

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

- **type*** : “carousel” ,
 - **templates*** : contains array of carousal objects [Max: 10]
 - **title*** : contains the title of the carousel ,
 - **subtitle*** : contains the subtitle of the carousel ,
 - **image_url** : contains image to be shown in carousel ,
 - **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]
- **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**

- **type*** : "msg_options"
- **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
 - 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?
 - First get data from the user using Request User Data Node

Request User Data ?

?
Validation Required
☒

Text

Cancel

Save

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

JSON API

Use this to send users dynamic content from external end points. Re the following format:

```
{'data':{'type':'text','text':'Text Message to be send to user'}}
```

TYPE	URL
<input type="text" value="GET"/>	<input type="text" value="https://api.myjson.com/bins?name={"/>

{Last name

{company_name

{First Name

Cancel

Save