

How to Make REST API Calls with the HTTP Client

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Note: The following applies to Zendesk, Salesforce, ServiceNow, and Azure Devops. For Jira Cloud, please see [this article](#).

This article shows how to do REST API calls that haven't been implemented into Exalate by making requests with the HTTP client directly in the script rules.

Below you can find some examples of how Jira HTTP Client can be used in Exalate configuration.

Example of using 'httpClient' in ZenDesk

Call:

```
httpClient.get("/api/v2/tickets/"+entity.id+"/"+"comments")
```

Response:

```
{
  "comments": [{
    "id": 21767477874193,
    "type": "Comment",
    "author_id": 15223656380689,
    "body": "Fixed Ticket",
    "html_body": "Fixed Ticket",
    "plain_body": "Fixed Ticket",
    "public": true,
    "attachments": [],
    "audit_id": 21767477874065,
    "via": {
      "channel": "api",
      "source": {
        "from": {},
        "to": {
          "name": "",
          "address": ""
        }
      },
      "rel": null
    }
  },
  {
    "created_at": "2024-01-18T10:28:33Z",
    "metadata": {
      "system": {
        "client": "AHC/2.1",
        "ip_address": "",
        "location": "",
        "latitude": __,
        "longitude": __
      }
    },
    "custom": {}
  }
],
  {
    "id": 21767520220049,
    "type": "Comment",
    "author_id": 15223656380689,
    "body": "New attachment received from remote side:",
    "html_body": "New attachment received from remote side:",
    "plain_body": "New attachment received from remote side:",
    "public": true
  }
]
```

```

"public": true,
"attachments": [{
  "url": "",
  "id": 21767471409937,
  "file_name": "20230516_155546.jpg",
  "content_url": "g",
  "mapped_content_url": "",
  "content_type": "image/jpeg",
  "size": 37771,
  "width": 640,
  "height": 759,
  "inline": false,
  "deleted": false,
  "malware_access_override": false,
  "malware_scan_result": "malware_not_found",
  "thumbnails": [{
    "url": "",
    "id": 21767478028561,
    "file_name": "20230516_155546_thumb.jpg",
    "content_url": "",
    "mapped_content_url": "",
    "content_type": "image/jpeg",
    "size": 2062,
    "width": 67,
    "height": 80,
    "inline": false,
    "deleted": false,
    "malware_access_override": false,
    "malware_scan_result": "malware_not_found"
  ]
}],
"audit_id": 21767487816593,
"via": {
  "channel": "api",
  "source": {
    "from": {},
    "to": {
      "name": "",
      "address": ""
    },
    "rel": null
  }
},
"created_at": "2024-01-18T10:28:38Z",
"metadata": {
  "system": {
    "client": "AHC/2.1",
    "ip_address": "",
    "location": "",
    "latitude": _,
    "longitude": _
  },
  "custom": {}
}
}
],
"next_page": null,
"previous_page": null,
"count": 86
}

```

Also, we can get ContentDocument (Attachment) with the following call:

```
httpClient.get("/services/data/v54.0/subjects/ContentDocument/{id})
```

Response:

```

{
  "attributes": {
    "type": "ContentDocument",
    "url": "/services/data/v54.0/subjects/ContentDocument/069060000XYEuBAAX"
  },
  "Id": "069060000XYEuBAAX",
  "CreatedBy": "0050600000HEIOGAA5",
  "CreatedDate": "2024-01-18T08:33:51.000+0000",
  "LastModifiedBy": "0050600000HEIOGAA5",
  "LastModifiedDate": "2024-01-18T08:33:51.000+0000",
  "IsArchived": false,
  "ArchivedBy": null,
  "ArchivedDate": null,
  "IsDeleted": false,
  "OwnerId": "0050600000HEIOGAA5",
  "SystemModstamp": "2024-01-18T08:36:47.000+0000",
  "Title": "IMG_0011",
  "PublishStatus": "P",
  "LatestPublishedVersionId": "0680600000Y3RpiAAF",
  "ParentId": null,
  "LastViewedDate": "2024-01-18T08:34:39.000+0000",
  "LastReferencedDate": "2024-01-18T08:34:39.000+0000",
  "Description": null,
  "ContentSize": 292869,
  "FileType": "JPEG",
  "FileExtension": ".jpeg",
  "SharingOption": "A",
  "SharingPrivacy": "N",
  "ContentModifiedDate": "2024-01-18T08:33:51.000+0000",
  "ContentAssetId": null
}

```

Or feedItems (Comments)

```
httpClient.get("/services/data/v54.0/subjects/" + entity.entityType + "/" + entity.id + "/" + "casecomments").records
```

```
httpClient.get("/services/data/v54.0/subjects/" + entity.entityType + "/" + entity.id + "/" + "casecomments").re
```

Response:

```

{
  "totalSize": 1,
  "done": true,
  "records": [{
    "attributes": {
      "type": "CaseComment",
      "url": "/services/data/v54.0/subjects/CaseComment/00a06000016zkYCAAY"
    },
    "Id": "00a06000016zkYCAAY",
    "ParentId": "50006000006Ns5tsAAB",
    "IsPublished": false,
    "CommentBody": "case comment three",
    "CreatedBy": "0050600000HEIOGAA5",
    "CreatedDate": "2024-01-04T17:08:10.000+0000",
    "SystemModstamp": "2024-01-04T17:08:10.000+0000",
    "LastModifiedDate": "2024-01-04T17:08:10.000+0000",
    "LastModifiedBy": "0050600000HEIOGAA5",
    "IsDeleted": false
  }]
}

```

Example of using "httpClient" in Salesforce

In Salesforce this can't be done in the same way because there are some differences between

JCloud REST API and SF REST API. Here, using REST API we can get all Tasks connected to a certain case.

Call:

```
httpClient.get("/services/data/v54.0/subjects/"+entity.entityType+"/"+entity.id+"/"+entity.id+"/tasks").records
```

Response:

```
{
  "totalSize": 2,
  "done": true,
  "records": [{
    "attributes": {
      "type": "Task",
      "url": "/services/data/v54.0/subjects/Task/00T06000066Qv3sEAC"
    },
    "Id": "00T06000066Qv3sEAC",
    "WhoId": null,
    "WhatId": "5000600006Ns5tsAAB",
    "Subject": "Other",
    "ActivityDate": null,
    "Status": "In Progress",
    "Priority": "Normal",
    "IsHighPriority": false,
    "OwnerId": "0050600000HEIOGAA5",
    "Description": null,
    "IsDeleted": false,
    "AccountId": null,
    "IsClosed": false,
    "CreateDate": "2024-01-16T16:22:27.000+0000",
    "CreatedBy": "0050600000HEIOGAA5",
    "LastModifiedDate": "2024-01-16T16:22:27.000+0000",
    "LastModifiedBy": "0050600000HEIOGAA5",
    "SystemModstamp": "2024-01-16T16:22:27.000+0000",
    "IsArchived": false,
    "CallDurationInSeconds": null,
    "CallType": null,
    "CallDisposition": null,
    "CallObject": null,
    "ReminderDateTime": null,
    "IsReminderSet": false,
    "RecurrenceActivityId": null,
    "IsRecurrence": false,
    "RecurrenceStartDateOnly": null,
    "RecurrenceEndDateOnly": null,
    "RecurrenceTimeZoneSidKey": null,
    "RecurrenceType": null,
    "RecurrenceInterval": null,
    "RecurrenceDayOfWeekMask": null,
    "RecurrenceDayOfMonth": null,
    "RecurrenceInstance": null,
    "RecurrenceMonthOfYear": null,
    "RecurrenceRegeneratedType": null,
    "TaskSubtype": "Task",
    "CompletedDateTime": null
  },
  {
    "attributes": {
      "type": "Task",
      "url": "/services/data/v54.0/subjects/Task/00T06000066QwEmEAK"
    },
    "Id": "00T06000066QwEmEAK",
    "WhoId": null,
    "WhatId": "5000600006Ns5tsAAB",
    "Subject": "Second One",
    "ActivityDate": null,
    "Status": "In Progress",
  }
}
```

```

"Priority": "Normal",
"IsHighPriority": false,
"OwnerId": "0050600000HEIOGAA5",
"Description": null,
"IsDeleted": false,
"AccountId": null,
"IsClosed": false,
"CreateDate": "2024-01-17T13:46:12.000+0000",
"CreatedBy": "0050600000HEIOGAA5",
"LastModifiedDate": "2024-01-17T13:46:12.000+0000",
"LastModifiedBy": "0050600000HEIOGAA5",
"SystemModstamp": "2024-01-17T13:46:12.000+0000",
"IsArchived": false,
"CallDurationInSeconds": null,
"CallType": null,
"CallDisposition": null,
"CallObject": null,
"ReminderDateTime": null,
"IsReminderSet": false,
"RecurrenceActivityId": null,
"IsRecurrence": false,
"RecurrenceStartDateOnly": null,
"RecurrenceEndDateOnly": null,
"RecurrenceTimeZoneSidKey": null,
"RecurrenceType": null,
"RecurrenceInterval": null,
"RecurrenceDayOfWeekMask": null,
"RecurrenceDayOfMonth": null,
"RecurrenceInstance": null,
"RecurrenceMonthOfYear": null,
"RecurrenceRegeneratedType": null,
"TaskSubtype": "Task",
"CompletedDateTime": null
}
]
}

```

Example of using 'httpClient' in ServiceNow

Call:

```
httpClient.get("/api/now/v1/table/incident?sysparm_query=number=" + entity.key)
```

Response:

```

{
  "result": [{
    "parent": "",
    "made_sla": "true",
    "caused_by": "",
    "watch_list": "",
    "upon_reject": "cancel",
    "sys_updated_on": "2024-01-22 08:39:47",
    "child_incidents": "0",
    "hold_reason": "",
    "origin_table": "",
    "task_effective_number": "INC0010001",
    "approval_history": "",
    "number": "INC0010001",
    "resolved_by": "",
    "sys_updated_by": "admin",
    "opened_by": {
      "link": "https://dev137186.service-now.com/api/now/v1/table/sys_user/6816f79cc0a8016401c5a33be04be441",
      "value": "6816f79cc0a8016401c5a33be04be441"
    },
    "user_input": "",
    "sys_created_on": "2024-01-22 08:39:45",

```

```
"sys_domain": {
  "link": "https://dev137186.service-now.com/api/now/v1/table/sys_user_group/global",
  "value": "global"
},
"state": "1",
"route_reason": "",
"sys_created_by": "admin",
"knowledge": "false",
"order": "",
"calendar_stc": "",
"closed_at": "",
"cmdb_ci": "",
"delivery_plan": "",
"contract": "",
"impact": "3",
"active": "true",
"work_notes_list": "",
"business_service": "",
"business_impact": "",
"priority": "5",
"sys_domain_path": "/",
"rfc": "",
"time_worked": "",
"expected_start": "",
"opened_at": "2024-01-22 08:39:45",
"business_duration": "",
"group_list": "",
"work_end": "",
"caller_id": "",
"reopened_time": "",
"resolved_at": "",
"approval_set": "",
"subcategory": "",
"work_notes": "",
"universal_request": "",
"short_description": "New Task",
"close_code": "",
"correlation_display": "",
"delivery_task": "",
"work_start": "",
"assignment_group": "",
"additional_assignee_list": "",
"business_stc": "",
"cause": "",
"description": "New Comment",
"origin_id": "",
"calendar_duration": "",
"close_notes": "",
"notify": "1",
"service_offering": "",
"sys_class_name": "incident",
"closed_by": "",
"follow_up": "",
"parent_incident": "",
"sys_id": "4fec590f47b73110c238309bd36d43c2",
"contact_type": "",
"reopened_by": "",
"incident_state": "1",
"urgency": "3",
"problem_id": "",
"company": "",
"reassignment_count": "0",
"activity_due": "",
"assigned_to": "",
"severity": "3",
"comments": "",
"approval": "not requested",
"sla_due": "",
"comments_and_work_notes": "",
"due_date": "",
"sys_mod_count": "1",
"sys_created_on": "2024-01-22 08:39:45"
```

```
"reopen_count": "0",  
"sys_tags": "",  
"escalation": "0",  
"upon_approval": "proceed",  
"correlation_id": "",  
"location": "",  
"category": "inquiry"  
  }]  
}
```

Example of using 'httpClient' in AZURE

The following call gets information about work items.

Call:

```
httpClient.get("/" + workItem.project.getName()+"/"+"_apis/wit/workitems/"+workItem.key+"?api-version=5.1", false  
)
```

Response:

```

{
  "id": 55,
  "rev": 3,
  "fields": {},
  "relations": [{
    "rel": "System.LinkTypes.Hierarchy-Forward",
    "url": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/56",
    "attributes": {
      "isLocked": false,
      "name": "Child"
    }
  }],
  {
    "rel": "AttachedFile",
    "url": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/attachments/f8385fba-64b5-44c2-900b-bb62f4cfa410",
    "attributes": {
      "authorizedDate": "2024-01-19T07:09:22.743Z",
      "id": 4007203,
      "resourceCreatedDate": "2024-01-19T07:09:22.743Z",
      "resourceModifiedDate": "2024-01-19T07:09:22.743Z",
      "revisedDate": "9999-01-01T00:00:00Z",
      "resourceSize": 292869,
      "name": "IMG_0011.jpeg"
    }
  }],
  "commentVersionRef": {
    "commentId": 8517374,
    "version": 1,
    "url": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/55/comments/8517374/versions/1"
  },
  "_links": {
    "self": {
      "href": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/55"
    },
    "workItemUpdates": {
      "href": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/55/updates"
    },
    "workItemRevisions": {
      "href": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/55/revisions"
    },
    "workItemComments": {
      "href": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/55/comments"
    },
    "html": {
      "href": ""
    },
    "workItemType": {
      "href": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItemTypes/Task"
    },
    "fields": {
      "href": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/fields"
    }
  },
  "url": "https://dev.azure.com/{organization}/a4d886e0-19c9-4340-91c9-c7342ad4dc1c/_apis/wit/workItems/55"
}

```

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