API Key Configuration

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Overview

An application programming interface (API) key is **a code used to identify and authenticate an application or user**. API keys are used extensively by many brands and organizations in service**minder**. They act as a unique identifier and provide a secret token for authentication purposes.

This article will review:

- Settings and Navigation
- Configuration Options
- FAQs

Settings and Navigation

In **Control Panel > API Keys**, keys my be created to be used with our open API.

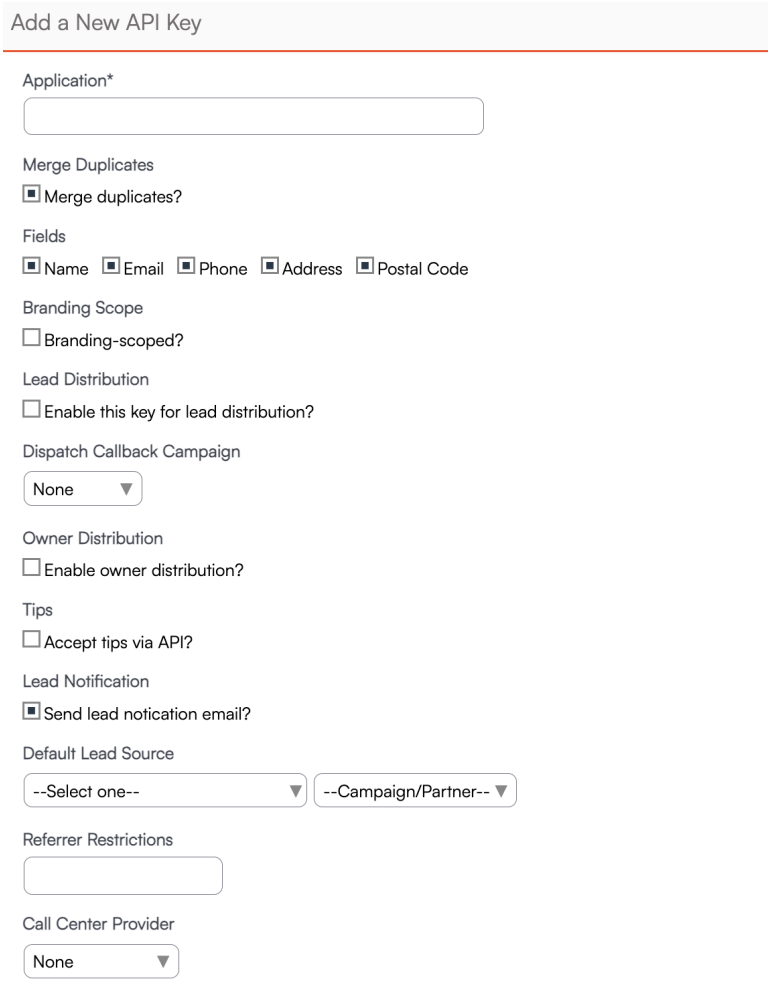
API Keys
Manage API Keys for integrations.

Configuration Options

These keys have various settings which may be configured: How the key will function, and what channel and campaign to set for it.

Setting	Description
Application	Name your key something descriptive, especially if you'll have more than one in your account. This makes it easier to differentiate between the keys, and this will show on the Contact Details page as well as the Contact Grid.
Merge Duplicates	This will merge any duplicate contacts that come in through lead capture.
Fields	This determines which fields would need to match for the duplicates (i.e. just names that match, or name/email/phone).
Branding Scope	Branding scope will have this key available throughout the brand. When this is enabled, you won't see the entire key or be able to edit it outside of the primary account where it was created.
Lead Distribution	We'll use the zip/postal code to distribute the new lead to the correct organization.
Dispatch Callback Campaign	Puts the contact into a callback campaign in dispatch.

Setting	Description
Lead Notification	This sends out lead notification emails. When testing, it's best to turn this off temporarily.
Default Lead Source	Here a Channel and Campaign may be set to automatically be captured when leads come in through this key. Set up these options in Campaigns. Note: this can be overridden by a different Channel/Campaign being assigned on the other end where the lead is submitted/created. If those fields are empty coming from a form or other application, then the default set here will be applied.
Call Center Provider	If using something like AnswerConnect or Perceptionist to answer calls, add that company here in the "Edit API Key" settings.



FAQs

Are API Keys free of charge?

Yes, they are free.

What about security? Do I need to keep these API keys private?

Great question! API keys are typically accessible to users with proper permissions, making it easy for someone to steal an API key. Once the key is stolen, it has no expiration, so it may be used indefinitely. Guard these keys, and

generate new ones if you feel there's been a "breach" (i.e. a disgruntled employee decides to take evil action.)