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Support tickets through the API: opening, replying, closing and searching the Knowledge Base

Support & Account

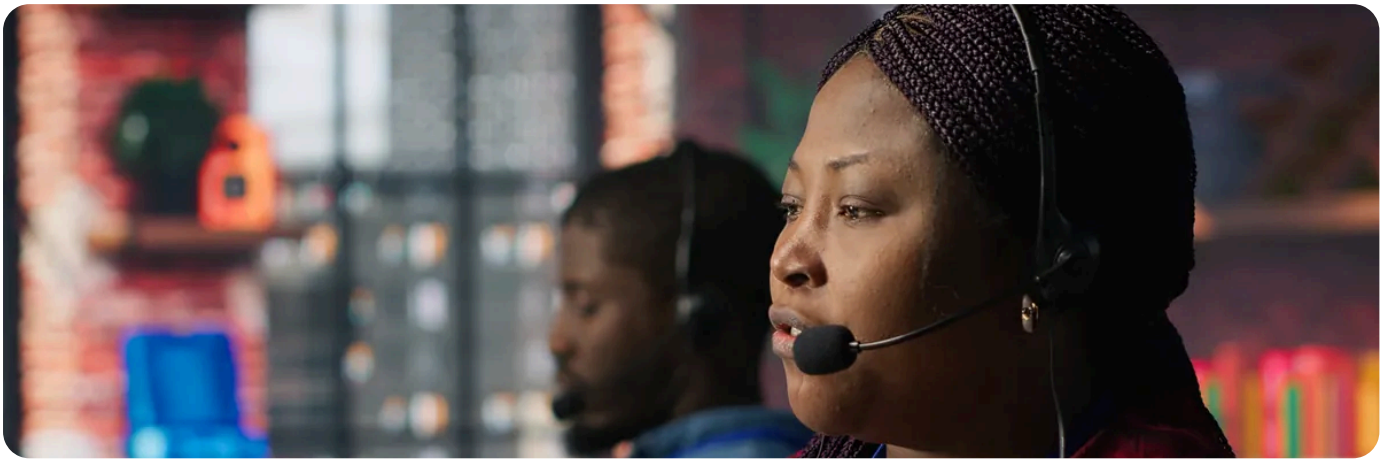
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-8430	v2026.11.13	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/8430

Support tickets through the API: opening, replying, closing and searching the Knowledge Base

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The short answer: the API reads your account's support tickets, **opens new ones, replies and closes them**, and reads Knowledge Base articles and announcements. Tickets are always in your account's name. You read with `support:read` and write with `support:write`.

Reading tickets and departments

Operation	What it does
`GET /v1/tickets`	The account's tickets, most recent reply first, in pages. Filter `?status=open`.
`GET /v1/tickets/{id}`	One ticket, by number, with every message, oldest first. For attachments, only the name comes back.
`GET /v1/support/departments`	The departments that can receive tickets.

Opening a ticket

```
curl https://api.mozout.com/v1/tickets -X POST \
-H "Authorization: Bearer $RLX_API_KEY" \
-H "Content-Type: application/json" \
-H "Idempotency-Key: 2c5e8f1a-4b7d-4e9a-b3c6-d8f0a1b2c3d4" \
-d '{"department_id": 1, "subject": "Help with the plan", "message": "I need help with my plan."}'
```

1. **Pick the department** with `GET /v1/support/departments` and use its `department_id`.

2 **Link the ticket to what it is about**: a service with `service_id` or a domain with `domain_id`. Priority can be `low`, `medium` or `high`.

3 **Always send** `Idempotency-Key`: retrying with the same key does not open another ticket.

You can open up to 10 tickets per hour, per account. A department that needs extra details answers `422` with `department_portal_only`: open that ticket in My MozOut. With a Sandbox key, no ticket is created and the `id` is `null`.

Replying and closing

Operation	What it does
`POST /v1/tickets/{id}/replies`	Adds your reply. Replying to a closed ticket reopens it, and `reopened` is `true`. Up to 30 replies per hour, per account. Send an `Idempotency-Key` so a retry does not reply twice.
`POST /v1/tickets/{id}/close`	Closes the ticket. Some can only be closed by our team: for those it answers `409 closure_not_allowed`.

! **Opening, replying and closing through the API sends the same e-mails as in My MozOut**, including the satisfaction survey on closing. For a program that runs on its own, bear that in mind before opening tickets in bulk. Attachments cannot be sent through the API yet: add them in My MozOut.

Knowledge Base and announcements

Only published articles come back, in the `Accept-Language` language when a translation exists. Searching is limited to 30 per minute, per account.

Operation	What it returns
`GET /v1/kb/categories`	The categories.
`GET /v1/kb/articles`	The articles. Use `q` to search and `category` to pick a category.
`GET /v1/kb/articles/{id}`	One article, with the text in HTML.
`GET /v1/announcements`, `/v1/announcements/{id}`	Published announcements, most recent first, and the text of each.

A practical idea:

Your monitoring system notices the site is down and opens a ticket linked to the service straight away, with the time and what it saw; before that, it shows your team the Knowledge Base articles found by a `q` search. Response times are in the **Support Policy**.

RECOMMENDED

Want to connect your system to our support? See the API page and test with a Sandbox key, which creates no tickets.

See the API page →

SEE ALSO

- **Idempotency-Key in our API: repeating a purchase, payment or ticket without doing it twice**
- **API request limits: per key, per account and per task, the headers and what to do after a 429**
- **API Sandbox or Production: what each key really does, and moving your program to production**
- **API permissions by area: read or write, and which permission each task needs**
- **Our API's error codes: what each one means, and which ones are worth retrying**
- **Our API in one page: what you can automate in your account, area by area**

Mozout

MozOut International

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