

# Package ‘zendeskR’

July 21, 2025

**Type** Package  
**Title** Zendesk API Wrapper  
**Version** 0.4  
**Date** 2014-02-20  
**Author** Tanya Cashorali  
**Depends** RCurl, rjson  
**Maintainer** Tanya Cashorali <tanyacash@gmail.com>  
**Description** This package provides an R wrapper for the Zendesk API  
**Github** <http://www.github.com/tcash21/zendeskR>  
**License** GPL-2  
**NeedsCompilation** no  
**Repository** CRAN  
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zendeskR-package

*R Wrapper for Zendesk API*

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**Description**

This package provides an R wrapper to the Zendesk API.

**Details**

Package: zendeskR  
Type: Package  
Version: 0.1  
Date: 2012-07-11  
License: Simplified BSD

**Author(s)**

Tanya Cashorali Maintainer: Tanya Cashorali <tanyacash@gmail.com>

**References**

[http://developer.zendesk.com/documentation/rest\\_api/introduction.html](http://developer.zendesk.com/documentation/rest_api/introduction.html)

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getAllOrganizations*getAllOrganizations*

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**Description**

This function is used to retrieve information on all registered organizations in your Zendesk organization

**Usage**

```
getAllOrganizations()
```

**Details**

This function will return a data.frame containing all fields on every organization. The tags key will be returned within the data.frame as a list.

**Value**

returns a data.frame of all organizations

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/organizations.html](http://developer.zendesk.com/documentation/rest_api/organizations.html)

**Examples**

```
## Not run:  
## This requires Zendesk authentication  
organizations <- getAllOrganizations()  
  
## End(Not run)
```

---

```
getAllSatisfactionRatings  
  getAllSatisfactionRatings
```

---

**Description**

This function is used to return all satisfaction ratings for your organization.

**Usage**

```
## Admin only  
getAllSatisfactionRatings()
```

**Details**

This function can only be used by Admins within your organization. Satisfaction Ratings are ordered chronologically by created date, from oldest to newest.

**Value**

returns a data.frame of all satisfaction ratings ordered chronologically by created date, from oldest to newest.

**Author(s)**

John Hornbeck

**References**

[http://developer.zendesk.com/documentation/rest\\_api/satisfaction\\_ratings.html](http://developer.zendesk.com/documentation/rest_api/satisfaction_ratings.html)

**Examples**

```
## Not run:
  ## This requires Zendesk authentication
  satisfaction_ratings <- getAllSatisfactionRatings()

## End(Not run)
```

---

|                     |                            |
|---------------------|----------------------------|
| getAllTicketMetrics | <i>getAllTicketMetrics</i> |
|---------------------|----------------------------|

---

**Description**

This function is used to retrieve all ticket metrics from all tickets in your Zendesk organization

**Usage**

```
getAllTicketMetrics()
```

**Details**

This function will return a data.frame containing all ticket metrics, such as latest\_comment\_added\_at, first\_resolution\_time\_in\_minutes, etc. on every ticket.

**Value**

returns a data.frame of all ticket metrics for all tickets

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/ticket\\_metrics.html](http://developer.zendesk.com/documentation/rest_api/ticket_metrics.html)

**Examples**

```
## Not run:
  ## This requires Zendesk authentication
  ticket_metrics <- getAllTicketMetrics()

## End(Not run)
```

---

|                            |                                   |
|----------------------------|-----------------------------------|
| <code>getAllTickets</code> | <i><code>getAllTickets</code></i> |
|----------------------------|-----------------------------------|

---

## Description

This function is used to return all tickets stored in your organization.

## Usage

```
## Admin only  
getAllTickets()
```

## Details

This function can only be used by Admins within your organization. Tickets are ordered chronologically by created date, from oldest to newest.

## Value

returns a data.frame of all tickets ordered chronologically by created date, from oldest to newest.

## Author(s)

Tanya Cashorali

## References

[http://developer.zendesk.com/documentation/rest\\_api/tickets.html](http://developer.zendesk.com/documentation/rest_api/tickets.html)

## Examples

```
## Not run:  
  ## This requires Zendesk authentication  
  tickets <- getAllTickets()  
  
## End(Not run)
```

getAllUsers

*getAllUsers*

---

**Description**

This function is used to retrieve information on all registered Zendesk users in your organization

**Usage**

```
getAllUsers()
```

**Details**

This function will return a data.frame containing all fields on every user in your organization. The photo key will be returned within the data.frame as a list.

**Value**

returns a data.frame of all users

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/users.html](http://developer.zendesk.com/documentation/rest_api/users.html)

**Examples**

```
## Not run:
  ## This requires Zendesk authentication
  zendesk('username', 'password', 'https://help.example.com')
  users <- getAllUsers()

## End(Not run)
```

---

|                        |                  |
|------------------------|------------------|
| <code>getTicket</code> | <i>getTicket</i> |
|------------------------|------------------|

---

**Description**

This function is used to return ticket information for a given ticket ID

**Usage**

```
getTicket(ticket.id)
```

**Arguments**

|                        |                                      |
|------------------------|--------------------------------------|
| <code>ticket.id</code> | A Zendesk ticket ID number (e.g.888) |
|------------------------|--------------------------------------|

**Details**

This function will return a data.frame of ticket information for a given ticket.id. The fields key will be returned within the data.frame as a list.

**Value**

returns a data.frame of ticket information for the given ticket.id

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/tickets.html](http://developer.zendesk.com/documentation/rest_api/tickets.html)

**Examples**

```
## Not run:  
## This requires Zendesk authentication  
ticket <- getTicket(ticket.id)  
  
## End(Not run)
```

---

|                 |                        |
|-----------------|------------------------|
| getTicketAudits | <i>getTicketAudits</i> |
|-----------------|------------------------|

---

## Description

This function is used to return all ticket audits for a given ticket ID.

## Usage

```
getTicketAudits(ticket.id)
```

## Arguments

|           |                                |
|-----------|--------------------------------|
| ticket.id | A Zendesk ticket ID (e.g. 888) |
|-----------|--------------------------------|

## Details

Audits are a read-only history of all updates to a ticket and the events that occur as a result of these updates. When a Ticket is updated in Zendesk, we store an Audit. Each Audit represents a single update to the Ticket, and each Audit includes a list of changes, such as changes to ticket fields, addition of a new comment, addition or removal of tags, notifications sent to groups, assignees, requesters and CCs

## Value

returns a data.frame of all ticket audits for a given ticket ID.

## Author(s)

Tanya Cashorali

## References

[http://developer.zendesk.com/documentation/rest\\_api/ticket\\_audits.html](http://developer.zendesk.com/documentation/rest_api/ticket_audits.html)

## Examples

```
## Not run:  
  ## This requires Zendesk authentication  
  audits <- getTicketAudits(ticket.id)  
  
## End(Not run)
```



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|                 |                        |
|-----------------|------------------------|
| unlistDataframe | <i>unlistDataFrame</i> |
|-----------------|------------------------|

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**Description**

Utility function to unlist the columns of each data.frame where necessary.

**Usage**

```
unlistDataFrame(dataframe)
```

**Arguments**

dataframe      A data.frame containing columns of lists to be unlisted.

**Details**

This function will return a data.frame with the list type columns unlisted except where a column is a list of lists.

**Value**

returns a data.frame

**Author(s)**

Tanya Cashorali

**Examples**

```
## Not run:
  ## This requires Zendesk authentication
  unlistDataFrame(dataframe)

## End(Not run)
```

---

|         |                |
|---------|----------------|
| zendesk | <i>zendesk</i> |
|---------|----------------|

---

**Description**

This function is used to create a Zendesk.com API session.

**Usage**

```
zendesk(username, password, url)
```

**Arguments**

|          |                                                                                                      |
|----------|------------------------------------------------------------------------------------------------------|
| username | Your Zendesk username.                                                                               |
| password | Your Zendesk password.                                                                               |
| url      | Your organization's Zendesk URL (e.g. <a href="https://help.basho.com">https://help.basho.com</a> ). |

**Details**

This function will initialize a Zendesk.com API session.

**Value**

Initializes a Zendesk.com API session. Will throw an error if all 3 parameters are not passed to the function.

**Author(s)**

Tanya Cashorali

**References**

[http://developer.zendesk.com/documentation/rest\\_api/introduction.html](http://developer.zendesk.com/documentation/rest_api/introduction.html)

**Examples**

```
## Not run:
  ## This requires Zendesk authentication
  zendesk('username', 'password', 'https://help.basho.com')

## End(Not run)
```

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