Macorva

API
Quick Start Guide

For questions, contact:
support@macorva.com

Table of contents

Our API **3**

Common Integrations **3**

Tools needed to start **4**

What you need from the Macorva platform **4**

What you need from Macorva support **4**

Example: Sending a customer survey via email 4

Example: Subscribe to your server to listen for survey results 5

Example: Get information about a completed survey 6

Full developer documentation **7**

For questions and support 7

Our API

The Macorva CX platform provides a set of Application Programming Interfaces (APIs) to help users to integrate the Macorva platform with their own legacy databases. API connections can be used to streamline workflows and dataflows in a variety of ways:

- Automate sending Macorva CX surveys via SMS or email
- Collect experience inputs for Macorva CX surveys
- Generate survey QR codes to print on receipts
- Embed surveys in your mobile app or web-based customer portals
- Import and routinely sync company org chart data
- Copy Macorva CX results into customer records

Common integrations

CRM

salesforce
ORACLE SALES CLOUD
HubSpot

ERP

ORACLE NETSUITE
SAP Business One
Microsoft Dynamics 365

POS

Square
clover
SHOPKEEP

HRIS

workday
ADP Workforce Now
SAP SuccessFactors

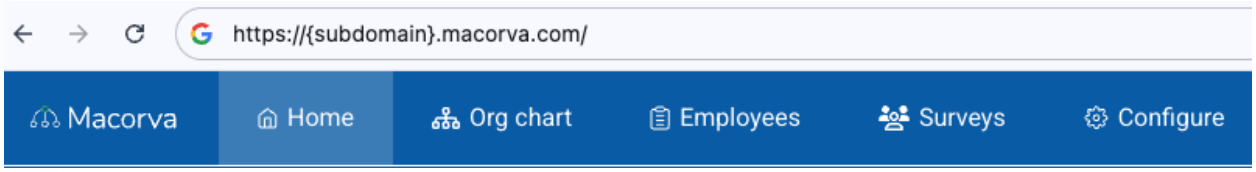
Tools needed to start

You will need tools to call the APIs. Most development teams use Postman or cURL. These tools help you learn how to work with the API to make writing code fast and easy. Postman also saves your library of API calls so your tests turn into sample code automatically.

What you need from the Macorva platform

APIs are used to send new surveys or get information about existing surveys, so you need to make sure you have surveys defined in Macorva. Go to Configuration -> Surveys to see the list of surveys you have created. You also need to create a survey ID for testing. While you can get a list of available survey IDs through the API, you cannot use the API to create new surveys. This must be done in the Macorva survey configuration page.

You will also need to know your subdomain (ie, https://{subdomain}.macorva.com/).



What you need from Macorva support

Contact Macorva's support team (support@macorva.com) to obtain your API key. This is needed for HTTP basic authentication used to access the API via a properly formatted "Authorization" header. All requests should be made using HTTPS URLs. Any requests made to the HTTP equivalent route will return an error status code to discourage the transmission of unencrypted credentials.

Contact support

Example: Sending a customer survey via email

Note: In these examples, please replace {subdomain} with your institution's subdomain, and {api_key} with the API key given to you by Macorva's support.

This example sends the "northside_retail" customer survey with 2 employees to the email "test.customer@example.com":

cURL

```
curl --request POST
'https://{subdomain}.macorva.com/api/v1/customer/feedback
requests/deliver/'
--header 'Authorization: Basic {api_key}'
--header 'Content-Type: application/json'
--data-raw '{
 "customer_email": "test.customer@example.com",
 "survey_id": "northside_retail",
 "employee_ids": ["male-5", "female-8"]
}'
```

Result

```
{
 "survey_id": 19594,
 "survey_url": "https://demo.macorva.com/cx/azdK7Ka"
}
```

Example: Subscribe to your server to listen for survey results

cURL

```
curl --request POST
'https://{subdomain}.macorva.com/api/v1/customer/hooks/' --header
'Authorization: Basic {api_key}'
--header 'Content-Type: application/json'
--data-raw '{
 "url":
"https://macorva-customer.com/survey-completed-listener/",
"event_type": "survey.completed"
}'
```

Result

```
{
 "id": 1,
 "url":
"https://macorva-customer.com/survey-completed-listener/",
"event_type": "survey.completed"
}
```

A JSON payload like this example will be delivered to the URL provided when a customer completes a survey:


```
{
 "id": 1,
 "event_type": "survey.completed",
 "object_id": 12345
}
```


Example: Get information about a completed survey

Once you have an object_id (12345 in this example), you can get full information about what the customer filled out.

cURL

```
curl 'https://{subdomain}.macorva.com/api/v1/customer/feedback-requests/12345/'
--header 'Authorization: Basic {api_key}'
```

Results


```
{
 "id": 12345,
 "status": "C",
 "customer": {
 "id": 936,
 "email": "test.customer@example.com",
 "phone_number": ""
 },
 "survey": {
 "id": 1,
 "id_external": "northside_retail",
 "name": "Northside Retail"
 },
 "survey_attributes_flattened": "Fast, Clean, Organized,
Pleasant",  "survey_rating": 5,
 "comments": "I really enjoyed my experience here - will visit again
soon!",  "notes": "",
 "created_on": "2020-12-17T14:44:23.621624-06:00",
 "sent_on": "2020-12-16T16:53:00-06:00",
 "completed_on": "2020-12-17T14:44:23.619848-06:00"
}
```

Full developer documentation

Now that you know the process to get started, you can browse through our complete API documentation via the button below. You can use this resource to retrieve a list of all surveys that have been sent, get all survey IDs, get survey URLs without sending them to customers, and much more.

Macorva API documentation

For questions and support

We have a passionate, responsive team of developers who are always happy to work with you to get your API connections going. For questions and support, please contact your Macorva Customer Success Manager (CSM), or email our support team:

Contact support



PUT YOUR DATA TO WORK

www.macorva.com 713-965-7560 support@macorva.com