



[Introduction](#)

[The API](#)

[Change Policy](#)

[Security and Authentication](#)

[Rate Limiting](#)

[Headers](#)

[API Documentation](#)

[Channels](#)

[GET /v1/channels](#)

[GET /v1/channels/{channelid}](#)

[GET /v1/channels/{channelid}/content](#)

[GET /v1/channels/{channelid}/content \(Pending Release\)](#)

[GET /v1/channels/{channelid}/metrics](#)

[Content](#)

[GET /v1/content/feed](#)

[GET /v1/content/{contentid}/metrics](#)

[Users](#)

[GET /v1/users](#)

[GET /v1/users/{userid}](#)

[GET /v1/users/{userid}/metrics](#)

[Channel/Content Metic list](#)

[Facebook Channel metrics](#)

[Twitter channel metrics](#)

[Instagram channel metrics](#)

[Google+ Channel metrics](#)

[Youtube Channel metrics](#)

[Facebook Content metrics](#)

[Tweet Content metrics](#)

[User/Team Metic list](#)

[User Moderation metrics](#)

[Team Moderation metrics](#)

[Listen](#)

[GET /v1/listening-projects](#)

[GET /v1/listening-projects/{projectId}](#)

[GET /v1/listening-projects/{projectId}/metrics](#)

[POST /v1/listening/discovery](#)

Introduction

This is Falcon Social's Platform API Documentation which provide our client to push/receive from our platform. We do not provide all services yet, but we constantly expand on this support to enable our client to build Social Media workflow or receive data for internal analysis.

The API

This is the documentation for the Falcon Social v1 API . Read the contents of this page carefully, including the [API Restrictions and Responsibilities](#) , to understand how to be a good API citizen and to understand general restrictions and concerns.

Your usage and access to the API is expressly conditioned on your compliance with the policies, restrictions and other provisions related to the API set forth in our [API Restrictions and Responsibilities](#) and the other documentation we provide you. You must be compliant with these restrictions in the [Falcon Social Terms of Service](#) and the [Falcon Social Privacy Policy](#), in all uses of the API. If Falcon Social believes that you have or attempted to violate any term, condition or the spirit of these policies or agreements, your right to access and use the API may be temporarily or permanently revoked.

Change Policy

Falcon Social may modify the attributes and resources available to the API and our policies related to access and use of the API from time to time without advance notice. Falcon Social will use commercially reasonable efforts to notify you of any modifications to the API or policies through notifications or posts on the [Falcon Social Developer Website](#). Falcon Social also tracks deprecation of attributes of the API on its Changes Roadmap. Modification of the API may have an adverse effect on Falcon Social Applications, including but not limited to changing the manner in which Falcon Social Applications communicate with the API and display or transmit Your Data. Falcon Social will not be liable to you or any third party for such modifications or any adverse effects resulting from such modifications.

Security and Authentication

This API is an SSL-only API and you must be a verified organization to make API requests. You can request a API Token from Falcon Social to gain access to our Platform API via Customer Success Service.

The API Token have to be provided via a Custom Header "X-Falcon-ApiKey"

Using curl:

```
curl -H "X-Falcon-APIKey :{APITOKEN}" https://app.falconsocial.com/v1/{service}
```

Example:

```
curl -H "X-Falcon-APIKey : lu5HG9zLvU8dOVA7..." https://app.falconsocial.com/v1/channels
```

Rate Limiting

Falcon Social's Platform API is rate limited and we only allow a certain number of requests per minute. We reserve the right to adjust the rate limit for given endpoints in order to provide a high quality of service for all clients. As an API consumer, you should expect to be able to make at least 100 requests per minute.

Should the rate limit is exceeded, Falcon Social will respond with a HTTP 429 Too Many Requests response code and a body that details the reason for the rate limiter kicking in. Further, the response will have a `Retry-After` header that tells you for how many seconds to sleep before retrying.

Headers

This is a JSON-only API. You *must* supply a `Content-Type: application/json` header on `PUT` and `POST` operations. You *must* set a `Accept: application/json` header on all requests. You *may* get a `text/plain` response in case of error, e.g. in case of a bad request, you *should* treat this as an error you need to take action on.

API Documentation

Channels

In Falcon Social Channel are entities related to ex. Facebook Fan page, a Twitter handle or a Youtube channel.

GET /v1/channels

This will return an array of channels from the AUTH Org.

Example:

```
{
  "items": [
    {
      "id": "23435235325",
      "network": "facebook",
      "name": "MyFanpage",
      "status": "online",
    }
  ]
}
```

```

    "disabledWarning": "",
    "disabledDate": "2014-04-10T09:21:02.987Z",
    "profileImageUrl": "http://www.falconsocial.com/wp-content/uploads/2014/01/landing-logo.png",
    "orgId": 42264,
    "permLink": "https://www.facebook.com/Falconsocial"
  }
]
}

```

Fields:

- id : The Channel ID within Falcon's system
- network : The name of the network ex. facebook, twitter, google+, and etc.
- name : The Channel Name within Falcon's system
- state : The state within Falcon's channel can be "online", "offline", "under-deletion"
- disabledWarning : A description of why this channels has been disabled in Falcon Social's system.
- disabledDate : The timestamp of when the channel has been disabled in Falcon Social's system.
- profileImageUrl : The url to the channels profile image as a png or jpg
- orgId : The organization id from your org. in Falcon Social's system.
- permLink: Permalink to the channel on the network.

GET /v1/channels/{channelid}

This will return an object with information of the channel from the channel id.

Example:

```

{
  "id": "23435235325",
  "network": "facebook",
  "name": "MyFanpage",
  "status": "online",
  "disabledWarning": "",
  "disabledDate": "2014-04-10T09:21:02.987Z",
  "profileImageUrl": "http://www.falconsocial.com/wp-content/uploads/2014/01/landing-logo.png",
  "orgId": 42264,
  "permLink": "https://www.facebook.com/Falconsocial"
}

```

Fields:

- id : The Channel ID within Falcon's system

- network : The name of the network ex. facebook, twitter, google+, and etc.
- name : The Channel Name within Falcon's system
- state : The state within Falcon's channel can be "online", "offline", "under-deletion"
- disabledWarning : A description of why this channels has been disabled in Falcon Social's system.
- disabledDate : The timestamp of when the channel has been disabled in Falcon Social's system.
- profileImageUrl : The url to the channels profile image as a png or jpg
- orgId : The organization id from your org. in Falcon Social's system.
- permLink: Permalink to the channel on the network.

GET /v1/channels/{channelid}/content

This will return an array of content from then channel from the channel id.

Query parameters:

- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- limit - limits number of results - default is 50
- offset - the starting point with the list.

Example:

```
{
  "items": [
    {
      "id": "54686656565",
      "network": "facebook",
      "status": "unread",
      "createDate": "2014-04-13T18:15:00.000Z",
      "updateDate": "2014-04-15T13:10:33.000Z",
      "channelId": "354646546546",
      "caption": null,
      "description": null,
      "name": null,
      "message": "Awesome message",
      "link": "null",
      "picture":
        "https://scontent-a-fra.xx.fbcdn.net/hphotos-prn2/t1.0-9/10153290_680230022040768_3739518920567300012_n.jpg",
      "type": "photo",
      "tags": [],
      "fromId": "354646546546",
      "fromName": "Companyname",
      "stats": {
        "post_impressions_unique": 0,
        "post_engagement_level": 0.0,
        "post_comments": 48,
        "post_shares": 0,

```

```

    "post_likes": 149
  },
  "permLink": "https://www.facebook.com/falconsocial",
  "unPublished": false
}
]
}

```

Fields:

- id : The Channel ID within Falcon's system
- network : The name of the network ex. facebook, twitter, google+, and etc.
- status : The Falcon Social engagement status ex. unread.
- createDate : The Content's creation date as a timestamp.
- updateDate :The Content's last updated date as a timestamp.
- channelId : The Channelid in Falcon Social's system.
- orgId : The organization id from your org. in Falcon Social's system.
- caption: Optional - if this is link post this will/can contain caption data as string.
- name: Optional - if this is link post this will/can contain name data as string.
- message : Optional - if this is link post this will/can contain message data as string.
- link : Optional - if this is link post this will/can contain the URL for the link post..
- picture : Optional - if this has an image attached to the content
- type : What type of post in Falcon Social's system ex. Photo
- tags: An array of tags as strings
- fromId : The Author's id of the content ex. a twitter handle or a fanpage's id
- fromName : The Author's name of the content ex. a twitter handle or a fanpage's name
- stats
 - post_impressions_unique : Optional - depends on the network
 - post_engagement_level: A calculated engagement score as ex. 1.5
 - post_comments : The number of like, +1, or favorites depends on the network.
 - post_shares: The number of shares, repost, or retweets depends on the network.
 - post_likes: The number of like, +1, or favorites depends on the network.
- permLink: The permalink to the post on the network.
- unPublished : If the content is a published yet to the platform can be a true/false ex. it's a draft.

GET /v1/channels/{channelid}/content (Pending Release)

This will return an array of content from then channel from the channel id.

Query parameters:

- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- limit - limits number of results - default is 50
- offset - the starting point with the list.

Example:

```
{
  "items": [
    {
      "id": "54686656565",
      "network": "facebook",
      "status": "unread",
      "createDate": "2014-04-13T18:15:00.000Z",
      "updateDate": "2014-04-15T13:10:33.000Z",
      "channelId": "354646546546",
      "caption": null,
      "description": null,
      "name": null,
      "message": "Awesome message",
      "link": "null",
      "picture":
        "https://scontent-a-fra.xx.fbcdn.net/hphotos-prn2/t1.0-9/10153290_680230022040768_3739518920567300012_n.jpg",
      "type": "photo",
      "tags": [],
      "fromId": "354646546546",
      "fromName": "Companyname",
      "stats": {
        "post_impressions_unique": 0,
        "post_engagement_level": 0.0,
        "post_comments": 48,
        "post_shares": 0,
        "post_likes": 149
      }
    }
  ]
}
```

```

    },
    "permLink": "https://www.facebook.com/falconsocial",
    "unPublished": false
  }
]
}

```

Fields:

- id : The Channel ID within Falcon's system
- network : The name of the network ex. facebook, twitter, google+, and etc.
- status : The Falcon Social engagement status ex. unread.
- createDate : The Content's creation date as a timestamp.
- updateDate : The Content's last updated date as a timestamp.
- channelId : The Channelid in Falcon Social's system.
- orgId : The organization id from your org. in Falcon Social's system.
- caption: Optional - if this is link post this will/can contain caption data as string.
- name: Optional - if this is link post this will/can contain name data as string.
- message : Optional - if this is link post this will/can contain message data as string.
- link : Optional - if this is link post this will/can contain the URL for the link post..
- picture : Optional - if this has an image attached to the content
- type : What type of post in Falcon Social's system ex. Photo
- tags: An array of tags as strings
- fromId : The Author's id of the content ex. a twitter handle or a fanpage's id
- fromName : The Author's name of the content ex. a twitter handle or a fanpage's name
- stats
 - post_impressions_unique : Optional - depends on the network
 - post_engagement_level: A calculated engagement score as ex. 1.5
 - post_comments : The number of like, +1, or favorites depends on the network.
 - post_shares: The number of shares, repost, or retweets depends on the network.
 - post_likes: The number of like, +1, or favorites depends on the network.
- permLink: The permalink to the post on the network.
- unPublished : If the content is a published yet to the platform can be a true/false ex. it's a draft.

GET /v1/channels/{channelid}/metrics

This will return an object with metrics from a channel based on a channel id.

Query parameters:

- metrics - a list of metric name that you wish to receive data on and the delimiter is “,”
- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- limit - limits number of results - default is 50
- offset - the starting point with the list.
- replaceMissingValues - means that the missing values in the timeseries will be filled with zeros.
true/false

Example:

https://app.falconsocial.com/v1/channels/{channelid}/metrics?since=2014-04-14&until=2014-04-15&limit=2&offset=0&metrics=page_views,page_fans&replaceMissingValues=true

```
{
  "channelId": "10936503735",
  "items": {
    "page_views": [
      {
        "date": "2014-14-10T00:00:00.000Z",
        "value": 3040
      },
      {
        "date": "2014-15-10T00:00:00.000Z",
        "value": 2300
      }
    ],
    "page_fans": [
      {
        "date": "2014-04-14T00:00:00.000Z",
        "value": 12300
      },
      {
        "date": "2014-04-15T00:00:00.000Z",
        "value": 13000
      }
    ]
  }
}
```

```

    }
  ]
}
}

```

Please see metrics fields in this documentation for each field or metric.

Content

In Falcon Social content are entities related to content in a channel ex. Facebook Fan page, a Twitter handle or a Youtube channel.

GET /v1/content/feed

This will return an object with metrics from a content item based on a content id.

Query parameters:

- limit - items to display per call type: integer default: 25
- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- sort - sort order by date values: asc/desc type: string default: desc
- Channels - a list of channel name that you wish to receive data on and the delimiter is “,
- tags - a list of tags that you wish to receive data on and the delimiter is “,

Example:

<https://app.falconsocial.com/v1/content/feed?since=2014-04-01&until=2014-04-15&limit=2&channels=465659043535667>

```

{
  "items": [
    {
      "id": "465659043535667_573822149386022",
      "network": "facebook",
      "message": "to all channels!",
      "type": "text",
      "date": "2014-12-01T15:13:15.605Z",
      "href": "https://www.facebook.com/465659043535667/posts/573822149386022",
      "channel": {
        "id": "465659043535667",
        "name": "Blueberries",
        "icon": "https://graph.facebook.com/465659043535667/picture",
        "href": "https://www.facebook.com/465659043535667"
      },
      "stats": {
        "likes": 0,
        "comments": 0,
        "shares": 0
      },
      "falconId": "8aa607c343f80b1a0143f8a617960025",
      "falconUsername": "Andrea Picardi",
    }
  ]
}

```

```

      "tags": [
        ],
        "createdDate": "2014-12-01T15:13:15.605Z",
        "modifiedDate": "2014-12-01T15:13:15.605Z"
      },
      {
        "id": "443318939109989_655594534549094",
        "network": "facebook",
        "message": "to all channels!",
        "type": "text",
        "date": "2014-12-01T15:13:15.463Z",
        "href": "https://www.facebook.com/443318939109989/posts/655594534549094",
        "channel": {
          "id": "443318939109989",
          "name": "Ultimate Testing",
          "icon": "https://graph.facebook.com/443318939109989/picture",
          "href": "https://www.facebook.com/443318939109989"
        },
        "stats": {
          "likes": 0,
          "comments": 0,
          "shares": 0
        },
        "falconId": "8aa607c343f80b1a0143f8a617960025",
        "falconUsername": "Andrea Picardi",
        "tags": [
          "marketing"
        ],
        "createdDate": "2014-12-01T15:13:15.463Z",
        "modifiedDate": "2014-12-01T15:13:15.463Z"
      }
    ],
    "uriLinks": {
      "prev": "/v1/content/feed?limit=25&sort=desc&until=2014-12-01T15:13:15.555Z",
      "next": "/v1/content/feed?limit=25&sort=desc&until=2014-11-27T15:07:53.941Z"
    }
  }
}

```

GET /v1/content/{contentid}/metrics

This will return an object with metrics from a content item based on a content id.

Query param

- metrics - a list of metric name that you wish to receive data on and the delimiter is “,”
- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- limit - limits number of results - default is 50
- offset - the starting point with the list.
- replaceMissingValues - means that the missing values in the timeseries will be filled with zeros.
true/false

Example:

https://app.falconsocial.com/v1/content/{contentid}/metrics?since=2014-04-01&until=2014-04-15&limit=2&offset=0&metrics=post_engaged_users

```
{
  "channelId": "1093.....",
  "items": {
    "channel_post_likes": 28973,
    "channel_post_engagement_level": 0.09849779851533272,
    "channel_post_shares": 47,
    "channel_post_engaged_users": 1190124,
    "channel_post_comments": 1538,
    "channel_post_impressions_unique": 7577472
  }
}
```

Please see metrics fields in this documentation for each field or metric.

Users

In Falcon Social users are entities related to the end users with access to Falcon Social.

GET /v1/users

This will return an array of users from the AUTH Org.

Example:

```
{
  "items": [
    {
      "id": "8ad187d34354f7ec00143430....",
      "name": "John Snow",
      "email": "john@snowagot.com",
      "userType": 1,
      "profilePicture": null,
      "createDate": "2014-04-11T13:25:21.155Z",
      "lastLoginDate": "2014-04-15T08:01:50.668Z",
      "orgId": 1,
      "teamId": "8ad33c13451dbfc201453b..."
    }
  ]
}
```

Fields:

- id : The Channel ID within Falcon's system
- name : The name of the network ex. facebook, twitter, google+, and etc.
- email : The Channel Name within Falcon's system
- userType : The state within Falcon's channel can be "online", "offline", "under-deletion"
- createDate : A description of why this channels has been disabled in Falcon Social's system.
- lastLoginDate : The timestamp of when the channel has been disabled in Falcon Social's system.
- profileImageUrl : The url to the channels profile image as a png or jpg
- orgId : The organization id from your org. in Falcon Social's system.
- teamId: Permalink to the channel on the network.

GET /v1/users/{userid}

This will return an object with information of the user from the user id.

Example:

```
{
  "id": "8ad187d34354f7ec00143430....",
  "name": "John Snow",
  "email": "john@snowagot.com",
  "userType": 1,
  "profilePicture": null,
  "createDate": "2014-04-11T13:25:21.155Z",
  "lastLoginDate": "2014-04-15T08:01:50.668Z",
  "orgId": 1,
  "teamId": "8ad33c13451dbfc201453b..."
}
```

Fields:

- id : The Channel ID within Falcon's system
- name : The name of the network ex. facebook, twitter, google+, and etc.
- email : The Channel Name within Falcon's system
- userType : The state within Falcon's channel can be "online", "offline", "under-deletion"
- createDate : A description of why this channels has been disabled in Falcon Social's system.
- lastLoginDate : The timestamp of when the channel has been disabled in Falcon Social's system.
- profileImageUrl : The url to the channels profile image as a png or jpg
- orgId : The organization id from your org. in Falcon Social's system.
- teamId: Permalink to the channel on the network.

GET /v1/users/{userid}/metrics

This will return an object with information of the channel from the channel id.

Query parameters:

- metrics - a list of metric name that you wish to receive data on and the delimiter is delimiter since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- limit - limits number of results - default is 50
- offset - the starting point with the list.

Example:

```
{
  "items": [
    {
      "id": "8ad187d34354f7ec00143430...",
      "name": "John Snow",
      "email": "john@snowagot.com",
      "userType": 1,
      "profilePicture": null,
      "createDate": "2014-04-11T13:25:21.155Z",
      "lastLoginDate": "2014-04-15T08:01:50.668Z",
      "orgId": 1,
      "teamId": "8ad33c13451dbfc201453b..."
    }
  ]
}
```

Fields:

- id : The Channel ID within Falcon's system
- name : The name of the network ex. facebook, twitter, google+, and etc.
- email : The Channel Name within Falcon's system
- userType : The state within Falcon's channel can be "online", "offline", "under-deletion"
- createDate : A description of why this channels has been disabled in Falcon Social's system.
- lastLoginDate : The timestamp of when the channel has been disabled in Falcon Social's system.
- profileImageUrl : The url to the channels profile image as a png or jpg
- orgId : The organization id from your org. in Falcon Social's system.
- teamId: Permalink to the channel on the network.

Channel/Content Metic list

This is a list of all the metrics name to retrieve data in our analytics platform.

Facebook Channel metrics

page_views	The number of page views.
page_fans	The total number of people who liked your page.
page_fan_adds_unique	The number of people who recently liked your page.
page_fan_removes_unique	The number of people who unliked your page.
page_impressions_unique	The number of people who saw your page post.
page_impressions_unique_day	The number of people who have seen any content associated with your page.
page_fans_gender_age	The number of people who like your page based on age and gender information.
page_fans_country	The number of people who like your page based on country.
page_fans_city	The number of people who like your page based on city.
page_fans_locale	The number of people who like your page based on default language settings.
page_fans_online	The number of fans who saw any posts on Facebook on a given day (hour by hour).
page_negative_feedback_by_type	The number of negative actions (e.g. unliked or hid a post).
page_engagement_level	Page engagement level is calculated using the following formula: $((\text{posts} + \text{comments} + \text{likes} + \text{shares on your page}) / \text{number of fans}) * 1000) / \text{length of period in days}$.
page_interactions	The total number of page interactions (likes, comments, shares and posts on your page).
page_posts	The number of posts on your page.
page_comments	The number of comments on your page.

page_likes	The number of likes on your page.
page_shares	The number of page shares.
page_influencers	Influencer Score is calculated by comparing a fan's share of interactions to the total number of interactions on a page.

Twitter channel metrics

twitter_followers	The number of people following you.
twitter_following	The number of people you are following.
twitter_followers_gain	The number of people who have recently followed you.
twitter_following_gain	The number of people you have recently followed.
twitter_following_to_follower_ratio	Following count divided by follower count.
twitter_tweets	The number of tweets you have tweeted.
twitter_retweets	The number of times your tweets have been retweeted.
twitter_mentions	The number of mentions.

Instagram channel metrics

instagram_followers	The number of people following you.
instagram_following	The number of people you are following.
instagram_likes	The number of people who liked your photo.
instagram_comments	The number of comments on your photo.
instagram_posts	The number of photos posted.
instagram_followers_gain	The number of people who have recently followed you.

instagram_following_gain	The number of people you have recently followed.
instagram_interactions	The total number of comments and likes.

Google+ Channel metrics

google+_plus_ones	The number of people who +1'ed your page.
google+_plus_ones_gain	The number of people who recently +1'ed your page.
google+_circled_by_gain	The number of people who recently circled your page.
google+_circled_gain	The number of pages you recently circled.
google+_comments	The number of comments on your page.
google+_shares	The number of shares on your page.
google+_posts	The number of posts on your page.
google+_posts_plus_ones_gain	The number of +1s on your posts.
google+_interactions	The total number of comments, shares, posts, and posts +1's.

Youtube Channel metrics

youtube_subscribers	The number of people who subscribed to your channel.
youtube_subscribers_gain	The number of people who recently subscribed to your channel.
youtube_views	The numbers of views on your videos.
youtube_videos	The number of likes on your videos.
youtube_likes	The number of comments on your videos.
youtube_comments	The number of videos on your channels.

youtube_interactions	The total number of likes and comments on your videos.
----------------------	---

Facebook Content metrics

post_impressions_unique	The number of people who saw your page post.
post_engaged_users	The number of people who clicked anywhere in your post.
post_shares	The number of people who shared your post.
post_comments	The number of people who shared your comment.
post_impressions_unique	The number of people who saw your page post.
post_likes	The number of people who liked your post.
post_engagement_level	Post engagement level is calculated using the following formula: $((\text{comments} + \text{likes} + \text{shares}) / \text{number of impressions}) * 1000 / \text{length of period in days}$.

Tweet Content metrics

tweet_retweets	The total number of likes and comments on your videos.
tweet_favorites	The number of times your tweet has been favorited.

Our API currently do not support content metrics for google+, youtube, instagram, tumblr but it's the the roadmap to provide this service.

User/Team Metic list

This is a list of all the metrics name to retrieve data in our analytics platform.

User Moderation metrics

moderator_response_rate	Response rate is calculated by dividing the total number of posts by the total number of answered posts.
moderator_response_time	Average response time, of all the posts a user has moderated, is calculated by dividing the difference between "creation date" and "moderated date" with the number of posts.
moderator_time_spent	The total time a person has been logged in.
moderator_sessions	The number of times a person has logged in.
moderator_posts	The number of posts a person has published.
moderator_comments	The number of comments a person has left in moderation.
moderator_reads	The number of times a person has clicked 'mark as read.

Team Moderation metrics

moderator_team_response_time	Average response time, of all the posts a team has moderated, is calculated by dividing the difference between creation date and moderated date with the number of posts.
moderator_team_posts	Response rate is calculated by dividing the total number of posts by the total number of answered posts.
moderator_team_comments	The number of posts a team has published.
moderator_team_reads	The number of times a team has clicked 'mark as read.
moderator_team_sessions	The number of times a team has logged in.
moderator_team_time_spent	The total time a team has been logged in.

Listen

Listen is our monitoring tool which is based on projects and topic (which are the query to match content) and on this api you can retrieve data metric for performance

GET /v1/listening-projects

This will return an array of the projects in the organization with some basic info.

Query parameters:

- metrics - a list of metric name that you wish to receive data on and the delimiter is “,”

Example:

<https://app.falconsocial.com/v1/listening-projects?metrics=id,name>

```
{
  "items": [
    {
      "id": 143167,
      "name": "Rittersport",
      "created": "2014-11-21T09:32:35.198Z",
      "access": {
        "level": "public",
        "teams": []
      },
      "topics": [
        {
          "id": "143229",
          "name": "Warentest",
          "networks": [
            "news",
```

```

        "facebook",
        "blogs-and-comments"
    ],
    "query": "\"ritter sport\" AND \"warentest\"",
    "status": "normal",
    "capped": false,
    "created": "2014-11-21T09:34:42.350Z",
    "createdBy": "8aa7bcb2415a2aa201415a84c7f3016b",
    "filters": []
  }
]
}
]
}

```

Please see metrics fields in this documentation for each field or metric.

GET /v1/listening-projects/{projectId}

This will return basic info about a specific listen project.

Query parameters:

- metrics - a list of metric name that you wish to receive data on and the delimiter is “,”
- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format

Example:

<https://app.falconsocial.com/v1/listening-projects/127857?since=2014-05-15T13:04:06.865Z&until=2014-05-22T13:04:06.865Z&metrics=topics,name>

```

{
  "id": 127857,
  "name": "Action Service & Distribution ",
  "created": "2014-10-09T11:48:14.021Z",
  "access": {
    "level": "custom",
    "teams": []
  },
  "topics": [
    {
      "id": "131105",
      "name": "ACTION",
      "networks": [
        "news",

```

```
    "facebook",
    "blogs-and-comments"
  ],
  "query": "ACTION AND winkels",
  "status": "normal",
  "capped": false,
  "created": "2014-10-17T10:05:15.307Z",
  "createdBy": "8a4d91233945a92c013948c46c1a013e",
  "filters": []
}
]
```

Please see metrics fields in this documentation for each field or metric.

GET /v1/listening-projects/{projectId}/metrics

This will return basic info about a specific listen project.

Query parameters:

- metrics - a list of metric name that you wish to receive data on and the delimiter is “,”
- since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format

Example:

<https://app.falconsocial.com/v1/listening-projects/127857/metrics?since=2014-12-29T12:10:37.951Z&until=2015-01-05T12:10:37.951Z&metrics=mentions.3h,totalMentionCount,totalMentionCountPreviousPeriod,topics,topics.totalMentionCount>

```
{
  "totalMentionCount": 380,
  "totalMentionCountPreviousPeriod": 216,
  "mentions": [
    {
      "date": "2014-12-29T10:00:00.000Z",
      "value": 11
    }
  ],
  "topics": [
    {
      "id": "131105",
      "name": "ACTION",
      "networks": [
        "facebook",
      ],
      "query": "ACTION AND winkels",
      "status": "normal",
      "capped": false,
      "created": "2014-10-17T10:05:15.307Z",
      "createdBy": "8a4d91233945a92c013948c46c1a013e",
      "totalMentionCount": 75,
      "filters": []
    }
  ]
}
```

Please see metrics fields in this documentation for each field or metric.

POST /v1/listening/discovery

This will return mentions and timeseries of the mentions matching the specified filters.

JSON Post parameters:

- * topicIds - array of IDs of the topics we are doing discovery on
- * since - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- * until - date time in yyyy-MM-dd'T'HH:mm:ss.SSSZZ format
- * sort: "rank"/"date": Rank: top mentions first; Date: latest mentions first. [only-affects-list]
- query: Query string to filter down further. Can contain ANDs and ORs.
- offset: used for pagination, skip over N mentions. [only-affects-list]
- limit: used for pagination, return only N mentions. [only-affects-list]
- granularity: Controls how many data points will be included in the chart, distributed evenly between the specified timespan. [only-affects-chart]
- filters.networks: Facebook, Twitter, News, etc...
- filters.countries: 2 letter country codes
- filters.mediaTypes: "image", "text", "link", "video"

Note: * asterisk means field is required

[only-affects-list]: only affects the mentions list and not the chart

[only-affects-chart]: only affects the chart and not the mentions list

Example:

<https://app.falconsocial.com/v1/listening/discovery>

Request body as JSON:

```
{
  "topicIds": [
    "129010"
  ],
  "since": "2014-12-30T10:21:48.031Z",
  "until": "2015-01-06T10:21:48.031Z",
  "sort": "rank",
  "query": "apples AND oranges",
  "offset": 0,
  "limit": 21,
  "granularity": 100,
  "filters": {
    "networks": ["facebook"],
    "countries": ["da"],
    "mediaTypes": ["image"]
  }
}
```


Response body:

```
{
  "totalMentionCount": 1107,
  "chart": [
    {
      "date": "2014-12-30T09:21:36.000Z",
      "value": 26
    },
    {
      "date": "2014-12-30T11:02:24.000Z",
      "value": 19
    }
  ],
  "mentions": [
    {
      "contentsPostedTime": "2014-12-31T18:37:44Z",
      "id": "20141231183744#3c1a2bac62045d972b9d8c707e115cd5",
      "sourceType": "news",
      "rank": 100,
      "language": "en",
      "countryCode": "IN",
      "attachments": [
        {
          "caption": null,
          "description": null,
          "objectType": "image",
          "link":
"http://images.indianexpress.com/2014/12/paradip209.jpg?w=209",
          "thumbnail": null
        }
      ],
      "author": {
        "name": "Indian Express",
        "link": "http://www.indianexpress.com"
      },
      "platform": {
        "name": "Indian Express",
        "link": "http://www.indianexpress.com",
        "category": "news"
      },
      "scores": {
        "total": 100
      },
      "content": {
        "title": "'I need the money... I want to build a toilet for my wife,
that's one wish I have for 2015'",

```

```

      "body": "Nitai Mandal, a security guard at the Paradip lighthouse
during the night...",
      "tags": [],
      "link":
"http://ct.moreover.com/?a=20006336688&p=1ft&v=1&x=-DzUMIV9R2wZm70GCm8IXQ",
      "directLink":
"http://indianexpress.com/article/india/india-others/i-need-the-money-i-want-t
o-build-a-toilet-for-my-wife-thats-one-wish-i-have-for-2015/",
      "postedTime": "2014-12-31T18:37:44Z"
    },
    "semantics": {
      "score": 0,
      "polarity": null
    }
  },
]
}

```

totalMentionCount	Total number of mentions in the given time period
totalMentionCountPreviousPeriod	Total number of mentions in the previous time period. E.g. If you are requesting for the last week, then this will contain the total for the week before. Can be useful as a quick indicator for trend.
mentionsBreakdownPerPlatform	Totals broken down by platform
mentionsBreakdownPerCategory	Totals broken down by category
mentions	Timeseries of mention totals over time for the given time period
countryDistribution	Totals broken down by countries
trending	Trending keywords
trending.timeseries	Timeseries data for trending keywords
trendingInPreviousPeriod	Trending data for e.g. the week before
topMentions	Top mentions broken down by category

mentionsBreakdownPerTopic	Totals broken down by topics
topics	List of topics in project with some basic info
topics.totalMentionCount	Total number of mentions in the given time period for the topics