

Ekomi API-v3 Documentation

version of this document : 1.7.3

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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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| type | Output type. Either "csv" (default) or "json" | csv | optional |
| charset | 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 |
| filter | 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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| | | | |
|----------------|--|----------------------|----------|
| caching | <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 |
| range | <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) "y" indicates year [all] is the default</p> | 6m | optional |
| fields | <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> [order_day] [firstname] [lastname] [screenname] [client_id]</p> <p><i>default :</i> [date] [order_id] [rating] [feedback] [comment]</p> <p>Please note that results are sorted by date, so leaving out [date] will affect the order of results as well as the range parameter.</p> | date,feedback,rating | optional |

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Response :

| getFeedback Response | | Request Success | | | | | | | | | | | | | | |
|-----------------------------|---|------------------------|--------------------|-----------|---|----------|--------------------------------|--------|--------------|--------|---------------|---------|--|-------|---|-----|
| Response value | Description | | | | | | | | | | | | | | | |
| ERROR: | <p>If the request is incorrect, the response will be Error: [error texts below]</p> <ul style="list-style-type: none"> - Interface ID or password not transmitted - Interface ID or password is not valid. - Filter is not valid. Possible options: ([all]), [positive] and [critical] - Type is not valid. Possible options: ([csv], [json]). - Charset is not valid. Possible options: [iso] and ([utf-8]). - Caching is not valid. Possible options: [none], [short], [middle], [long] and ([verylong]). - state is not valid. Possible options: [published]. | No | | | | | | | | | | | | | | |
| Feedback CSV* | <p>Feedback 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 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> | Name** | Description | 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 |
| Name** | Description | | | | | | | | | | | | | | | |
| 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. | | | | | | | | | | | | | | | |

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`

Parameters:

| Parameter | Description | Example | mandatory |
|---------------------|---|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| type | Output type. Either "csv" (default) or "json" | csv | required |
| charset | 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 |
| content | 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. | | |
| range | 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 |
| campaign_id | Filter: shows only the results for a specific campaign | 123 | optional |

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Response :

| getResearch Response | | Request Success | | | | | | | | | | | | |
|---|---|-----------------|-------------|-------------|--|----------|--|-------------|---|-------|--|--------|---|--|
| Response value | Description | | | | | | | | | | | | | |
| ERROR: | <p>If the request is incorrect, the response will be Error: [error texts below]</p> <ul style="list-style-type: none"> - 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], [campaigns] and [campaign_questions]. - Charset is not valid. Possible options: [iso] and ([utf-8]). | No | | | | | | | | | | | | |
| The response is a csv (csv delimiter is comma and quotes are used as enclosures) and related to the content type: | | Yes | | | | | | | | | | | | |
| type | Reponse | | | | | | | | | | | | | |
| 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> ID of answer (found in content type: answers) The value can be 0, which means that the question has no defined answers (i.e. it is a free text answer). This customer input is 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 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 | ID of answer (found in content type: answers) The value can be 0, which means that the question has no defined answers (i.e. it is a free text answer). This customer input is found in the next column. | reason | The value can be empty if the question has predefined answers, otherwise you find the customer response (text) here | |
| 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 | ID of answer (found in content type: answers) The value can be 0, which means that the question has no defined answers (i.e. it is a free text answer). This customer input is found in the next column. | | | | | | | | | | | | | |
| 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> The type of response option which is set for this particular question Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea] </td> </tr> </tbody> </table> | Name* | Description | research_id | The ID of the question | type | The type of response option which is set for this particular question Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea] | | | | | | | |
| Name* | Description | | | | | | | | | | | | | |
| research_id | The ID of the question | | | | | | | | | | | | | |
| type | The type of response option which is set for this particular question Possible values:[starstext], [radio], [stars], [checkbox], [text], [textarea] | | | | | | | | | | | | | |

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| | | |
|--------------------|--|---|
| | question | The text content of the question |
| answers | CSV contains following columns: | |
| | 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: | |
| | Name* | Description |
| | id | The ID of the campaign |
| | title | The name of the campaign |
| campaign_questions | CSV contains following columns: | |
| | Name* | Description |
| | campaign_id | The ID of the campaign |
| | research_id | The ID of the question |
| | * 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 |
|---------------------|---|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| type | Output type. Either "csv" (default), "serialized" or "json" | csv | required |
| product | By using the product parameter you can get feedback for one specific product. Value of this field must be alphanumeric and max. 32 chars and must be equal to a product_id you have stored in our API previously with putProduct. | acc14583 | optional |
| charset | 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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| | | | |
|----------------|---|----------------------|----------|
| caching | <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 |
| range | <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 |
| fields | <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> :</p> <p>[date][order_id][product_id][rating] [feedback]</p> <p>Please note that results are sorted by date, so leaving out [date] will affect the order of</p> | date,feedback,rating | optional |

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| | | | |
|--|--|--|--|
| | results as well as the range parameter. | | |
|--|--|--|--|

Response :

| getProductfeedback Response | | Request Success | | | | | | | | | | | | |
|------------------------------------|--|------------------------|--------------------|-----------|----------------------------|----------|--------------------------------|------------|---------------------|--------|--------------|--------|---------------|-----|
| Response value | Description | | | | | | | | | | | | | |
| ERROR: | If the request is not valid the response will be Error: [error texts below] <ul style="list-style-type: none"> - Interface ID or password not transmitted - Interface ID or password is not valid. - Type is not valid. Possible options: [csv], [json], [serialized]. - Charset is not valid. Possible options: [iso] and ([utf-8]). - Caching is not valid. Possible options: [none], [short], [middle], [long] and ([verylong]). | No | | | | | | | | | | | | |
| CSV of product feedback* | Feedback CSV contains following columns: <table border="1" style="width: 100%; margin-top: 5px;"> <thead> <tr> <th>Name**</th> <th>Description</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> | Name** | Description | 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 |
| Name** | Description | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | |

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

Response :

| getProductresearch Response | | Request Success |
|------------------------------------|--|------------------------|
| Response value | Description | |
| ERROR: | <p>If the request is not valid the response will be Error: [error texts below]</p> <ul style="list-style-type: none"> - 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 |



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

Yes

| Type | response | | | | | | | | | | | | | | |
|-------------|---|-------|-------------|-------------|--|----------|---|------------|---|-------------|---|-------|---|--------|---|
| 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) | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | |
| 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 (deprecated)

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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| type | Outputtype. Either "request" (default) or "json". Output of "request" will be a serialized string. | request | optional |
| charset | 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 |
| content | 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>(for internal use only : "smartfocus"). Do not give this out to customers.</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 serialized or JSON ed associative array with following keys: | | Yes |
| (www.php.net/manual/de/function.serialize.php) | | |
| 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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| type | Output type. Either "csv" (default) or "json" | csv | optional |
| charset | 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 serialized or JSON ed. It represents an associative array with the following keys: (www.php.net/manual/de/function.serialize.php) | | Yes |
| Key | Description | |
| info | Contains a sub array with following values | |
| | Key | Description |
| | account_name | company name (as identified at eKomi) |
| | ekomi_certificate | Certificate URL short Example: https://www.ekomi.de/cert/4090571468444361 |
| | 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: https://www.ekomi.de/bewertungen-ekomi-test.html |
| | 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: | |
| | 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 | |

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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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| type | Output type. Either "csv" (default) or "json" | csv | optional |
| charset | 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 |
| days | Number of days back from today which you want to retrieve orderIDs from Min: 0, Max 90, Default: 8 | 25 | optional |

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Response :

| getRated 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 serialized or JSONed . (www.php.net/manual/de/function.serialize.php) 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](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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| type | Output type. Either "csv" (default) or "json" | csv | optional |
| charset | 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 |
| content | [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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| | | | |
|---------------|--|-----|----------|
| range | 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 |
| filter | [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 |
| The Response will be php CSV or JSON ed. In CSV, index names are not displayed. | | Yes |
| 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>

Parameters :

| Parameter | Description | Example | mandatory |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| type | Output type. Either "serialized" (default) or "json" | serialized | optional |
| charset | 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 |
| content | [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. | | |
| state | [open]: only shows open (active) questions [closed]: shows only closed (inactive) questions [both] (default) : shows both | both | optional |
| startts | 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 |
| endts | 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 serialized or JSON 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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| product | Product ID for the product you want to get data for. | abc12345 | required |
| type | Output type. Either "serialized" (default) or "json" | serialized | optional |
| charset | 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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| | | | |
|----------------|--|----------|----------|
| content | [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 |
| caching | 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 :

| getProduct 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 |
| Product parameter is empty. | Product parameter must contain a value. | No |
| The Response will be php serialized or JSON 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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| type | Output type. Either "csv" (default) or "json" | csv | optional |

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| | | | |
|----------------------------------|---|---------------------|----------------------------------|
| charset | 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 |
| order_id | Order or transaction ID of the order for which the review is requested. This may be alphanumeric, but must be unique and have a maximum of 60 characters. | 3425235dal | required |
| product_ids | 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 |
| product_ids_update_method | This parameter is used to modify the transmitted product IDs. The values can be: append (to append product IDs to an already transmitted order ID) replace (to override the product IDs for an already transmitted order ID) | append | optional |
| ordertimestamp | 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 :

| putOrder Response | | Request Success |
|---|---|-----------------|
| Response value | Description | |
| 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 |
| | | Yes |
| The Response will be php serialized or JSONed . 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 |
|---------------------|---|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| type | Output type. Either "csv" (default) or "json" | csv | optional |
| charset | 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 |
| product_id | Unique product id. You can take EAN, ASIN, ISBN or SKU numbers for example. Value of this field must be alphanumeric and max. 32 chars | acc525342 | required |

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| product_name | Name of the product. 255 characters max. | 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 : Please note that the meta-matrix field requires an additional serialize, as shown below.</p> <pre>\$product_other_array_serialized = array('image_url'=>utf8_decode('https://xyz.de'), 'brand_name'=>utf8_decode("xyz"), // Brand name 'product_ids'=>array('mpn'=> "", // Manufacturer's Part Number 'upc'=> "", // Universal Product Code 'ean'=>utf8_decode("456456"), // European Article Number 'isbn'=> "", // International Standard Book Number 'gbase'=> "" // Google BaseID), // product IDs 'links'=>array(array('rel'=>'canonical', 'type'=>'text/html', 'href'=>'http://www.example.com/view_product-12'), array('rel'=>'related', 'type'=>'image/(gif jpg)', 'href'=>'http://www.example.com/images/thisProduct_fullsize.gif')), 'categories'=>array(1=>array('name'=>'Consumer Electronic', 'id'=>'123'), 2=>array('name'=>'Digital Cameras', 'id'=>'456')), 'meta_matrix' => serialize(array('Style name' =>'TechnoVik', 'Artikelnummer' =>'122342', 'Size' =>'XS', 'Farbe' =>'limegreen')))</pre> | | optional |

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| | | | |
|--|--|--|--|
| | <pre>)); \$product_other_serialized = serialize(\$product_other_array_serialized); Example of a JSONed array : Please note that the meta-matrix field requires an additional JSON_encoding, as shown below : \$product_other_array_json = array('image_url'=>utf8_decode('http:\xyz.de'), 'brand_name'=>utf8_decode("xyz"), // Brand name 'product_ids'=>array('mpn'=>" // Manufacturer's Part Number 'upc'=>" // Universal Product Code 'ean'=>utf8_decode("456456"), // European Article Number 'isbn'=>" // International Standard Book Number 'gbase'=>" // Google BaseID), // product IDs 'links'=>array(array('rel'=>'canonical', 'type'=>'text/html', 'href'=>'http://www.example.com/view_product-12'), array('rel'=>'related', 'type'=>'image/(gif jpg)', 'href'=>'http://www.example.com/images/thisProduct_fullsi ze.gif')), 'categories'=>array(1=>array('name'=>'Consumer Electronic', 'id'=>'123'), 2=>array('name'=>'Digital Cameras', 'id'=>'456')), 'meta_matrix' => json_encode(array('Style name' =>'TechnoVik', 'Artikelnummer' =>'122342', 'Size' =>'XS', 'Farbe' =>'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'=>'https://www.example.com/imag es/thisProduct_150x150.jpg'));</pre> <p>Note that even if the <code>product_canonical_link</code> parameter is used, the canonical link in this array will take precedence if included.</p> | | |
| product_canonical_link | <p>Canonical link for the product. Must be alphanumeric and have a maximum of 500 characters.</p> <p>If the <code>product_canonical_link</code> parameter in the <code>product_other</code> array is being used, this parameter will be ignored.</p> | <p><code>www.myshop.com/store/cups?id=sippy-cup_01</code></p> | 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 serialized or JSON ed. It represents an associative array with following keys: (www.php.net/manual/de/function.serialize.php) | | 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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| charset | 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 |
| days | 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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| type | Either serialized (default) or json. Defines what output format the result is being returned in. | serialized | optional |
|----------------|---|------------|----------|
| content | <p>A comma-separated list in which you can choose whether you want to see only feedbackreports, 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 :

| getVisitorfeedback Response | | Request Success |
|---|--|-----------------|
| Response value | Description | |
| NonAuth | Missing authorization parameter | No |
| NonVersion | Missing version parameter | No |
| Access denied | Invalid authorization value | No |
| | | Yes |
| The Response is an associative array with the following keys: | | |
| Key | Description | |
| error_reports | 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. | |
| feedback_reports | 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.](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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| order_id | Order_id of the review you want to add/change/delete a comment to. | test12345 | required |
| update | 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 |
| comment | Text of the comment you want to post. Must be urlencoded. | Please+contact+us. | optional |
| charset | 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 :

| putComment 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 |
| 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
```

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Parameters :

| Parameter | Description | Example | mandatory |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |
| order_id | Order_id of the review you want to add/change/delete a comment to. | test12345 | required |
| message | Message text you want to upload to a dialog. Must be urlencoded. | Bitte+rufen+Sie+uns+an | required |
| charset | 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 |
|---------------------|--|--------------------------|-----------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | optional |

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

Response :

| getAverage 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 |
| The Response will be php JSONed or serialized . It represents an associative array with following keys: (www.php.net/manual/de/function.serialize.php) | | 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`

Parameters :

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

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| | | | |
|------------------|--|--|----------|
| firstname | Clients first name | James | optional |
| lastname | Clients last name | Ford | optional |
| country | Clients country of residence | de | optional |
| city | Clients city of residence | Berlin | optional |
| zip | postal code / zip code | 10969 | optional |
| gender | Clients gender as 'm', 'f' or 't' | m | optional |
| birthdate | Date of birth in format : YYYY-MM-DD (see example on the right) | 1980-05-22 | optional |
| metadata | Any additional data as required, either as JSON or in PHP serialized format. Please note : When using SOAP metadata must be in JSON format only. | a:2:{s:5:"agent";s:3:"Bob";s:4:"site";s:4:"Ro12";} | optional |
| update | 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 |
| type | Either json or serialized (default). Defines which type of input (for metadata) and output is being used. | serialized | optional |
| charset | 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 JSON ed or serialized . It represents an associative array with following keys: (www.php.net/manual/de/function.serialize.php) | | 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

Parameters:

| Parameter | Description | Example | mandatory |
|---------------------|--|--------------------------|----------------------------------|
| auth | Interface-ID and Interface-Password, separated by pipe () | 665 FMJuyuC8uEbo3WxRa5aG | required |
| interface_id | Can be used together with interface_pw instead of auth | 665 | optional |
| interface_pw | Can be used together with interface_id instead of auth | FMJuyuC8uEbo3WxRa5aG | optional |
| version | Script-Version. For self-build. Precede with 'cust-' | cust-1.0.0 | required |
| order_id | ID of the order you want to link the client_id to. | ektest-110902-063833 | required |
| client_id | ID of the client you want to link the order to. | 102-3452A | optional (required for AFNOR) |
| type | Either json or serialized (default). Defines what output is being returned. | serialized | optional |
| unlink | Removes the order_id assignment (any client_id parameter is ignored when unlinking). Default is false. | false | optional |
| charset | 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 JSONed or php serialized . It represents an associative array with following keys: www.php.net/manual/de/function.serialize.php | | Yes |
| Key | Description | |
| done | Will be 1 if request succeeds | |
| done_at | Value contains a UNIX timestamp from the moment where the request succeeded OR 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 PHP's 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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