

Update Service Request

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Overview

Update a note ticket.

Inputs

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ser="http://api-uat.emersion.com.au/ServiceDeskObjects">
  <soapenv:Header/>
  <soapenv:Body>
    <ser:updateServiceRequest>
      <ser:username>emesupport@telechoice.com.au</ser:username>
      <ser:password>*****</ser:password>
      <ser:ticket_id>197601</ser:ticket_id>
      <ser:details>How is it going?</ser:details>
    </ser:updateServiceRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

Outputs

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns1="http://api-uat.emersion.com.au/ServiceDeskObjects">
  <SOAP-ENV:Body>
    <ns1:updateServiceRequestResponse>
      <ns1:note_id>181517</ns1:note_id>
    </ns1:updateServiceRequestResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Error String

- Invalid username / password
- Missing ticket_id
- Missing details
- Cannot find ticket
- Ticket cannot be updated

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