# Riot API reference Overview

Riot is a multi-channel communications platform that allows the sending, receiving and automating of conversations between a Business and a Customer. Riot typically interacts with gaming via a web browser to manage these conversations with their customers. The Riot API provides functionality to developers to act on behalf of either the Business or the Customer. The Riot iOS SDK provides mobile application developers an easy-to-use layer on top of the Riot API.

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## Tutorial

We provide a [Postman](https://www.getpostman.com/) collection with a set of requests that introduce the basic concepts of the API. You will need an existing Zingle account with API access to run this tutorial. The Postman collection and more information are available [here](https://github.com/Zingle/rest-api/tree/master/.postman_tutorial).

### Support

For API support, please email riotsupport@riot.com.

## Authentication

Access to the API is granted by providing your username and password using HTTP basic authentication. The username and password used, is the same username and password you use to access the Riot web interface.

GET https://djg424.github.io/riot\_repository/

{

"status": {

"text": "OK",

"status\_code": 200,

"description": null

},

"auth": {

"id": "4c11f5e3-50b6-4995-b471-b8ef0015488d",

"email": "joe@example.com",

"first\_name": "Joe",

"last\_na": "Smith",

"title": null,

"authorization\_class": "contact"

}

}

## API Versioning

The first part of the URI path specifies the API version you wish to access in the format v{version\_number}.

For example, version 1 of the API (most current) is accessible via:

https://api.zingle.me/v1/

## HTTP requests

All API requests are made by sending a secure HTTPS request using one of the following methods, depending on the action being taken:

* POST Create a resource
* PUT Update a resource
* GET Get a resource or list of resources
* DELETE Delete a resource

For PUT and POST requests the body of your request may include a JSON payload, and the URI being requested may include a query string specifying additional filters or commands, all of which are outlined in the following sections.

## HTTP Responses

Each response will include a status object and (if successful) a result (result will be an object for single-record queries and an array for list queries). The status object contains an HTTP status\_code, text, description, error\_code (if an error occurred - see [Error Codes](https://github.com/Zingle/rest-api-documentation/blob/master/error_codes.md)) and pagination info about the result. The result contains the result of a successful request. For example, a request to the /services/ resource might return this:

{

"status":

{

"text": "OK",

"status\_code": 200,

"description": null,

"sort\_field": "display\_name",

"sort\_direction": "asc",

"page": 1,

"page\_size": 10,

"total\_pages": 1,

"total\_records": 8,

},

"result":

[ {

"id": "aff7bc93-6e28-4e70-8770-defa35cdfc1f",

"display\_name "My test API service",

"time\_rica/Los\_Angeles",

"created\_at": 1429034365,

"updated\_at": 1439228868,

"account": {

"id": "2c89b706-47f2-471d-8e1b-4a180b448838",

"display\_name": "Developer Account",

"term\_months": 1,

"current\_term\_start\_date": 1433116800,

"current\_term\_end\_date": null,

"created\_at": 1380312314,

"updated\_at": 1438919580

},

"plan": {

"id": "a0eb6d49-caa8-4bd2-ae15-acb529a2ca98",

"code": "zingle\_basic",

"term\_months": 1,

"monthly\_or\_unit\_price": 0,

"setup\_price": 0,

"display\_name": "Zingle Basic",

"is\_printer\_plan": false

},

"channels": [

{

"id": "d9f91fdb-bbdb-442d-bbac-99fc76263654",

"display\_name": null,

"value": "+17245551212",

"formatted\_value": "(724) 555-1212",

"country": "US",

"is\_default\_for\_type": true,

"channel\_type": {

"id": "0e3d71ee-9518-4b9b-b95a-2ea251829887",

"type\_class": "PhoneNumber",

"display\_name": "Phone Number",

"inbound\_notification\_url": null,

"outbound\_notification\_url": null,

"allow\_communications": true

}

}

],

"channel\_types": [

{

"id": "0e3d71ee-9518-4b9b-b9a5a-dea251829887",

"type\_class": "PhoneNumber",

"display\_name": "Phone Number",

"inbound\_notification\_url": null,

"outbound\_notification\_url": null,

"allow\_communications": true

}

],

"service\_address": {

"address": "123 Zingle Blvd.",

"city": "San Diego",

"state": "CA",

"country": "US",

"postal\_code": "92129"

},

"customFieldValues": []

}

]

}

## HTTP Response Codes

Each response will be returned with one of the following HTTP status codes:

* 200 OK The request was successful
* 400 Bad Request There was a problem with the request (security, malformed, data validation, etc.)
* 401 Unauthorized The supplied API credentials are invalid
* 403 Forbidden The credentials provided do not have permission to access the requested resource
* 404 Not found An attempt was made to access a resource that does not exist in the API
* 405 Method not allowed The resource being accessed doesn't support the method specified (GET, POST, etc.).
* 500 Server Error An error on the server occurred

## Request Modifiers

Request modifiers may be included in the request URI query string. The following modifiers are available throughout the API. Other resource-specific modifiers are covered under the specific resource documentation sections.

* page The page number in the result set to return (default 1)
* page\_size The number of records to return per page (default 10, max 1000)
* sort\_field field to sort the results by
* sort\_direction asc (default) or desc
* sort\_fields Specify multiple fields to sort by separated by commas. Optionally append with a space and a direction e.g. "event\_id asc"

## Record Filtering

In addition to the request modifiers, record filters may also be specified in the query string. Exactly which fields may be filtered and sorted on for each resource are covered in the resource sections. A simple filter for services in California would look like this:

https://api.zingle.me/v1/services?state=CA

Wildcards are also supported for some fields by using an asterisk in the filter. The following would return any services with display names containing 'foo':

https://api.zingle.me/v1/services?display\_name=\*foo\*

Some values, such as dates, support range selection by using 'greater\_than' and 'less\_than' functions. All messages sent from January 1, 2015 at 8:00AM to February 1, 2015 at 8:00AM could be retrieved with the following query:

https://api.zingle.me/v1/services/f762cdf9-6b0c-4563-a774-3e9d86f908f9/messages?communication\_direction=inbound&created\_at=greater\_than(1420099200000),less\_than(1422777600000)

#### Note that all dates are in the form of Unix timestamps (seconds since January 1, 1970) and returned in GMT - you will have to account for time zone adjustment depending on your client's location.

## Resources

For a description of the available resources see the [Resource Overview](https://github.com/Zingle/rest-api-documentation/blob/master/resource_overview.md).

### General

* [GET Time Zones list](https://github.com/Zingle/rest-api-documentation/blob/master/time_zones/GET_list.md)
* [GET Available Phone Numbers list](https://github.com/Zingle/rest-api-documentation/blob/master/available_phone_numbers/GET_list.md)

### [Accounts](https://github.com/Zingle/rest-api-documentation/blob/master/accounts)

* [GET Accounts list](https://github.com/Zingle/rest-api-documentation/blob/master/accounts/GET_list.md)
* [GET Account](https://github.com/Zingle/rest-api-documentation/blob/master/accounts/GET_id.md)
* [GET Account Plans list](https://github.com/Zingle/rest-api-documentation/blob/master/plans/GET_list.md)
* [GET Account Plan](https://github.com/Zingle/rest-api-documentation/blob/master/plans/GET_id.md)

### [Services](https://github.com/Zingle/rest-api-documentation/blob/master/services)

* [GET Services list](https://github.com/Zingle/rest-api-documentation/blob/master/services/GET_list.md)
* [GET Service](https://github.com/Zingle/rest-api-documentation/blob/master/services/GET_id.md)
* [POST Create Service](https://github.com/Zingle/rest-api-documentation/blob/master/services/POST_create.md)
* [PUT Update Service](https://github.com/Zingle/rest-api-documentation/blob/master/services/PUT_update_id.md)
* [DELETE Cancel Service](https://github.com/Zingle/rest-api-documentation/blob/master/services/DELETE_id.md)
* [POST Set Service Setting](https://github.com/Zingle/rest-api-documentation/blob/master/service_settings/POST_create.md)

### [Channel Types](https://github.com/Zingle/rest-api-documentation/blob/master/channel-types)

* [GET Channel Type List](https://github.com/Zingle/rest-api-documentation/blob/master/channel_types/GET_list.md)
* [GET Channel Type](https://github.com/Zingle/rest-api-documentation/blob/master/channel_types/GET_id.md)
* [POST Create Channel Type](https://github.com/Zingle/rest-api-documentation/blob/master/channel_types/POST_create.md)
* [PUT Update Channel Type](https://github.com/Zingle/rest-api-documentation/blob/master/channel_types/PUT_update_id.md)
* [DELETE Delete Channel Type](https://github.com/Zingle/rest-api-documentation/blob/master/channel_types/DELETE_id.md)

### [Service Channels](https://github.com/Zingle/rest-api-documentation/blob/master/service_channels)

* [GET Service Channel](https://github.com/Zingle/rest-api-documentation/blob/master/service_channels/GET_id.md)
* [POST Create Service Channel](https://github.com/Zingle/rest-api-documentation/blob/master/service_channels/POST_create.md)
* [PUT Update Service Channel](https://github.com/Zingle/rest-api-documentation/blob/master/service_channels/PUT_update_id.md)
* [DELETE Delete Service Channel](https://github.com/Zingle/rest-api-documentation/blob/master/service_channels/DELETE_id.md)

### [Contacts](https://github.com/Zingle/rest-api-documentation/blob/master/contacts)

* [GET Contact list](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/GET_list.md)
* [GET Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/GET_id.md)
* [POST Create Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/POST_create.md)
* [PUT Update Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/PUT_update_id.md)
* [DELETE Delete Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/DELETE_id.md)
* [POST Set Contact Custom Field Value](https://github.com/Zingle/rest-api-documentation/blob/master/custom_field_values/POST_create_id.md)
* [POST Trigger automation for Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/POST_trigger_automation_id.md)
* [POST Attach Label to Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/POST_attach_label_id.md)
* [DELETE Detach Label from Contact](https://github.com/Zingle/rest-api-documentation/blob/master/contacts/DELETE_detach_label_id.md)

### [Contact Channels](https://github.com/Zingle/rest-api-documentation/blob/master/contact_channels)

* [GET Contact Channel](https://github.com/Zingle/rest-api-documentation/blob/master/contact_channels/GET_id.md)
* [POST Create Contact Channel](https://github.com/Zingle/rest-api-documentation/blob/master/contact_channels/POST_create.md)
* [PUT Update Contact Channel](https://github.com/Zingle/rest-api-documentation/blob/master/contact_channels/PUT_update_id.md)
* [DELETE Delete Contact Channel](https://github.com/Zingle/rest-api-documentation/blob/master/contact_channels/DELETE_id.md)

### [Messages](https://github.com/Zingle/rest-api-documentation/blob/master/messages)

* [GET Message List](https://github.com/Zingle/rest-api-documentation/blob/master/messages/GET_list.md)
* [GET Message](https://github.com/Zingle/rest-api-documentation/blob/master/messages/GET_id.md)
* [POST Send Message](https://github.com/Zingle/rest-api-documentation/blob/master/messages/POST_create.md)
* [POST Set Message 'Read' Status](https://github.com/Zingle/rest-api-documentation/blob/master/messages/POST_read_id.md)

### [Contact Custom Fields](https://github.com/Zingle/rest-api-documentation/blob/master/contact_custom_fields)

* [GET Contact Field list](https://github.com/Zingle/rest-api-documentation/blob/master/contact_custom_fields/GET_list.md)
* [GET Contact Field](https://github.com/Zingle/rest-api-documentation/blob/master/contact_custom_fields/GET_id.md)
* [POST Create Contact Field](https://github.com/Zingle/rest-api-documentation/blob/master/contact_custom_fields/POST_create.md)
* [PUT Update Contact Field](https://github.com/Zingle/rest-api-documentation/blob/master/contact_custom_fields/PUT_update_id.md)
* [DELETE Delete Contact Field](https://github.com/Zingle/rest-api-documentation/blob/master/contact_custom_fields/DELETE_id.md)

### [Labels](https://github.com/Zingle/rest-api-documentation/blob/master/labels)

* [GET Label list](https://github.com/Zingle/rest-api-documentation/blob/master/labels/GET_list.md)
* [GET Label](https://github.com/Zingle/rest-api-documentation/blob/master/labels/GET_id.md)
* [POST Create Label](https://github.com/Zingle/rest-api-documentation/blob/master/labels/POST_create.md)
* [PUT Update Label](https://github.com/Zingle/rest-api-documentation/blob/master/labels/PUT_update_id.md)
* [DELETE Delete Label](https://github.com/Zingle/rest-api-documentation/blob/master/labels/DELETE_id.md)

### [Templates](https://github.com/Zingle/rest-api-documentation/blob/master/templates)

* [GET Template list](https://github.com/Zingle/rest-api-documentation/blob/master/templates/GET_list.md)
* [GET Template](https://github.com/Zingle/rest-api-documentation/blob/master/templates/GET_id.md)
* [POST Create Template](https://github.com/Zingle/rest-api-documentation/blob/master/templates/POST_create.md)
* [PUT Update Template](https://github.com/Zingle/rest-api-documentation/blob/master/templates/PUT_update_id.md)
* [DELETE Delete Template](https://github.com/Zingle/rest-api-documentation/blob/master/templates/DELETE_id.md)