Open API

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Overview

The service**minder** open API is designed primarily to support integrations for websites and call centers.

Reporting

There are three ways to use your data within service**minder** in outside reporting, analytic tools.

1. **API**

2. **Warehouse**

3. **Tableau**

Access

All API access is through the use of API keys. API keys are scoped to a specific organization by default. Brand scoped API keys enable access to various brand level features. Lead Distribution may also be enabled for specific API keys to enable sending new contacts to specific organizations based on either their zip/postal code or Location ID (if passed in).

API keys may be created by going to **Control Panel > API Keys**.

Formatting Requests

All requests must be HTTP POST operations. The Content-Type header must be "application/json" and the responses will always be in JSON format as well.

Endpoints and Payload Formats

The public documentation lists all of the endpoints and associated payload and response data types.

Some examples of common payloads can be found here.

Main Features

The majority of the endpoints support adding/updating or searching for contacts, scheduling appointments and creating proposals. Most endpoints are designed to work with organization-level API keys and so can be used to add/update contacts, schedule appointments and create proposals in specific organizations.

Some endpoints support brand-level data (such as the Data Subscriber endpoints). Those require the use of either special API keys or brand-scoped API keys.

The **addupdate** endpoint can perform lead distribution if used with a brand-scoped API key and the specific DistributeLead property is set to true.

Data Subscriber Endpoints

Brands can set-up automated data downloading using the Data Subscriber endpoints. These endpoints require specific Data Subscriber API keys. Talk to your account manager to get one of these API keys configured for your brand.

Users can automate data downloading via subscriptions for the downloads available under Dashboard > Downloads. Read more here.

One may also subscribe to a feed which can be polled to receive specific events. The supported events are Appointment Completed, Invoice Generated and Entity Deleted. Read more here.

Building Your Own Warehouse

Using the Data Subscriber endpoints, the bulk of a brand's transaction data may be downloaded from service**minder** and loaded into the brand's data reporting system. Read more here.