

## Ekomi API-v3 Documentation

version of this document : 1.7.3

### Table of contents :

About this document .....	3
General v3 description .....	4
AFNOR.....	6
getFeedback .....	7
getResearch .....	10
getProductfeedback .....	14
getProductresearch .....	17
getSettings.....	20
getSnapshot.....	22
getRated .....	24
getDialog.....	26
getMarketresearch .....	28

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getProduct .....	30
putOrder .....	32
putProduct .....	35
getVisitorfeedback.....	39
putComment.....	41
putDialog .....	43
getAverage.....	45
putClient .....	47
assignClientOrder .....	50
SOAP .....	52

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## About this document

This document describes the behaviour, the expected input, the requirements and limitations of our new v3 API.

Each new call is listed with

- a description for each new call
- an example URL that shows how to use it
- a list of parameters which can be used on this call
- an overview of the possible responses

Please pay special attention to the list of parameters. Parameters are marked as required or optional. A parameter that is marked as required must absolutely be included in the call, otherwise the call will not deliver any result.

Each example URL includes the login for our publicly available test account 665. Customers may use this test account, so the URLs in this document can be tried out directly. Please be aware that there are several people at the same time accessing this account, so entries may change and be viewed by others.

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## General v3 description

The goal of the v3 API was to provide the full functionality of our existing API while at the same time offering several new features. Our old API will remain active for now so the customer does not have to change anything on his part. However, all calls can from now on also be made through the v3, thus allowing us a fallback in case anything breaks the v2 calls. The behavior of the new v3 is mostly the same for all existing functions, meaning existing clients do not need to change the parameter list in their calls when switching to the v3.

New functions which have been added in the v3 :

- JSON compatibility for all calls which previously gave out or required a serialized string.  
Clients can now choose between using serialize or JSON. Since serialize only works in PHP while JSON is available for a number of programming languages (such as JAVA) this means that our customers are no longer required to use PHP only on their end.
- UTF-8 support  
All customer-accessible calls now accept non-standard symbols such as Russian, Chinese, Japanese. This includes both input and output. This means that we can access Chinese, Russian etc. language content via the API calls.
- SOAP support  
All customer-accessible calls can now be reached via SOAP.
- Review title  
getProductfeedback and getFeedback now deliver the review title if the customer wishes so. Additionally, both now allow the customer to specify exactly what fields he wants to see, and even to sort them.
- getVisitorfeedback  
A new call has been created to allow clients who choose to collect feedback and error reports about their website through eKomi to download all feedback via our API. This call is available for serialized, JSON and SOAP.
- putComment

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A new call has been created to allow clients to upload comments to a review via API. This call is available through SOAP as well.

- putDialog

Just like putComment, clients can now upload dialog answers to our API directly. This allows our clients to connect the eKomi dialogs to their internal support CMS.

- getMarketresearch

A new call has been created to allow clients to download marketresearch answers via API. This call is available through SOAP as well.

- getProduct

A new call has been created to allow clients to check on product information which has been uploaded through putProduct. Additionally, this call enables our clients to specifically monitor the rating of one single product.

- email\_address in getFeedback

A new field has been added to getFeedback which returns true if the customer has left an eMail address. With this, our clients can contact a customer following up on a review through the eKomi dialog option. A new parameter has been added as well to switch between displaying that email field or not. Default is false (no value returned) so the APIs behavior is in line with previous versions and customers don't have to change.

- Performance improvement

By restructuring the files, the overall code overhead has been reduced significantly, resulting in shorter loading times for the customer.

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## AFNOR

The eKomi API is generally compatible with the AFNOR (Association française de normalisation) standard for eCommerce transactions. Compliance with AFNOR is only relevant for clients who ship to France or are based in France.

There are four calls directly affected by AFNOR : **putProduct**, **putOrder**, **putClient** and **assignClientOrder**. In order to comply with AFNOR, the following workflow should be followed:

1. **putProduct** -> to register a product in the database (only if you have product reviews)
2. **putOrder** -> to provide the order date as required by AFNOR and create a review link
3. **putClient** -> to provide the email address (optional: firstname, lastname) as required by AFNOR and register the client in the database
4. **assignClientOrder** -> to link an order to a client

In order to comply with AFNOR, certain parameters are required in addition to the regular ones. The following parameters are described below:

- **putProduct:** no additional parameters for AFNOR
- **putOrder:** ordertimestamp
- **putClient:** email (optional: firstname, lastname)
- **assignClientOrder:** clientID

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## getFeedback

### Description :

getFeedback delivers the reviews for a shop, including the rating, the text the clients sent and comments from the shop owners.

### Example :

`http://api.ekomi.de/v3/getFeedback?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&type=csv&charset=utf-8`

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	optional
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8". For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	utf-8	optional
<b>filter</b>	Here you can filter for [all], [positive] and [critical] reviews.  [all] is the default.  [critical] will return reviews with less than 4 stars  [positive] will return reviews with more than 3 stars	all	optional

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<b>caching</b>	<p>You may use caching to obtain faster results.</p> <p>Possible values are: [none], [short], [middle] [long] and ([verylong]).</p> <p>Cachetime in seconds:</p> <p>none:0, short:120, middle:300, long:600, verylong:3600</p>	short	optional
<b>range</b>	<p>You may set a time range from which to request feedback:</p> <p>Possible values: [all], [1m], [3m], [6m], [1y], "m" indicates month(s)</p> <p>"y" indicates year</p> <p>[all] is the default</p>	6m	optional
<b>fields</b>	<p>allows you to specify which columns should be returned. Content of fields must be a comma-separated string (no spaces). You can also use this to sort the fields in a specific order.</p> <p>Any combination of the following fields is valid :</p> <p>[date] [order_id] [rating] [feedback] [comment] [shop_review_title] [has_email]</p> <p><i>additional fields for AFNOR compliance :</i></p> <p>[order_day] [firstname] [lastname] [screenname] [client_id]</p> <p><i>default :</i></p> <p>[date] [order_id] [rating] [feedback] [comment]</p> <p><b>Please note that results are sorted by date, so leaving out [date] will affect the order of results as well as the range parameter.</b></p>	date,feedback,rating	optional

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Response :

<b>getFeedback Response</b>		<b>Request Success</b>														
<b>Response value</b>	<b>Description</b>															
ERROR:	<p>If the request is incorrect, the response will be <b>Error</b>: [error texts below]</p> <ul style="list-style-type: none"> <li>- Interface ID or password not transmitted</li> <li>- Interface ID or password is not valid.</li> <li>- Filter is not valid. Possible options: ([all]), [positive] and [critical]</li> <li>- Type is not valid. Possible options: ([csv], [json]).</li> <li>- Charset is not valid. Possible options: [iso] and ([utf-8]).</li> <li>- Caching is not valid. Possible options: [none], [short], [middle], [long] and ([verylong]).</li> <li>- state is not valid. Possible options: [published].</li> </ul>	No														
Feedback CSV*	<p>Feedback CSV contains following columns:</p> <table border="1"> <thead> <tr> <th><b>Name**</b></th> <th><b>Description</b></th> </tr> </thead> <tbody> <tr> <td>submitted</td> <td>UNIX timestamp of when the feedback was submitted</td> </tr> <tr> <td>order_id</td> <td>Order/ transaction ID of order</td> </tr> <tr> <td>rating</td> <td>1 to 5 stars</td> </tr> <tr> <td>review</td> <td>Feedback text</td> </tr> <tr> <td>comment</td> <td>Feedback Comments (empty if there are no comments)</td> </tr> <tr> <td>email</td> <td>Only if has_email has been set to true. 'yes' if email address (and thus dialog) is available, 'no' if not.</td> </tr> </tbody> </table> <p>*csv delimiter is comma and quotes are used as enclosures</p> <p>** index names are only displayed in json</p>	<b>Name**</b>	<b>Description</b>	submitted	UNIX timestamp of when the feedback was submitted	order_id	Order/ transaction ID of order	rating	1 to 5 stars	review	Feedback text	comment	Feedback Comments (empty if there are no comments)	email	Only if has_email has been set to true. 'yes' if email address (and thus dialog) is available, 'no' if not.	Yes
<b>Name**</b>	<b>Description</b>															
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comment	Feedback Comments (empty if there are no comments)															
email	Only if has_email has been set to true. 'yes' if email address (and thus dialog) is available, 'no' if not.															



## getResearch

### Description :

Shows shop market research questions, answers and results, depending on the parameter setting.

### Example :

[http://api.ekomi.de/v3/getResearch?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&type=json&charset=iso&content=results](http://api.ekomi.de/v3/getResearch?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&type=json&charset=iso&content=results)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	<b>required</b>
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	utf-8	optional
<b>content</b>	Allows you to specify the type of content.  Possible values :  [results] (default) : returns the answers clients have given to market research questions  [questions] : returns the questions specified for use with this shop in the survey	results	optional

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	[answers] : shows all predefined answers for use in the survey [campaigns] : shows all campaigns [campaign_questions] : shows which questions are assigned to which campaign.		
<b>range</b>	Only affects content=results. You may set a time range from which to request feedback: Possible values: [all], [1m], [3m], [6m], [1y] “m” indicates month(s) “y” indicates year [all] is the default	6m	optional
<b>campaign_id</b>	Filter: shows only the results for a specific campaign	123	optional

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Response :

<b>getResearch Response</b>		<b>Request Success</b>												
<b>Response value</b>	<b>Description</b>													
ERROR:	<p>If the request is incorrect, the response will be <b>Error</b>: [error texts below]</p> <ul style="list-style-type: none"> <li>- Interface ID or password not transmitted</li> <li>- Interface ID or password is not valid.</li> <li>- Type is not valid. Possible options: [csv], [json].</li> <li>- Content is not valid. Possible options: ([results]), [questions], [answers], [campaigns] and [campaign_questions].</li> <li>- Charset is not valid. Possible options: [iso] and ([utf-8]).</li> </ul>	No												
The response is a csv (csv delimiter is comma and quotes are used as enclosures) and related to the content type:		Yes												
<b>type</b>	<b>Reponse</b>													
results	<p>CSV contains the following columns:</p> <table border="1"> <thead> <tr> <th>Name*</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>submitted</td> <td>UNIX timestamp at the moment the question was answered</td> </tr> <tr> <td>order_id</td> <td>order/ transaction ID (to identify user)</td> </tr> <tr> <td>research_id</td> <td>ID of question (found in content type: questions)</td> </tr> <tr> <td>value</td> <td> <p>ID of answer (found in content type: answers)</p> <p>The value can be 0, which means that the question has no defined answers (i.e. it is a free text answer).</p> <p>This customer input is found in the next column.</p> </td> </tr> <tr> <td>reason</td> <td>The value can be empty if the question has predefined answers, otherwise you find the customer response (text) here</td> </tr> </tbody> </table>	Name*	Description	submitted	UNIX timestamp at the moment the question was answered	order_id	order/ transaction ID (to identify user)	research_id	ID of question (found in content type: questions)	value	<p>ID of answer (found in content type: answers)</p> <p>The value can be 0, which means that the question has no defined answers (i.e. it is a free text answer).</p> <p>This customer input is found in the next column.</p>	reason	The value can be empty if the question has predefined answers, otherwise you find the customer response (text) here	
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reason	The value can be empty if the question has predefined answers, otherwise you find the customer response (text) here													
questions	<p>CSV contains following columns:</p> <table border="1"> <thead> <tr> <th>Name*</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>research_id</td> <td>The ID of the question</td> </tr> <tr> <td>type</td> <td> <p>The type of response option which is set for this particular question</p> <p>Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea]</p> </td> </tr> </tbody> </table>	Name*	Description	research_id	The ID of the question	type	<p>The type of response option which is set for this particular question</p> <p>Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea]</p>							
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	question	The text content of the question								
answers	CSV contains following columns:									
	<table border="1"><thead><tr><th>Name*</th><th>Description</th></tr></thead><tbody><tr><td>research_id</td><td>ID of the question the answer is related to</td></tr><tr><td>id</td><td>The ID of the predefined answer</td></tr><tr><td>text</td><td>The printed text content of the answer</td></tr></tbody></table>	Name*	Description	research_id	ID of the question the answer is related to	id	The ID of the predefined answer	text	The printed text content of the answer	
Name*	Description									
research_id	ID of the question the answer is related to									
id	The ID of the predefined answer									
text	The printed text content of the answer									
campaigns	CSV contains following columns:									
	<table border="1"><thead><tr><th>Name*</th><th>Description</th></tr></thead><tbody><tr><td>id</td><td>The ID of the campaign</td></tr><tr><td>title</td><td>The name of the campaign</td></tr></tbody></table>	Name*	Description	id	The ID of the campaign	title	The name of the campaign			
Name*	Description									
id	The ID of the campaign									
title	The name of the campaign									
campaign_questions	CSV contains following columns:									
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Name*	Description									
campaign_id	The ID of the campaign									
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	* index names are only displayed in json									

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## getProductfeedback

### Description :

getProductfeedback delivers the reviews for a shop, including the rating, the text the clients sent and comments from the shop owners.

### Example :

<http://api.ekomi.de/v3/getProductfeedback?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&type=csv&charset=iso>

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>type</b>	Output type. Either "csv" (default), "serialized" or "json"	csv	<b>required</b>
<b>product</b>	By using the product parameter you can get feedback for one specific product.  Value of this field must be <b>alphanumeric and max. 32 chars</b> and must be equal to a product_id you have stored in our API previously with putProduct.	acc14583	optional
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	utf-8	optional

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<b>caching</b>	<p>You may use caching to obtain faster results.</p> <p>Possible values are: [none], [short], [middle] [long] and ([verylong]).</p> <p>Cachetime in seconds: none:0, short:120, middle:300, long:600, verylong:3600</p>	short	optional
<b>range</b>	<p>You may set a time range from which to request feedback:</p> <p>Possible values: [all], [1w], [1m], [3m], [6m], [1y]</p> <p>“w” indicates weeks “m” indicates month(s) “y” indicates year</p> <p>[all] is the default</p>	6m	optional
<b>fields</b>	<p>allows you to specify which columns should be returned. Content of fields must be a comma-separated string (no spaces). You can also use this to sort the fields in a specific order.</p> <p>Any combination of the following fields is valid :</p> <p>[date] [order_id] [product_id] [rating] [feedback] [product_review_title]</p> <p><i>additional fields for AFNOR compliance :</i> [order_day] [firstname] [lastname] [screenname] [client_id]</p> <p><i>default :</i> [date] [order_id] [product_id] [rating] [feedback]</p> <p><b>Please note that results are sorted by date, so leaving out [date] will affect the order of</b></p>	date,feedback,rating	optional

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Sitz: Berlin  
USID: DE2596969145



	<b>results as well as the range parameter.</b>		
--	--	--	--

Response :

<b>getProductfeedback Response</b>		<b>Request Success</b>												
<b>Response value</b>	<b>Description</b>													
ERROR:	If the request is not valid the response will be Error: [error texts below] <ul style="list-style-type: none"> <li>- Interface ID or password not transmitted</li> <li>- Interface ID or password is not valid.</li> <li>- Type is not valid. Possible options: [csv], [json], [serialized].</li> <li>- Charset is not valid. Possible options: [iso] and ([utf-8]).</li> <li>- Caching is not valid. Possible options: [none], [short], [middle], [long] and ([verylong]).</li> </ul>	No												
CSV of product feedback*	Feedback CSV contains following columns: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th><b>Name**</b></th> <th><b>Description</b></th> </tr> </thead> <tbody> <tr> <td>submitted</td> <td>UNIX timestamp of feedback</td> </tr> <tr> <td>order_id</td> <td>Order/ transaction id of order</td> </tr> <tr> <td>product_id</td> <td>Id of rated product</td> </tr> <tr> <td>rating</td> <td>1 to 5 stars</td> </tr> <tr> <td>review</td> <td>Feedback text</td> </tr> </tbody> </table> <p>*csv delimiter is comma and we use quotes as encloses</p> <p>** index names are only displayed in json</p>	<b>Name**</b>	<b>Description</b>	submitted	UNIX timestamp of feedback	order_id	Order/ transaction id of order	product_id	Id of rated product	rating	1 to 5 stars	review	Feedback text	Yes
<b>Name**</b>	<b>Description</b>													
submitted	UNIX timestamp of feedback													
order_id	Order/ transaction id of order													
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review	Feedback text													

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## getProductresearch

### Description :

Provides all questions, preset answers and results for product research

### Example :

[http://api.ekomi.de/v3/getProductresearch?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&type=csv&charset=iso](http://api.ekomi.de/v3/getProductresearch?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&type=csv&charset=iso)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	<b>required</b>
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	utf-8	optional
<b>content</b>	Allows you to specify the type of content.  Possible values :  [results] (default) : returns the answers clients have given to product research questions  [questions] : returns the questions specified for use with this product in the survey  [answers] : shows all predefined answers	results	optional

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	for use in the survey		
<b>range</b>	You may set a time range from which to request feedback:  Possible values: [all], [1w], [1m], [3m], [6m], [1y]  “w” indicates weeks “m” indicates month(s) “y” indicates year  [all] is the default	6m	optional

Response :

<b>getProductresearch Response</b>		<b>Request Success</b>
Response value	Description	
ERROR:	If the request is not valid the response will be Error: [error texts below]  - Interface ID or password not transmitted  - Interface ID or password is not valid.  - Type is not valid. Possible options: [csv], [json].  - Content is not valid. Possible options: ([results]), [questions], [answers].  - Charset is not valid. Possible options: [iso] and ([utf-8]).	No

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The response is a csv (csv delimiter is comma and we use quotes as encloses) and related to the content type:

Yes

<b>Type</b>	<b>response</b>														
result	<p>csv contains following columns:</p> <table border="1"> <thead> <tr> <th>Name*</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>submitted</td> <td>UNIX timestamp at the moment the question was answered</td> </tr> <tr> <td>order_id</td> <td>order/ transaction id (to identificate user)</td> </tr> <tr> <td>product_id</td> <td>Id of the product where the question was assigned</td> </tr> <tr> <td>research_id</td> <td>ID of question (found in content type: questions)</td> </tr> <tr> <td>value</td> <td>ID of answer (found in content type: answers)  The value can be 0, which means that the question has no defined answers (it's a free text answer). This customer input can be found in the next column.</td> </tr> <tr> <td>reason</td> <td>The value can be empty if the question has predefined answers, otherwise you find the customer answer (text) here</td> </tr> </tbody> </table>	Name*	Description	submitted	UNIX timestamp at the moment the question was answered	order_id	order/ transaction id (to identificate user)	product_id	Id of the product where the question was assigned	research_id	ID of question (found in content type: questions)	value	ID of answer (found in content type: answers)  The value can be 0, which means that the question has no defined answers (it's a free text answer). This customer input can be found in the next column.	reason	The value can be empty if the question has predefined answers, otherwise you find the customer answer (text) here
Name*	Description														
submitted	UNIX timestamp at the moment the question was answered														
order_id	order/ transaction id (to identificate user)														
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research_id	ID of question (found in content type: questions)														
value	ID of answer (found in content type: answers)  The value can be 0, which means that the question has no defined answers (it's a free text answer). This customer input can be found in the next column.														
reason	The value can be empty if the question has predefined answers, otherwise you find the customer answer (text) here														
questions	<p>csv contains following columns:</p> <table border="1"> <thead> <tr> <th>Name*</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>research_id</td> <td>Id of the product where the question was assigned</td> </tr> <tr> <td>type</td> <td>The type of the question  Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea]</td> </tr> <tr> <td>question</td> <td>The text of the question</td> </tr> </tbody> </table>	Name*	Description	research_id	Id of the product where the question was assigned	type	The type of the question  Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea]	question	The text of the question						
Name*	Description														
research_id	Id of the product where the question was assigned														
type	The type of the question  Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea]														
question	The text of the question														
answers	<p>csv contains following columns:</p> <table border="1"> <thead> <tr> <th>Name*</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>research_id</td> <td>Id of the question the answer is related to</td> </tr> <tr> <td>id</td> <td>The id of the predefined answer</td> </tr> <tr> <td>text</td> <td>The printed text of the answer</td> </tr> </tbody> </table> <p>* index names are only displayed in json</p>	Name*	Description	research_id	Id of the question the answer is related to	id	The id of the predefined answer	text	The printed text of the answer						
Name*	Description														
research_id	Id of the question the answer is related to														
id	The id of the predefined answer														
text	The printed text of the answer														



## getSettings

### Description :

delivers the mail settings for one shop, including the mail text in html and plain and a link to the certificate page.

### Example :

`http://api.ekomi.de/v3/getSettings?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&type=request&charset=iso`

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>type</b>	Output type. Either "request" (default) or "json". Output of "request" will be a serialized string.	request	optional
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8". For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>content</b>	Defines which email template will be returned. Possible values are  "request" for review mail  "reminder" for reminder mails	request	optional

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	<p>"thankyou" for thankyou mails</p> <p>Default is "request".</p> <p><b>(for internal use only : "smartfocus"). Do not give this out to customers.</b></p>		
--	--	--	--

Response :

getSettings Response		Request Success
Response value	Description	
NonAuth	Missing authorization parameter	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
NonVersion	Missing version parameter	No
Access denied	Invalid authorization value	No
The Response is a <b>serialized</b> or <b>JSON</b> ed associative array with following keys:		Yes
<a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a>		
Keys	Description	
mail_subject	Value contains the mail subject of review emails*	
mail_html	Value contains the html portion of the review email*. This can be edited in Customer Area.	
mail_plain	Value contains the plain text portion of the review email*. This can be edited in Customer Area	
mail_delay	Value contains number of days' delay after which ekomi sends out a review email.*	
mail_from_name	Value contains the from name part of the review email*	
mail_from_email	Value contains the from email address of the review email*	
ekomi_certificate	Value contains the public URL of Certificate page	
ekomi_certificate_seo	Value contains the public URL of Certificate page	
done	If the serialized array is done, this will be always 1	
done_at	Value contains a UNIX timestamp from the moment when the request succeeds	
*Only used if review emails are sent out by eKomi		

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## getSnapshot

Description :

delivers data which can be used for creating a custom widget

Example :

[http://api.ekomi.de/v3/getSnapshot?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&type=csv](http://api.ekomi.de/v3/getSnapshot?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&type=csv)

Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	optional
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8" . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional

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Response :

getSnapshot Response		Request Success																
Response value	Description																	
NonAuth	Missing authorization parameter	No																
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No																
NonVersion	Missing version parameter	No																
Access denied	Invalid authorization value	No																
The Response will be php <b>serialized</b> or <b>JSON</b> ed. It represents an associative array with the following keys: <a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a>		Yes																
<b>Key</b>	<b>Description</b>																	
info	Contains a sub array with following values																	
	<table border="1"> <thead> <tr> <th>Key</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>account_name</td> <td>company name (as identified at eKomi)</td> </tr> <tr> <td>ekomi_certificate</td> <td>Certificate URL short Example: <a href="https://www.ekomi.de/cert/4090571468444361">https://www.ekomi.de/cert/4090571468444361</a></td> </tr> <tr> <td>ekomi_certificate_id</td> <td>Number of eKomi Certificate. (also the dynamic part of the eKomi javascript widget code) Example: 4090571468444361</td> </tr> <tr> <td>ekomi_certificate_seo</td> <td>SEO-optimized Certificate URL  Example: <a href="https://www.ekomi.de/bewertungen-ekomi-test.html">https://www.ekomi.de/bewertungen-ekomi-test.html</a></td> </tr> <tr> <td>fb_count</td> <td>Feedback count (number of reviews)</td> </tr> <tr> <td>fb_avg</td> <td>Feedback Average (Average of ratings) accurate to one decimal place</td> </tr> <tr> <td>fb_avg_detail</td> <td>Feedback Average (Average of ratings) accurate to four decimal places</td> </tr> </tbody> </table>	Key	Description	account_name	company name (as identified at eKomi)	ekomi_certificate	Certificate URL short Example: <a href="https://www.ekomi.de/cert/4090571468444361">https://www.ekomi.de/cert/4090571468444361</a>	ekomi_certificate_id	Number of eKomi Certificate. (also the dynamic part of the eKomi javascript widget code) Example: 4090571468444361	ekomi_certificate_seo	SEO-optimized Certificate URL  Example: <a href="https://www.ekomi.de/bewertungen-ekomi-test.html">https://www.ekomi.de/bewertungen-ekomi-test.html</a>	fb_count	Feedback count (number of reviews)	fb_avg	Feedback Average (Average of ratings) accurate to one decimal place	fb_avg_detail	Feedback Average (Average of ratings) accurate to four decimal places	
Key	Description																	
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ekomi_certificate_id	Number of eKomi Certificate. (also the dynamic part of the eKomi javascript widget code) Example: 4090571468444361																	
ekomi_certificate_seo	SEO-optimized Certificate URL  Example: <a href="https://www.ekomi.de/bewertungen-ekomi-test.html">https://www.ekomi.de/bewertungen-ekomi-test.html</a>																	
fb_count	Feedback count (number of reviews)																	
fb_avg	Feedback Average (Average of ratings) accurate to one decimal place																	
fb_avg_detail	Feedback Average (Average of ratings) accurate to four decimal places																	
feedbacks	Contains an array which in turn contains 10 review arrays formatted as follows:																	
	<table border="1"> <thead> <tr> <th>Key</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>transaction_id</td> <td>Order id for that review</td> </tr> <tr> <td>rating</td> <td>Number of given stars</td> </tr> <tr> <td>message</td> <td>Rating text</td> </tr> <tr> <td>comment</td> <td>Comments</td> </tr> <tr> <td>delivered</td> <td>Date of rating  Example: 2014-01-21 10:55:44</td> </tr> </tbody> </table>	Key	Description	transaction_id	Order id for that review	rating	Number of given stars	message	Rating text	comment	Comments	delivered	Date of rating  Example: 2014-01-21 10:55:44					
Key	Description																	
transaction_id	Order id for that review																	
rating	Number of given stars																	
message	Rating text																	
comment	Comments																	
delivered	Date of rating  Example: 2014-01-21 10:55:44																	
done	Will be 1 if request succeeds																	
done_at	Value contains a UNIX timestamp from the moment when the request succeeds																	



## getRated

### Description :

delivers orderIDs from all reviews in the last x days

### Example :

`http://api.ekomi.de/v3/getRated?auth=665|FMJuyuC8uEbo3WxRa5aG  
&days=90&version=cust-1.0.0&type=csv&charset=iso`

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	optional
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8" . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>days</b>	Number of days back from today which you want to retrieve orderIDs from <b>Min: 0, Max 90, Default: 8</b>	25	optional

---

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Response :

<b>getRated Response</b>		<b>Request Success</b>
<b>Response value</b>	<b>Description</b>	
NonAuth	Missing authorization parameter	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
NonVersion	Missing version parameter	No
Access denied	Invalid authorization value	No
The Response will be php <b>serialized</b> or <b>JSONed</b> .  ( <a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a> )  It represents an array with numeric incremented keys and order IDs and values, for example:  a:2:{i:0;s:4:"1111";i:1;s:20:"ektest-131216-734025";}		Yes

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## getDialog

### Description :

returns a customer dialog

### Example :

`http://api.ekomi.de/v3/getDialog?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&type=csv&charset=utf-8&content=both`

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	optional
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8" . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>content</b>	[process_only] (default) : shows meta-data, but not the messages themselves  [message_only] : shows only messages  [both] : shows both	both	optional

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<b>range</b>	You may set a time range from which to request feedback:  Possible values: [all], [1m], [3m], [6m], [1y]  “m” indicates month(s)  “y” indicates year  [all] is the default	6m	optional
<b>filter</b>	[open] : all open dialogs  [closed] : all closed dialogs  [all](default) : all dialogs	all	optional

Response :

getDialog Response		Request Success
Response value	Description	
NonAuth	Missing authorization parameter	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
Access denied	Invalid authorization value	No
		Yes
The Response will be php <b>CSV</b> or <b>JSON</b> ed. In CSV, index names are not displayed.		
Key	Description	
dialog_id	Unique id for each dialog	
dialog_date	Date when the dialog was started. Only in content=process_only and content=both.	
message_date	Date when the message was sent. Only in content=message_only and content=both.	
order_id	Unique order id. Only in content=process_only and content=both.	
rating	review shop feedback rating. Only in content=process_only and content=both.	
review	review shop feedback text message. Only in content=process_only and content=both.	
party	who the respective message was sent from. Either [shop], [client] or [ekomi]. Only in content=message_only and content=both.	
message	dialog text message. Only in content=message_only and content=both.	
status	Status of the dialog. Either [Open], [Closed] or [Other]. Only in content=process_only and content=both.	

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## getMarketresearch

### Description :

returns market research questions and results. All market research questions are in the form of radio buttons.

### Example :

[http://api.ekomi.de/v3/getMarketresearch?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&state=both&content=summary&type=serialized&charset=iso  
&startts=1391209200&endts=1396303200](http://api.ekomi.de/v3/getMarketresearch?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&state=both&content=summary&type=serialized&charset=iso&startts=1391209200&endts=1396303200)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>type</b>	Output type. Either "serialized" (default) or "json"	serialized	optional
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>content</b>	[questions] : shows questions and possible answers, but no results  [summary] (default) : shows a summary of the results with the total amount of how often each answer has been chosen. [details] : shows every single answer individually, including the order_id	summary	optional

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	corresponding to it.		
<b>state</b>	[open] : only shows open (active) questions  [closed] : shows only closed (inactive) questions  [both] (default) : shows both	both	optional
<b>startts</b>	Start timestamp. Data gets collected starting from this date, e.g. startts=1398895200 will collect all feedback from May 1st 2014, 00:00:00 or younger. Not when content=questions.	1398895200	optional
<b>endts</b>	Start timestamp. Data gets collected up to this date, e.g. endts=1398895200 will collect all feedback from May 1st 2014, 00:00:00 or older. Not when content=questions.	1398895200	optional

Response :

getMarketresearch Response		Request Success
Response value	Description	
NonAuth	Missing authorization parameter	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
Access denied	Invalid authorization value	No
		Yes
The Response will be php <b>serialized</b> or <b>JSON</b> ed. When serialized, index names are not displayed.		
Key	Description	
research_id	Unique id for each research question	
question_text	Text of the question itself. Not in content=details.	
answer_option_1-6	Text of each possible answers. Only answers which have been set will be displayed. A maximum of 6 answers can be created for each question. Only in content=questions.	
[answer_option_text]	Shows the number of times this answer has been chosen. Only in content=summary.	
date	the date when a specific answer has been given. Only in content=details.	
answer_option_number	which answer has been chosen. Only in content=details.	
order_id	The order_id for which this answer has been given. Only in content=details.	
start	start date of a question. Only in content=questions	
end	end date of a question. Only in content=questions	

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## getProduct

### Description :

returns description, meta data and all-time average rating for a product which has been uploaded with putProduct. Can be used to verify all information stored through putProduct has been uploaded correctly.

### Example :

```
http://api.ekomi.de/v3/getProduct?auth=665|FMJuyuC8uEbo3WxRa5aG
&version=cust-1.0.0&charset=utf-8&product=ektest-0012345-test-fb
&type=serialized&content=avg_rating
```

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>product</b>	Product ID for the product you want to get data for.	abc12345	<b>required</b>
<b>type</b>	Output type. Either "serialized" (default) or "json"	serialized	optional
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional

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<b>content</b>	[none] (default) : shows the product and the information saved with it, but not the average rating  [avg_rating] : includes the current average rating and the total number of reviews for this product so far. Only use this if you really want to know the products average rating.	none	optional
<b>caching</b>	You may use caching to obtain faster results.  Possible values are: [none], [short], [middle] [long] and ([verylong]).  Cachetime in seconds:  none:0, short:120, middle:300, long:600, verylong:3600	verylong	optional

Response :

<b>getProduct Response</b>		Request Success
Response value	Description	
NonAuth	Missing authorization parameter	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
Access denied	Invalid authorization value	No
Product parameter is empty.	Product parameter must contain a value.	No
The Response will be php <b>serialized</b> or <b>JSON</b> ed. When serialized, index names are not displayed.		Yes
Key	Description	
product_name	Name of the product	
product_image_url	URL which contains the main image	
product_brandname	Product brand name	
product_mpn	Manufacturer part number for that product	
product_upc	Universal product code for that product	
product_ean	European article number for that product	
product_isbn	International standard book number for the given product	
product_gbase	Google Base ID for that product	
product_canonical_link	main product link	
product_related_links	an array with additional image urls	

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product_categories	an array with name and id of categories the product is assigned to
meta_matrix	an array with additional product information
last_update	when the product information in our database has last been updated.
avg_rating	The average rating from all reviews for that product. Only when content=avg_rating
number_of_reviews	The total number of reviews collected for that product. Only when content=avg_rating

## putOrder

### Description :

sends an orderID to the eKomi API and receives a review link for that order in return

### Example :

[http://api.ekomi.de/v3/putOrder?auth=665|FMJuyuC8uEbo3WxRa5aG  
&order\\_id=3425235dal &version=cust-1.0.0&type=csv](http://api.ekomi.de/v3/putOrder?auth=665|FMJuyuC8uEbo3WxRa5aG&order_id=3425235dal&version=cust-1.0.0&type=csv)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	optional

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<b>charset</b>	Character encoding. Either “iso” (default) or “utf-8” . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>order_id</b>	Order or transaction ID of the order for which the review is requested. This may be alphanumeric, but <b>must be unique and have a maximum of 60 characters.</b>	3425235dal	<b>required</b>
<b>product_ids</b>	This can only be used if your shop has enabled eKomi product reviews.  Product IDs should be separated by commas and may be alphanumeric. The whole value (ids + commas) should not be longer than 1024 characters.	acc525342	optional
<b>product_ids_update_method</b>	This parameter is used to modify the transmitted product IDs.  The values can be:  <b>append</b> (to append product IDs to an already transmitted order ID)  <b>replace</b> (to override the product IDs for an already transmitted order ID)	append	optional
<b>ordertimestamp</b>	When the order was placed. Date should be in MySQL time format :  (YYYY-MM-DD HH:MM:SS)  Call is rejected if date is given and invalid. Note that the date should be URL encoded by the client.	2014-12-31 12:34:56	optional (required for AFNOR)

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Response :

<b>putOrder Response</b>		<b>Request Success</b>
<b>Response value</b>	<b>Description</b>	
NonAuth	Missing authorization parameters	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
NonVersion	Missing version parameters	No
Access denied	Invalid authorization value	No
Invalid date (ordertimestamp). Expected: YYYY-MM-DD HH:MM:SS	Given ordertimestamp date is invalid (e.g. 2014-00-99 25:77:77)	No
		<b>Yes</b>
The Response will be php <b>serialized</b> or <b>JSONed</b> . It represents an associative array with following keys:		
Key	description	
link	Value is the review link	
hash	The unique hash of this review, which is also part of the link.  If you prefer to save reviewlinks in your database, you may save this hash only.	
done	Will be 1 if request succeeds	
done_at	Value contains a UNIX timestamp from the moment when the request succeeds	
known_since	If an order ID is transmitted two or more times, it will contain the date from the last call, otherwise it is empty ("")	

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## putProduct

### Description :

registers a product with the API. This is only useful for product reviews. Before calling putOrder with product\_ids, all products must have been registered with the API.

### Example :

```
http://api.ekomi.de/v3/putProduct?auth=665|FMJuyuC8uEbo3WxRa5aG
&version=cust-1.0.0&type=csv&charset=iso&product_id=acc525342
&product_name=sippy_cup&product_other=a:1:{s:9:"image_url";s:54:"https://www.
example.com/images/thisProduct_150x150.jpg";}
```

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>type</b>	Output type. Either "csv" (default) or "json"	csv	optional
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8" . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>product_id</b>	Unique product id. You can take EAN, ASIN, ISBN or SKU numbers for example. Value of this field must be <b>alphanumeric and max. 32 chars</b>	acc525342	<b>required</b>

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product_name	Name of the product. <b>255 characters max.</b>	sippy_cup	required
product_other	<p>This parameter allows you to pass additional information about your product, such as categories, image_urls etc. The syntax is an array which, depending on whether you choose JSON or csv in the charset parameter, either has to be JSONed or serialized. See below examples for which fields ('categories', 'brand name' etc.) can be used. Please note that</p> <p>Example of a serialized array : <b>Please note that the meta-matrix field requires an additional serialize, as shown below.</b></p> <pre>\$product_other_array_serialized = array(   'image_url'=&gt;utf8_decode('https:\\xyz.de'),   'brand_name'=&gt;utf8_decode("xyz"), // Brand name   'product_ids'=&gt;array(     'mpn'=&gt;"", // Manufacturer's Part Number     'upc'=&gt;"", // Universal Product Code     'ean'=&gt;utf8_decode("456456"), // European Article     'isbn'=&gt;"", // International Standard Book Number     'gbase'=&gt;"", // Google BaseID   ), // product IDs   'links'=&gt;array(     array('rel'=&gt;'canonical', 'type'=&gt;'text/html',       'href'=&gt;'http://www.example.com/view_product-12'),     array('rel'=&gt;'related', 'type'=&gt;'image/(gif jpg)',       'href'=&gt;'http://www.example.com/images/thisProduct_fullsize.gif')   ),   'categories'=&gt;array(     1=&gt;array('name'=&gt;'Consumer     Electronic', 'id'=&gt;'123'),     2=&gt;array('name'=&gt;'Digital Cameras',     'id'=&gt;'456')   ),   'meta_matrix' =&gt; serialize(     array(       'Style name'    =&gt;'TechnoVik',       'Artikelnummer' =&gt;'122342',       'Size'         =&gt;'XS',       'Farbe'        =&gt;'limegreen'     )   ) )</pre>		optional

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	<pre>) ); \$product_other_serialized = serialize(\$product_other_array_serialized);  Example of a JSONed array : <b>Please note that the meta-matrix field requires an additional JSON_encoding, as shown below :</b>  \$product_other_array_json = array(   'image_url'=&gt;utf8_decode('http:\xyz.de'),   'brand_name'=&gt;utf8_decode("xyz"), // Brand name   'product_ids'=&gt;array(     'mpn'=&gt;', // Manufacturer's Part Number     'upc'=&gt;', // Universal Product Code     'ean'=&gt;utf8_decode("456456"), // European Article     Number     'isbn'=&gt;', // International Standard Book Number     'gbase'=&gt;' // Google BaseID   ), // product IDs   'links'=&gt;array(     array('rel'=&gt;'canonical', 'type'=&gt;'text/html',   'href'=&gt;'http://www.example.com/view_product-12'),     array('rel'=&gt;'related', 'type'=&gt;'image/(gif jpg)',   'href'=&gt;'http://www.example.com/images/thisProduct_fullsize.gif')   ),   'categories'=&gt;array(     1=&gt;array('name'=&gt;'Consumer Electronic', 'id'=&gt;'123'),     2=&gt;array('name'=&gt;'Digital Cameras',   'id'=&gt;'456')   ),   'meta_matrix' =&gt; json_encode(     array(       'Style name'    =&gt;'TechnoVik',       'Artikelnummer' =&gt;'122342',       'Size'          =&gt;'XS',       'Farbe'         =&gt;'limegreen'     )   ) ); \$product_other_json = urlencode(json_encode(\$product_other_array_json));</pre> <p>You do not need to use all values, so this is a valid entry (for a serialized array) as well :</p>		
--	--	--	--

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	<pre>\$test = serialize(array('image_url'=&gt;'https://www.example.com/images/thisProduct_150x150.jpg'));</pre> <p>Note that even if the product_canonical_link parameter is used, the canonical link in this array will take precedence if included.</p>		
<b>product_canonical_link</b>	<p>Canonical link for the product. Must be alphanumeric and have a maximum of 500 characters.</p> <p>If the product canonical link parameter in the product_other array is being used, this parameter will be ignored.</p>	www.myshop.com/store/cups?id=sippy-cup_01	No

Response :

putProduct Response		Request Success
Response value	Description	
NonAuth	Missing authorization parameter	No
NonFunction	Invalid function name (for example 'ptOrder' instead of 'putOrder')	No
NonVersion	Missing version parameter	No
Access denied	Invalid authorization value	No
The Response will be php <b>serialized</b> or <b>JSON</b> ed. It represents an associative array with following keys:  ( <a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a> )		Yes
Key	Description	
done	Will be 1 if request succeeds	
done_at	Value contains a UNIX timestamp from the moment when the request succeeds	

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## getVisitorfeedback

### Description :

If a client has signed up for collecting visitor feedback on his website through eKomi, this call will return the feedback gathered, including the browser used and screenshots of website errors if provided by visitors.

### Example :

`http://api.ekomi.de/v3/getVisitorfeedback?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&days=90&type=csv&charset=utf-8&content=error,feedback`

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>charset</b>	Character encoding. Either "iso" (default) or "utf-8" . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional
<b>days</b>	The number of days back which you want to collect results from. Minimum is 1, maximum is 90. Default is 8	28	optional

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<b>type</b>	Either serialized (default) or json. Defines what output format the result is being returned in.	serialized	optional
<b>content</b>	<p>A comma-separated list in which you can choose whether you want to see only feedback reports, error reports, or both.</p> <p>Accepted values are :</p> <p>[feedback]</p> <p>[error]</p> <p>[feedback,error]</p> <p>Default is "feedback,error" (which will return both).</p>	error	optional

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Response :

<b>getVisitorfeedback Response</b>		<b>Request Success</b>
Response value	Description	
NonAuth	Missing authorization parameter	No
NonVersion	Missing version parameter	No
Access denied	Invalid authorization value	No
		<b>Yes</b>
The Response is an associative array with the following keys:		
Key	Description	
<b>error_reports</b>	Only if error has been requested in content.	
error_id	Sub element of error_reports. Unique error_report id	
added	Sub element of error_reports. Timestamp of when the visitor uploaded his message.	
message	Sub element of error_reports. Contains the text sent by the visitor.	
contact	Sub element of error_reports. Contact details for the visitor who sent the report.	
screenshot_url	Sub element of error_reports. URL on which a screenshot of the rror can be found, if the visitor provided one.	
user_agent	Sub element of error_reports. Information on the Browser used by the Visitor.	
<b>feedback_reports</b>	Only if feedback has been requested in content.	
feedback_id	Sub element of feedback_reports. Unique feedback_report id.	
added	Sub element of feedback_reports. Timestamp of when the visitor uploaded his message.	
message	Sub element of feedback_reports. Contains the text sent by the visitor.	
rating	Sub element of feedback_reports. The rating provided by the visitor.	
user_agent	Sub element of feedback_reports. Information on the Browser used by the Visitor.	

## putComment

Description :

allows clients to upload, change or delete a comment to a review into the database which will be published next to the review. The review itself will be unaffected by this.

Example :

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http://api.ekomi.de/v3/putComment?auth=665|FMJuyuC8uEbo3WxRa5aG  
&order\_id=ektest-110902-063833&charset=utf-8&update=replace  
&comment=Der+Kunde+hat+%28immer%29+recht.

Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>order_id</b>	Order_id of the review you want to add/change/delete a comment to.	test12345	<b>required</b>
<b>update</b>	Possible values : [replace] [delete]  Leaving out this parameter will save a comment only if that review has no comment yet. [replace] will overwrite a previous comment, or save a new comment if no previous comment exists. [delete] will delete a stored comment completely.	replace	optional
<b>comment</b>	Text of the comment you want to post. <b>Must be urlencoded.</b>	Please+contact+us.	optional
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional

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Response :

<b>putComment Response</b>		<b>Request Success</b>
<b>Response value</b>	<b>Description</b>	
NonAuth	Missing auth parameter	No
NonFunction	Invalid function name for example ptOrder instead of putOrder	No
Access denied	Invalid auth value	No
Order-ID not found.	Order_id doesn't exist.	
Empty comment parameter.	Comment can only be left out if update=delete	No
Comment already exists. Please use the update parameter to overwrite or delete.	To prevent accidental overwriting, you need to explicitly state if you want to replace or delete an existing comment.	No
Invalid content for update parameter.	update parameter may only contain [replace] or [delete].	No
The Response will be : "success"		Yes

## putDialog

Description :

allows clients to upload dialog messages or start a dialog without logging in in the customer backend on the eKomi website. Customers can use this to hook with their CRMs or ticket systems. After posting a dialog message, an eMail will be sent to the respective client.

Example :

[http://api.ekomi.de/v3/putDialog?auth=665|FMJuyuC8uEbo3WxRa5aG  
&version=cust-1.0.0&order\\_id=abc12345  
&message=Sehr+geehrter+Kunde,+vielen+Dank+für+Ihre+Bewertung](http://api.ekomi.de/v3/putDialog?auth=665|FMJuyuC8uEbo3WxRa5aG&version=cust-1.0.0&order_id=abc12345&message=Sehr+geehrter+Kunde,+vielen+Dank+für+Ihre+Bewertung)

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Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665   FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional
<b>order_id</b>	Order_id of the review you want to add/change/delete a comment to.	test12345	<b>required</b>
<b>message</b>	Message text you want to upload to a dialog. <b>Must be urlencoded.</b>	Bitte+rufen+Sie+uns+an	<b>required</b>
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default). For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional

Response :

putDialog Response		Request Success
Response value	Description	
NonAuth	Missing auth parameter	No
NonFunction	Invalid function name for example ptOrder instead of putOrder	No
Access denied	Invalid auth value	No
OrderID empty.	Order_id is mandatory.	No
Order-ID not found.	Order doesn't exist or customer hasn't left any feedback for this order yet.	No
Message parameter is empty	Empty messages are not allowed.	No
Customer left no mail address.	Entering a mail address in the review is optional. If the customer chooses not to leave a mail address, he can't be contacted through the eKomi dialog.	No

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Dialog closed by customer.	Shop can continue dialog only when open or when closed by shop.	No
Dialog closed by eKomi.	Shop can continue dialog only when open or when closed by shop.	No
The Response will be :		Yes
<i>after starting a dialog (posting a first message) :</i> "Success. Mail sent at timestamp 123456789."		
<i>after posting a message to an existing dialog :</i> Message posted, Mail sent to Customer at timestamp 123456789.		

## getAverage

### Description :

provides a rounded and an exact average for a selectable amount of time back from today.

### Example :

[http://api.ekomi.de/v3/getAverage?auth=665|FMJuyuC8uEbo3WxRa5aG  
&type=serialized&days=365](http://api.ekomi.de/v3/getAverage?auth=665|FMJuyuC8uEbo3WxRa5aG&type=serialized&days=365)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	optional

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<b>type</b>	Either json or serialized (default). Defines what output is being returned.	serialized	optional
<b>days</b>	Number of days back from today which you want to retrieve orderIDs from <b>Min: 1, Max 1095, Default: "" (=all)</b>	31	optional

Response :

<b>getAverage Response</b>		Request
Success		
Response value	Description	
NonAuth	Missing auth parameter	No
NonFunction	Invalid function name for example ptOrder instead of putOrder	No
Access denied	Invalid auth value	No
The Response will be php JSONed or <b>serialized</b> . It represents an associative array with following keys:  ( <a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a> )		Yes
Key	Description	
number of ratings	How many ratings are part of this average rating	
exact_average	the result of the average rating calculation, rounded to twelve decimals.	
rounded_average	the result of the average rating calculation, rounded to two decimals.	
seal	The type of Seal awarded for the average rating.	

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## putClient

### Description :

Create or update a new client entry with info contact email address, personalized greetings and enhanced statistics.

### Example :

[http://api.ekomi.de/v3/putClient?auth=665|FMJuyuC8uEbo3WxRa5aG%20&version=cust-1.0.0&client\\_id=102-3452A](http://api.ekomi.de/v3/putClient?auth=665|FMJuyuC8uEbo3WxRa5aG%20&version=cust-1.0.0&client_id=102-3452A)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>client_id</b>	The client's id by which the client shall be registered. Must be alpha-numeric.	ERP-100674	<b>required</b> (required for AFNOR)
<b>email</b>	Clients contact email address	cashcow@msn.com	optional (required for AFNOR)
<b>locale</b>	Clients language+country in the following format : ISO 3166-1 alpha-2 + '_' + ISO 6391 (see example on the right)	de_DE	optional
<b>screenname</b>	Public username for the account (e.g. social account, forum etc.)	cashcow	optional

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<b>firstname</b>	Clients first name	James	optional
<b>lastname</b>	Clients last name	Ford	optional
<b>country</b>	Clients country of residence	de	optional
<b>city</b>	Clients city of residence	Berlin	optional
<b>zip</b>	postal code / zip code	10969	optional
<b>gender</b>	Clients gender as 'm', 'f' or 't'	m	optional
<b>birthdate</b>	Date of birth in format : YYYY-MM-DD (see example on the right)	1980-05-22	optional
<b>metadata</b>	Any additional data as required, either as JSON or in PHP serialized format.  <b>Please note : When using SOAP metadata must be in JSON format only.</b>	a:2:{s:5:"agent";s:3:"Bob";s:4:"site";s:4:"Ro12";}	optional
<b>update</b>	Set this parameter to true to update an existing client_id with the included parameters. If set to false, a new entry will be created instead.	false	optional
<b>type</b>	Either json or serialized (default). Defines which type of input (for metadata) and output is being used.	serialized	optional
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default) . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be used.	iso	optional

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Response :

putClient Response		Request
Success		
Response value	Description	
NonAuth	Missing auth parameter	No
NonFunction	Invalid function name for example ptOrder instead of putOrder	No
NonVersion	Missing Version parameter	No
Access denied	Invalid auth value	No
The Response will be php <b>JSONed</b> or <b>serialized</b> . It represents an associative array with following keys:  ( <a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a> )		Yes
Key	Description	
done	Will be 1 if request succeeds	
done_at	Value contains a UNIX timestamp from the moment when the request succeeds	

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## assignClientOrder

### Description :

Links an order id with a client ID. Order and client can be sent in any order. Order must not already be assigned. Client must exist before order link can be created.

### Example :

[http://api.ekomi.de/v3/assignClientOrder?auth=665|FMJuyuC8uEbo3WxRa5aG%20&version=cust-1.0.0&order\\_id=ektest-110902-063833&client\\_id=102-3452A](http://api.ekomi.de/v3/assignClientOrder?auth=665|FMJuyuC8uEbo3WxRa5aG%20&version=cust-1.0.0&order_id=ektest-110902-063833&client_id=102-3452A)

### Parameters :

Parameter	Description	Example	mandatory
<b>auth</b>	Interface-ID and Interface-Password, separated by pipe ( )	665 FMJuyuC8uEbo3WxRa5aG	<b>required</b>
<b>interface_id</b>	Can be used together with interface_pw instead of auth	665	optional
<b>interface_pw</b>	Can be used together with interface_id instead of auth	FMJuyuC8uEbo3WxRa5aG	optional
<b>version</b>	Script-Version. For self-build. Precede with 'cust-'	cust-1.0.0	<b>required</b>
<b>order_id</b>	ID of the order you want to link the client_id to.	ektest-110902-063833	<b>required</b>
<b>client_id</b>	ID of the client you want to link the order to.	102-3452A	optional (required for AFNOR)
<b>type</b>	Either json or serialized (default). Defines what output is being returned.	serialized	optional
<b>unlink</b>	Removes the order_id assignment (any client_id parameter is ignored when unlinking). Default is false.	false	optional
<b>charset</b>	Character encoding. Either "iso" or "utf-8" (default) . For non-ISO languages (Russian, Chinese, etc.) and for all JSON utf-8 must be	iso	optional

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	used.		
--	-------	--	--

Response :

assignClientOrder Response		Request success
Response value	Description	
NonAuth	Missing auth parameter	No
NonFunction	Invalid function name for example ptOrder instead of putOrder	No
NonVersion	Missing version parameter	No
Access denied	Invalid auth value	No
Order-ID not found	No match found for the order_id given.	No
Client id not known	Given client ID not matched in existing client list.	No
Order [id] already assigned to [client_id]	Given order ID is already linked to a different client ID.	No
The Response will be <b>JSONed</b> or <b>php serialized</b> . It represents an associative array with following keys: <a href="http://www.php.net/manual/de/function.serialize.php">www.php.net/manual/de/function.serialize.php</a>		Yes
Key	Description	
done	Will be 1 if request succeeds	
done_at	Value contains a UNIX timestamp from the moment where the request succeeded <b>OR</b> the message "client_id OR unlink required - nothing to do." if no client_id has been transmitted while the unlink parameter was set to false or left out.	

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## SOAP

All customer-accessible calls can be performed by SOAP as well. The following rules apply for making a soap call :

- **The API is not set up for strict SOAP verification, as used by 3rd party software like ColdFusion.**

The API is designed to work with PHPs own SOAP client. If you are using something else, please be advised to check if all calls work properly. The API itself may be subject to future changes, so if using something other than the SOAP client in PHP, please set up an error handling that will immediately notify you if a call fails.
- **All parameters must be used in the call**

Since a SOAP call is essentially a function call, all parameters the function expects must be used, otherwise parameters will get wrong results. If you don't want to use a parameter, assign a default value or an empty string to it.  
Example : \$type = "";
- **All parameters must be used in the right order**

For the same reason as above, the order of the parameters must be followed precisely. A list of parameters and their relevant order for each soap call is attached at the end of this chapter. Please do not use any parameters not mentioned in there. The type parameter for specifying json or csv is not available for SOAP calls unless it has a different function, since SOAP requires neither in the response.
- **Any content with special characters must be sent/requested with \$charset='utf-8'**

Passing content in wrong encoding will often break the SOAP call instead of just displaying single characters incorrectly. Therefore, if you send or receive UTF-8 content the charset needs to be set to UTF-8. Since even german Umlauts like 'ö', 'ä', 'ü' can cause problems, using any charset except utf-8 in combination with the SOAP engine is strongly not recommended.



Please note that empty fields may be left out in the answer.

The following is an example of how to actually perform a call by SOAP (in this case, the getSettings call). As usual, the call uses our publicly accessible test account no. 665 and the code example can directly be used for testing.

Hint : If you do not see any changes after modifying your SOAP script, you may need to turn your servers SOAP caching off.

```
<?php
$api                = 'http://api.ekomi.de/v3/disp.soapwsdl.php';
$interface_id       = 665;
$interface_pass     = 'FMJuyuC8uEbo3WxRa5aG';
$version            = 'cust-1.0.0';
$type               = 'csv';
$charset            = 'utf-8';

header('Content-Type: text/html; charset='.$charset);
try {
    $client = new SoapClient($api, array('exceptions' => 1));
    $call = $client->getSettings(
        $interface_id.'|'.$interface_pass,
        $version,
        $type,
        $charset
    );
}
catch (Exception $e){
    echo 'Error : ' .($e->getMessage());
}
print_r($result);
?>
```

---

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The following variables are required for each SOAP call, in the order given :  
( \$auth is the same as \$interface\_id.'|'. \$interface\_pass )

**getFeedback :**

\$auth,  
\$filter,  
\$range,  
\$caching,  
\$fields,  
" (not in use, put in an empty string here)  
\$charset

**getResearch :**

\$auth,  
\$content,  
\$range,  
\$campaign\_id,  
\$charset

**getProductfeedback :**

\$auth,  
\$product,  
\$range,  
\$caching,  
\$fields,  
\$charset

**getProductresearch :**

\$auth,  
\$version,  
\$content,  
\$range,  
\$charset

---

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**getSettings :**

\$auth,  
\$version,  
\$type,  
\$charset,  
\$content

**getSnapshot :**

\$auth,  
\$version,  
\$charset

**getRated :**

\$auth,  
\$version,  
\$days,  
\$charset

**getDialog :**

\$auth,  
\$version,  
\$content,  
\$range,  
\$filter,  
\$caching,  
\$charset

**getMarketresearch :**

\$auth,  
\$version,  
\$content,  
\$state,  
\$startts,  
\$endts,  
\$charset

---

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**getProduct :**

\$auth,  
\$version,  
\$product,  
\$content,  
\$caching,  
\$charset

**putOrder :**

\$auth,  
\$version,  
\$order\_id,  
\$product\_ids,  
\$product\_ids\_update\_method,  
\$charset,  
\$ordertimestamp

**putProduct :**

\$auth,  
\$version,  
\$product\_id,  
\$product\_name,  
\$product\_other, // must be json\_encoded  
\$charset  
\$product\_canonical\_link

**getVisitorfeedback :**

\$auth,  
\$version,  
\$content,  
\$days,  
\$charset

---

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**putComment :**

\$auth,  
\$version,  
\$order\_id,  
\$comment,  
\$update,  
\$charset

**putDialog :**

\$auth,  
\$version,  
\$order\_id,  
\$message,  
\$charset

**getAverage :**

\$auth,  
\$version,  
\$days

**putClient :**

\$auth,  
\$version,  
\$client\_id,  
\$email,  
\$locale,  
\$screenname,  
\$firstname,  
\$lastname,  
\$country,  
\$city,  
\$zip,  
\$gender,  
\$birthdate,  
\$metadata, // must be json\_encoded  
\$update,  
\$charset

---

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**assignClientOrder :**

\$auth,  
\$version,  
\$order\_id,  
\$client\_id,  
\$unlink,  
\$charset

---

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