Organization-Level Download API

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Overview

The Download API allows individual franchise locations to automate data extraction without requiring setup at the brand level. This means an organization (franchisee) can configure its own API access independently, which is especially useful if they use third-party tools for custom reporting or analytics.

While users can manually export Excel reports and perform their own ETL processes, the Download API provides a faster, automated alternative. To enable it, you'll need to generate an API Key at the organization level. Make sure the **Scope** is set to **Org**.

Once your API Key is configured, no further setup is needed in service**minder**. For guidance on creating and managing API keys, please refer to API Key Configuration.

This article will review:

- Download API for Orgs
- Start Download
- Download Status
- Get Download

If your brand is interested in custom reporting, please contact our Support team or your Account Manager at service**minder** to learn more about **SM Insights**. This is our solution to custom data reporting and allows franchisees and franchisors to see these reports directly in service**minder**.

Download API for Orgs

The overall flow is:

1. Start Download
2. Receive DownloadId in Response
3. Check Status of download w/ the ID
4. When complete, Get Download

For org-level downloads, the User Id is a required field in the payload. This can be found in SM, when you view or edit your user it's the numbers at the end of the URL. As long as that user has access to/permission for Reports, the download will run.

Things to note:

- There is a 25k limit to records on each download; if you believe you'll be surpassing this, you can use pagination by using the RowId parameter

- In your first request, set the RowId to 0
- In your follow-up request, set the RowId to be the highest Id from the last download +1. This Id field is not the actual row #, but the Id of the record in that final row

- These downloads will also be downloadable in SM in your download queue from the Reports/Downloads section

Organizations are limited to a maximum of **100 queued downloads at any given time** when using the API. If your organization reaches this limit, you'll receive an error message and will need to wait for existing downloads to begin processing before queuing additional ones.

Start Download

POST https://serviceminder.com/api/download/startdownload

Payload example:

```
{
"ApiKey": "your-api-key",
"Kind": "contacts",
"CreatedFrom": "01/01/2023",
"UserId": your-user-id,
"Contacts":
{
"WithEmails": true,
"WithoutEmails": true,
"IncludeCustomFields": true
}
```

Below is a list of common parameters. Please refer to our **API Documentation Page** for a complete and updated list.

Additional "Kind"s can be requested, highlighted in yellow, and additional parameters can be set. The Kind should just be changed out, as well as the object.

Parameter	Type
CreatedFrom	datetime
CreatedThrough	datetime
UpdatedFrom	datetime
UpdatedThrough	datetime
DateFrom	datetime
DateThrough	datetime
CompletedBefore	datetime
CompletedAfter	datetime
OrganizationId	int32

Parameter	Type
RowId	int32
Kind	string
UserId	int32
ApiKey	string
Appointments	downloadappointmentsettings
Contacts	downloadcontactsettings
Deposits	downloaddepositsettings
Invoices	downloadinvoicesettings
InvoiceLines	downloadinvoicelinesettings
Proposals	downloadproposalsettings
Services	downloadservicesettings
CampaignBudgets	downloadcampaignbudgetsettings
RevenueForecasts	downloadrevenueforecastsettings
ChannelsCampaigns	downloadchannelscampaignssettings

Download Status

POST https://serviceminder.com/api/download/downloadstatus

```
{
"ApiKey": "your-key-here",
"DownloadId": "download-id"
}
```

Get Download

```
POST https://serviceminder.com/api/download/getdo
wnload
{
"ApiKey": "your-key-here",
"DownloadId": "download-id"
}
```