

JSON API

JSON API plugin will let you get interactive responses from your own custom backend. It expects the json response to be in a specific format. We currently support "Sending Message", "Send Msg with Options" and "Sending Carousels" via JSON API plugin. The format expected in each case is explained below

For text message

```
• type*: "text"
```

text* : your text message

```
Json Structure
{
     "data": {
          "type": "text",
          "text": "your message"
     }
}
```

For carousels

```
o type*: "carousel",
```

- templates*: contains array of carousal objects [Max: 10]
- o title*: contains the title of the carousel,
- subtitle*: contains the subtitle of the carousel,
- o image url: contains image to be shown in carousel,
- o **default_action**: default action on click on particular carousel
 - type*: "web_url"
 - url*: link to open on click

NOTE: [url should have a valid protocols http or https]

o **buttons**: array of button object [Max: 3]



NOTE: [Either "buttons" or "image_url" is required with the "title" and both can be used together as well]

The button array should contain a json object with the following keys -

• **type***: button type

There can be three types of buttons:-

- web url: to open a link on web view
- **postback**: to trigger a different flow
- **phone_number**: to make a call
- payload: payload data based on type of button
 For web_url, payload need to be a valid url [with http or https]
 For postback, payload will be of the form 'flow_{{flow_key}}'

To get the flow key of a particular flow, Go to Build in engati portal then click on paths. Click on the flow listed there, flow_key will be displayed at the url.



Example- payload:flow D66DDB7E84C84F03AA0A04CCC97B3F38

Json Structure

```
"data": {
       "type": "carousel",
       "templates": [
              {
                      "title": "title for the carousel One",
                      "image_url": "hosted image url for carousel One",
                      "buttons": [
                             {
                                     "payload": "payload data for button one",
                                     "title": "button one title",
                                     "type": "button one type"
                             },
                             {
                                     "payload": " payload data for button two",
                                     "title": "button two title",
                                     "type": "button two type"
```



```
}
                              ],
                              "subtitle": "subtitle for carousel",
                              "default_action": {
                                     "url": "website url",
                                     "type": "web_url"
                              }
                      },
                      {
                              "title": "title for the carousel two",
                              "image_url": "hosted image url for carousel two",
                              "buttons": [
                                     {
                                             "payload": "payload data for button one",
                                             "title": "button one title",
                                             "type": "button one type"
                                     },
                                     {
                                             "payload": " payload data for button two",
                                             "title": "button two title",
                                             "type": "button two type"
                                     }
                              "subtitle": "subtitle for carousel",
                              "default_action": {
                                     "url": "website url",
                                     "type": "web url"
                              }
                      }
               ]
       }
}
```

• For message with options

- o type*: "msg_options" o text*: "your message"
- options* : array of options [Max :10]
 - text* : name of the option
 - postback: flow to trigger on click of particular option Example - postback:flow_D66DDB7E84C84F03AA0A04CCC97B3F38

To get flow key follow the steps explained above

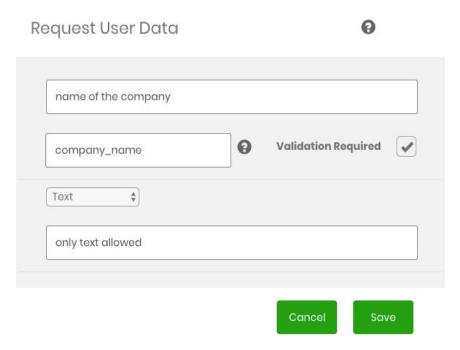
o If postback is not provided, then matching faq will be triggered based on text of the option



Json Structure

```
{
       "data": {
               "type": "msg_options",
               "text": "your message",
               "options": [
                      {
                              "text": "option text one",
                              "postback": "flow_{{flow_key}}"
                      },
                      {
                              "text": "option text two",
                              "postback": "flow_{{flow_key}}"
                      }
               ]
       }
}
```

- How to send a user parameter with json api?
 - o First get data from the user using Request User Data Node





o Substitute the variable in api url by pressing "{"

