <userNames>string</userNames>
      <projectNames>string</projectNames>
    </GetTimeSheets>
  </soap:Body>
</soap:Envelope>
```

Response

Status	Response
Success	GetTimeSheetsResult: <ul style="list-style-type: none"> • Array of api_GetTimeSheetsResult: <ul style="list-style-type: none"> ○ pkTimeEntryId (int) ○ TimesheetId (int) ○ UserName(string) ○ Client (string) ○ Source(string)

Get Time Sheets

	<ul style="list-style-type: none"> ○ Title (string) ○ StartDate(dateTime) ○ TimeSpent (decimal) ○ Billable (int) ○ RoleName (string) ○ RoleRate (decimal) ○ WorkTypName (string) ○ Notes (string) ○ Billed (boolean) ○ IsPosted (boolean) <p>outputMessage:</p> <ul style="list-style-type: none"> • Empty String
Failure	<p>GetTimeSheetsResult:</p> <ul style="list-style-type: none"> • Returns Null <p>outputMessage:</p> <ul style="list-style-type: none"> • "An Error has Occurred while processing the request."

Example Response

```

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetTimeSheetsResponse xmlns="https://vorexlogin.com/">
      <GetTimeSheetsResult>
        <api_GetTimeSheetsResult>
          <pkTimeEntryId>int</pkTimeEntryId>
          <TimesheetId>int</TimesheetId>
          <UserName>string</UserName>
          <Client>string</Client>
          <Source>string</Source>
          <title>string</title>
          <StartDate>dateTime</StartDate>
          <TimeSpent>decimal</TimeSpent>
          <Billable>int</Billable>
          <RoleName>string</RoleName>
          <RoleRate>decimal</RoleRate>
          <WorkTypName>string</WorkTypName>
          <Notes>string</Notes>
          <Billed>boolean</Billed>
          <IsPosted>boolean</IsPosted>
        </api_GetTimeSheetsResult>
      </GetTimeSheetsResult>
      <outputMessage>string</outputMessage>
    </GetTimeSheetsResponse>
  </soap:Body>
</soap:Envelope>

```

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