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# **Vorex SOAP API**

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**User Guide**

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# Introduction

Open API provides a way for customers to make authenticated calls to Vorex™—using either <https://vorexlogin/> or <https://www.vorexlogin.com/>—from their existing applications or third-party tools. This API offers the functionalities for various operations dealing with projects, tasks and more.

## Assumptions

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

## API Authentication

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

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

## Supported Operations

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

<https://vorexlogin.com/WS/OpenAPI.asmx>

# Authenticate

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

## Request

URL	<a href="https://vorexlogin.com/Authenticate">https://vorexlogin.com/Authenticate</a>
-----	---

Type	Params	Values
Body	companyName	string
Body	userName	string
Body	password	string

## Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: vortexlogin.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 Vorex account using a `ticketObj`.

## Request

URL	https://vorexlogin.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://vorexlogin.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://vorexlogin.com/GetAccountLocations` can be used to get the locations and their IDs.

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

### Example Request

```
POST /WS/OpenAPI.asmx HTTP/1.1
Host: vorexlogin.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"><li>Integer representing the new Ticket ID</li></ul> outputMessage: <ul style="list-style-type: none"><li>"Ticket #ticket_number# created successfully."</li></ul>
Failure	CreateTicketResult: <ul style="list-style-type: none"><li>Returns Null</li></ul> outputMessage: <ul style="list-style-type: none"><li>"A valid ticket object is required."</li><li>"Ticket Title is required!"</li><li>"Ticket Details is required!"</li><li>"Ticket Assignee or/and Queue must be specified!"</li><li>"Failed to Create new Ticket."</li></ul>

## 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 Vorex account using a `ticketNote` object.

## Request

URL	<code>https://vorexlogin.com/CreateTicketNote</code>
-----	--

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://vorexlogin.com/GetEmployeesList` can be used to Employees User IDs
- `NoteDetails` (string) - Required.



- **NoteTypeId** (Int) - Required. Soap Action <https://vorexlogin.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: vorexlogin.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"> <li>• Integer representing the new Ticket Note ID</li> </ul> outputMessage: <ul style="list-style-type: none"> <li>• Empty String</li> </ul>
Failure	CreateTicketNoteResult: <ul style="list-style-type: none"> <li>• Returns Null</li> </ul> outputMessage: <ul style="list-style-type: none"> <li>• "Failed to create new note."</li> <li>• "A valid ticket note object is required."</li> <li>• "Note Details is required!"</li> <li>• "Invalid Ticket Number."</li> <li>• "Referenced Ticket could not be found!"</li> </ul>

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

### 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 Vorex account for a specified client `accountId`.

## Request

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

**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 Vorex account.

**Request**

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

### 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 Vorex Account employees, with the ability to filter by employee name, department, job title, location and username.

### Request

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

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

## 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 Vorex account, with the ability to filter by clients, dates, departments, and status.

## Request

URL	https://vorexlogin.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: vorexlogin.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"><li>• Array of api_ProjectListingResult:<ul style="list-style-type: none"><li>○ pkProjectId (int)</li><li>○ ClientName (string)</li><li>○ ProjectNumber (string)</li><li>○ ProjectName (string)</li><li>○ ProjectCode (string)</li><li>○ ContractName (string)</li><li>○ Manager (string)</li><li>○ ProjectStatus(string)</li><li>○ StartDate (dateTime)</li><li>○ DueDate (dateTime)</li><li>○ Completion (dateTime)</li><li>○ PlannedHours (decimal)</li></ul></li></ul>

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

### 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 Vorex account, with the ability to filter by clients, dates, projects, and status.

### Request

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

**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 Vorex account.

## Get Ticket Note Types

### Request

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

### 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 Vorex account.

### Request

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

### 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 Vorex account.

### Request

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

### 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 Vorex account.

## Request

URL	https://vorexlogin.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: vorexlogin.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"><li>• Array of <code>TicketSource</code>:<ul style="list-style-type: none"><li>○ <code>SourceId</code> (int)</li><li>○ <code>SourceName</code> (string)</li></ul></li></ul> <code>outputMessage</code> : <ul style="list-style-type: none"><li>• Empty String</li></ul>

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

### 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 Vorex account.

### Request

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

## 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 Vorex account.

**Request**

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

**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 Vorex 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	https://vorexlogin.com/GetTickets
-----	-----------------------------------

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

## 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	<a href="https://vorexlogin.com/GetTimeSheets">https://vorexlogin.com/GetTimeSheets</a>
-----	---

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: vorexlogin.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"> <li>• Array of api_GetTimeSheetsResult:               <ul style="list-style-type: none"> <li>○ pkTimeEntryId (int)</li> <li>○ TimesheetId (int)</li> <li>○ UserName(string)</li> <li>○ Client (string)</li> <li>○ Source(string)</li> </ul> </li> </ul>

## Get Time Sheets

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

## 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>
          <WorkTypeName>string</WorkTypeName>
          <Notes>string</Notes>
          <Billed>boolean</Billed>
          <IsPosted>boolean</IsPosted>
        </api_GetTimeSheetsResult>
      </GetTimeSheetsResult>
      <outputMessage>string</outputMessage>
    </GetTimeSheetsResponse>
  </soap:Body>
</soap:Envelope>

```

---

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