

Citizen Service Management

Customer API Documentation

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Overview

The GovDelivery CSM API Set provides a standard interface for clients to utilize metrics from the GovDelivery Citizen Service Management platform. Leveraging this simple API set, the following reporting components within the product can be retrieved:

- Cases
- FAQ
- FAQ Search
- FAQ Clicks
- Quick Tally

Within this documentation, you will find information regarding the potential parameters that can be used to call each of the above APIs.

Cross-Origin Support

Use the `?callback= URL` parameter for JSONP output.

Cases API

When assessing case management within Citizen Service Management, it is helpful to know the details that are captured when a case is created or during the lifecycle of that specific case. This data can be used to provide a snapshot of activity for reporting or analysis purposes. The Cases API will return details based on the parameters used, which are defined as follows.

Parameters

Following are the parameters that can be used to call the Cases API.

1. **key**
 - **Required or Optional?**
 - Required.
 - **Expects**
 - String.
 - **Description**
 - 32-char alphanumeric API key, unique to your organization.
 - **Notes**
 - The provided key is case sensitive when entered in a call.
 - **Example Call**
 - `/api/case.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef`
2. **from**
 - **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
 - **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
 - **Description**
 - The start date of your desired date range.
 - **Notes**
 - Required if “pastXDays” parameter is not used. Can be used as standalone or with “to” parameter.
 - **Example Call(s)**
 - `/api/case.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=20140101`
 - `/api/case.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=1388534400`

- `/api/case.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=20140101&to=20140110`

3. to

- **Required or Optional?**
 - Optional.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The end date of your desired range. Must be used with “from” parameter.
- **Notes**
 - If the “to” parameter is not included with the “from” parameter, the “to” parameter defaults to the current date.
- **Example Call(s)**
 - `/api/case.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=1388534400&to=1389312000`
 - `/api/case.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=1388534400&to=20140110`
 - `/api/case.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=20140101&to=20140110`

4. pastXDays

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - An integer of desired days.
- **Description**
 - Returns results for the previous X days up to today’s date.
- **Notes**
 - Required if the “from” parameter is not used.
- **Example Call**
 - `/api/case.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&pastXDays=30`

5. showChatFields

- **Required or Optional?**
 - Optional.
- **Expects**
 - True or False.
- **Description**
 - Returns chat details for any chat session related to a case. If no chat exists, output values will be “null.”
- **Notes**
 - N/A

- **Example Call**

- o `/api/case.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&showChatFields=true`

Example Cases API Output (update example output w/the new one in wiki)

```
{
  "id": "588446",
  "caseId": "2013-7839",
  "requestType": "Question",
  "facing": "External",
  "customerName": "Anonymous",
  "topic": "Auto-assign",
  "subtopic": "CLMSO",
  "group": "Customer Liaison and Marketing Services",
  "caseDescription": "I am testing again to see if GovDelivery is working properly",
  "status": "Resolved",
  "caseStart": "2013-04-26 10:28:29",
  "caseEnd": "2013-04-26 10:28:29",
  "chatDuration": "936",
  "chatWaitTime": "11",
  "chatStatus": "Accepted",
  "chatRating": "0",
  "communicationsCount": "0",
  "customerPrevCaseDate": null,
  "customerPrevCaseCount": "0",
  "customFields": {
    "WrapCode": "01-DataAssistance",
    "CFTtextbox": null,
    "FAQID": null
  }
}
```

FAQ API

When reviewing or reporting on your FAQs it is helpful to know the question title and other relevant data associated with a specific FAQ. Any FAQs that were created or updated in the entered date range will be included in the output. The FAQ API will return details based on the parameters used, which are defined as follows.

Parameters

Following are the parameters that can be used to call the FAQ API.

1. key

- **Required or Optional?**
 - Required.
- **Expects**
 - String.
- **Description**
 - 32-char alphanumeric API key, unique to your organization.
- **Notes**
 - The provided key is case sensitive when entered in a call.
- **Example Call**
 - `/api/faq.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef`

2. from

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The start date of your desired date range.
- **Notes**
 - Required if “pastXDays” parameter is not used. Can be used as standalone or with “to” parameter.
- **Example Call(s)**
 - `/api/faq.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=20140101`
 - `/api/faq.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=1388534400`

- `/api/faq.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=20140101&to=20140110`

3. to

- **Required or Optional?**
 - Optional.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The end date of your desired range. Must be used with “from” parameter.
- **Notes**
 - If the “to” parameter is not included with the “from” parameter, the “to” parameter defaults to the current date.
- **Example Call(s)**
 - `/api/faq.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=1388534400&to=1389312000`
 - `/api/faq.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=1388534400&to=20140110`
 - `/api/faq.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=20140101&to=20140110`

4. pastXDays

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - An integer of desired days.
- **Description**
 - Returns results for the previous X days up to today’s date.
- **Notes**
 - Required if the “from” parameter is not used.
- **Example Call**
 - `/api/faq.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&pastXDays=30`

Example FAQ API Output

```
{
  "topic": "Parent Topic",
  "subtopic": "Subtopic",
  "group": "2010 Census",
  "faqId": "10980",
  "question": "Test - what metrics are provided when FAQ is associated with multiple Groups?",
  "external": "1",
```



```
"active": "1"  
}
```

FAQ Search API

The FAQ Search API provides your organization with the search terms citizens are using and the number of search results your online knowledge base returns. Analyzing search terms and results can help guide necessary adjustments to the content in your knowledge base. The FAQ Search API will return details based on the parameters used, which are defined as follows.

Parameters

Following are the parameters that can be used to call the FAQ Search API.

1. key

- **Required or Optional?**
 - Required
- **Expects**
 - String
- **Description**
 - 32-char alphanumeric API key, unique to your organization.
- **Notes**
 - The provided key is case sensitive when entered in a call.
- **Example Call**
 - `/api/faqSearch.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef`

2. from

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The start date of your desired date range.
- **Notes**
 - Required if “pastXDays” parameter is not used. Can be used as standalone or with “to” parameter.
- **Example Call(s)**
 - `/api/faqSearch.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=20140101`

- /api/faqSearch.php?key=ABCDEFGHijklmnopqrstuvwxyzabcdef&from=1388534400
- /api/faqSearch.php?key=ABCDEFGHijklmnopqrstuvwxyzabcdef&from=20140101&to=20140110

3. to

- **Required or Optional?**
 - Optional.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The end date of your desired range. Must be used with “from” parameter.
- **Notes**
 - If the “to” parameter is not included with the “from” parameter, the “to” parameter defaults to the current date.
- **Example Call(s)**
 - /api/faqSearch.php?key=ABCDEFGHijklmnopqrstuvwxyzabcdef&from=1388534400&to=1389312000
 - /api/faqSearch.php?key=ABCDEFGHijklmnopqrstuvwxyzabcdef&from=1388534400&to=20140110
 - /api/faqSearch.php?key=ABCDEFGHijklmnopqrstuvwxyzabcdef&from=20140101&to=20140110

4. pastXDays

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - An integer of desired days.
- **Description**
 - Returns results for the previous X days up to today’s date.
- **Notes**
 - Required if the “from” parameter is not used.
- **Example Call**
 - /api/faqSearch.php?key=ABCDEFGHijklmnopqrstuvwxyzabcdef&pastXDays=30

Example FAQ Search API Output

```
{
  "date": "2014-06-03",
  "searchTerm": "Are we running load test",
  "searchResultsReturned": "1100",
  "timesSearched": 4
}
```

FAQ Clicks API

The FAQ Clicks API returns external traffic metrics based on how citizens are interacting with your FAQ page. This API provides metrics on how many times your knowledge base has been visited and how many clicks a specific FAQ receives, giving insight on which FAQs receive the most external traffic. In addition, you are able to assess how many times the FAQ has been rated and if the content presented was helpful to the viewer. The FAQ Clicks API will return details based on the parameters used, which are defined as follows.

Parameters

Following are the parameters that can be used to call the FAQ Search API.

1. key
 - **Required or Optional?**
 - Required
 - **Expects**
 - String
 - **Description**
 - 32-char alphanumeric API key, unique to your organization.
 - **Notes**
 - The provided key is case sensitive when entered in a call.
 - **Example Call**
 - `/api/faqClicks.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef`

2. from
 - **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
 - **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
 - **Description**
 - The start date of your desired date range.
 - **Notes**
 - Required if “pastXDays” parameter is not used. Can be used as standalone or with “to” parameter.
 - **Example Call(s)**

- /api/faqClicks.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=20140101
- /api/faqClicks.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=1388534400
- /api/faqClicks.php.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=20140101&to=20140110

3. to

- **Required or Optional?**
 - Optional.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The end date of your desired range. Must be used with “from” parameter.
- **Notes**
 - If the “to” parameter is not included with the “from” parameter, the “to” parameter defaults to the current date.
- **Example Call(s)**
 - /api/faqClicks.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=1388534400&to=1389312000
 - /api/faqClicks.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=1388534400&to=20140110
 - /api/faqClicks.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&from=20140101&to=20140110

4. pastXDays

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - An integer of desired days.
- **Description**
 - Returns results for the previous X days up to today’s date.
- **Notes**
 - Required if the “from” parameter is not used.
- **Example Call**
 - /api/faqClicks.php?key=ABCDEFGHJKLMNOPQRSTUVWXYZabcdef&pastXDays=30

Example FAQ Clicks API Output

```
{
  "date": "2014-06-04",
  "faq_id": "8238",
  "clicks": "4",
  "totalVisits": "56"
  "clicks": "4",
  "timesRated": "2"
  "timesRatedHelpful": "50.00"
```

}

Quick Tally API

Quick Tally allows staff to easily tally interactions coming into your organization in a timely manner. This API will provide metrics that were tracked within a tally request to better understand citizen interactions and activities. The Quick Tally API will return details based on the parameters used, which are defined as follows.

Parameters

Following are the parameters that can be used to call the Quick Tally API.

5. **key**
 - **Required or Optional?**
 - Required
 - **Expects**
 - String
 - **Description**
 - 32-char alphanumeric API key, unique to your organization.
 - **Notes**
 - The provided key is case sensitive when entered in a call.
 - **Example Call**
 - `/api/tally.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef`

6. **from**
 - **Required or Optional?**
 - Either the “`from`” parameter or the “`pastXDays`” must be used to obtain results. If both are used, the “`from`” parameter will take precedence.
 - **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
 - **Description**
 - The start date of your desired date range.
 - **Notes**
 - Required if “`pastXDays`” parameter is not used. Can be used as standalone or with “`to`” parameter.
 - **Example Call(s)**
 - `/api/tally.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=20140101`
 - `/api/tally.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=1388534400`
 - `/api/tally.php.php?key=ABCDEFGHIJKLMNOPQRSTUVWXYZabcdef&from=20140101&to=20140110`

7. to

- **Required or Optional?**
 - Optional.
- **Expects**
 - Date in “YYYYMMDD” format, or Unix Timestamp.
- **Description**
 - The end date of your desired range. Must be used with “from” parameter.
- **Notes**
 - If the “to” parameter is not included with the “from” parameter, the “to” parameter defaults to the current date.
- **Example Call(s)**
 - `/api/tally.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=1388534400&to=1389312000`
 - `/api/tally.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=1388534400&to=20140110`
 - `/api/tally.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&from=20140101&to=20140110`

8. pastXDays

- **Required or Optional?**
 - Either the “from” parameter or the “pastXDays” must be used to obtain results. If both are used, the “from” parameter will take precedence.
- **Expects**
 - An integer of desired days.
- **Description**
 - Returns results for the previous X days up to today’s date.
- **Notes**
 - Required if the “from” parameter is not used.
- **Example Call**
 - `/api/tally.php?key=ABCDEFGHIJKLMNQPQRSTUVWXYZabcdef&pastXDays=30`

Example Quick Tally API Output

```
{
  "timestamp": "2014-05-12 08:18:19",
  "tallyId": "28048",
  "source": "Telephone",
  "group": "7.21 Group",
  "topic": "Not Sure..",
  "subtopic": "How Do I",
  "tallyTypes": {
    "Translations (checkbox)": null,
    "Spanish Translation": "Yes"
  },
  "customFields": {
    "Customer Service Helpful - test": "Yes",
    "wrap code test reporting": "maybe",
  }
}
```

```
"Testing": "CF Multi-Select",
"Next test": [
  "Next",
  "Another test"
],
"Test - Customer Satisfaction?": "Yes"
}
```