



API Post Specification

Digidesk Third Party API Post Specification | API Version 1.7.1 | Author: Guy Whettam

Introduction

This document outlines the Post API, developed for Third Party integration with the DigiDesk platform.

- Post to DigiDesk survey data

DigiDesk REST API

The DigiDesk REST API facilitates metadata queries of contact data, survey data and customer data. The DigiDesk REST API is served over HTTPS. To ensure data privacy, unencrypted HTTP is not supported.

Authentication

HTTP requests to the REST API are protected with HTTP Basic Authentication. You will need to use a specific username and password for HTTP Basic Authentication.

Requests

All API requests should be sent to <https://digidesk.citrustelecom.net/api/v1/{resource}/> DigiDesk supports the following RESTful route to create Digidesk Survey Requests:

- **create:** POST requests can create new records in DigiDesk. Include the parameters for the new record in the POST body, json-encoded.

Responses

Responses are sent in JSON format, by default. By including the optional parameter 'format' - set to XML - responses will be sent as XML.

The HTTP status code of the API response will indicate the success, failure, and reason for failure, of the request, according to the HTTP/1.1 standard.

Each response contains a 'status' field, set to either 'success' or 'error'. This field can be used to determine the outcome of a request. If there are problems with the parameters you send, the 'messages' field will contain an array of strings describing each error.

Survey Request

Resource URL

https://digidesk.citrustelecom.net/api/survey_requests/

Verb

POST

API Post Specification continued...

Survey Request continued...



Request Parameters (JSON encoded in POST body)

* customer_contact and campaign_name are required

FIELD NAME	REQUIRED?	DATA TYPE	DATA TYPE
customer_contact	Y	String (max 250 chars)	The customer's mobile phone number, email address
campaign_name	Y	String (max 250 chars)	The name of the campaign, configured in Digidesk
customer_name	N	String (max 250 chars)	The customer's name
account_number	N	String (max 250 chars)	If included, this account number will be added to the customer record
agent_name	N	String (max 250 chars)	The agent's name, configured in Digidesk. The survey result will be assigned to the agent matching this
misc_data	N	Array of strings (max 10, of 250 chars each)	Optional additional data fields in key->value pairs. The keys will be used as field headings in Data Overview, where possible. Please ask us for more info about this feature
format	N	String: 'json' / 'xml'	Specify format of response object

* Additional custom parameters may be configured by request.

Response code on success

201

Response parameters

FIELD NAME	REQUIRED?	DATA TYPE	DATA TYPE
status	String: 'success' / 'error'	Status of request	
data	Integer / null	The id of the created survey request, if successful	
message	null / Array of strings	In the case of error, an array of strings describing each error	

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Survey Request continued...



Example request

```
POST /api/survey_requests/  
Host: digidesk.citrustelecom.net  
Accept: application/json  
Authorization: Basic [base64 encoded credentials]  
Content-type: application/json  
Content-Length: 226  
  
{  
  "customer_contact": "john.smith@email.com",  
  "campaign_name": "My Survey Campaign",  
  "customer_name": "John Smith",  
  "account_number": "ABC123",  
  "agent_name": "A.N. Agent",  
  "misc_data": { "Contact Reason": "Billing enquiry" }  
}
```

Example successful response

```
HTTP/1.1 201 OK  
Content-type: application/json  
Content-Length: 54  
  
{  
  "status": "success",  
  "data": 1234,  
  "message": null  
}
```