# RealSatisfied API

**INTRODUCTION**

The RealSatisfied API is implemented as XML or JSON over HTTP using the verbs GET,POST & PUT. Each resource, such as invitations or accounts has their own URL and are manipulated in isolation. Simply, we've tried to make the API follow the REST principles as much as we can.

Documentation of the RealSatisfied API is available at : http://www.realsatisfied.com/developer

The Developers Sandbox is available at : https://api.realsatisfied.com/api_docs.php

For access to a set of API keys for development, please contact help@realsatisfied.com with your request.

**AUTHENTICATION**

The RealSatisfied API manages authentication using HTTP 'Basic' authentication. Two parts are required; **api_user** and **api_key**. Every request must include the Authorization HTTP header.

**For the RealSatisfied Office API, each office has it's own set of API credentials.**

**PROCESS**

The RealSatisfied API can be used in a number of ways. The simplest use of the API is based on the POST invitation resource.

Both agent creation and maintenance as well as invitation creation can be handled in one API transaction with a single payload using this resource.

If preferred, each process may be handled independently using the resource specific to an action.

e.g.

https://api.realsatisfied.com/api_docs.php#!/accounts/create_account_POST

https://api.realsatisfied.com/api_docs.php#!/accounts/send_invitation_POST

**API LOGS**

RealSatisfied API logs are available at : https://api.realsatisfied.com/api_log.php

Appropriate API credentials for the type of log you wish to access are required.

**POST /invitations**

Sandbox:
https://api.realsatisfied.com/api_docs.php#!/invitations/create_invitation_account_POST

**Request**

Requests can be made in JSON or XML

| Field<br>(**bold** fields are required) | Field Description |
|---|---|
| **survey_type** | Survey Type (Typically US_SELLER or US_BUYER) |
| recipient_email | The recipients email address (customer) |
| **recipient_property** | Property Address eg: 13 Wattle St, Sydney NSW |
| **recipient_greeting** | This will appear after the word 'Dear' eg: Bob & Mary or Mr Jones |
| **recipient_fullname** | eg: Bob & Mary Smith or William Jones |
| **agent_third_party_id** | Third party system id/ref for the Team Member – must be unique in this office, ideally unique company wide |
| **agent_email_greeting** | Team Member email greeting (usually first name) |
| **agent_full_name** | Team Member full name or team name |
| **agent_email** | Team Member email |
| **agent_phone** | Team Member phone number |
| agent_mobile | Team Member mobile phone number |
| **system_access** | Grant Team Member system access? (TRUE\|FALSE) – set to TRUE |
| agent_photo_url | Team Member photo URL |
| invitation_third_party_id | Third party system's id/ref for the invitation, must be unique in this office for this survey_type |
| listing_id | Portal Listing ID (ie MLS Number in north America) |

**Response ( example in JSON)**

Below is a truncated sample of the returned JSON (this is a subset of the fields returned)

```
{
        "invitation_id": 200401,
        "account_id": "100201",
        "ssi_token": "14c879f3f5d8ed93a09f6090d77c2cc3",
        "agent_vanity_key": "Peter-Sample"
}
```

| Field | Description |
| --- | --- |
| invitation_id | RealSatisfied invitation_id (unique, static) |
| account_id | RealSatisfied account_id (unique, static) (this may be valuable to store in the source system) |
| ssi_token | required for use with Single Sign In via the /authentication resource. Subject to change. |
| agent_vanity_key | the vanity_key for the agent that is used to access Agent Profile Pages and RSS feeds. Subject to change. |

Account details in the API can always be returned using a query filtering by the third_party_id via the /accounts resource. While it does add additional API calls to a process it also means no data needs to be stored in the source system.

Sandbox: https://api.realsatisfied.com/api_docs.php#!/accounts/list_accounts_GET

e.g. https://api.realsatisfied.com/v1/accounts.json?third_party_id=ABC123