



# Review Publishing API

Klantenvertellen & Kiyoh  
Review Publishing API

Version 2.4 (2019\_09\_30)

## About This Document

This document describes the review publishing interface for Klantenvertellen & Kiyoh.

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## 1. Introduction

The Klantenvertellen Review publishing API is used to provide review data. With this API you are able to let your system consume this data and show the data in your application.

The review data consists of two parts:

1. Statistics data
2. Review data

This document describes the functionality on a technical level, such that systems can connect to this interface.

Please keep in mind that this document is part of an ongoing process. There may be new functionalities which are not described in this version of this document.

## 2. Process Flow

Three use cases are defined for the Review publishing API:

1. Get locations that have latest reviews
2. Get statistics per location
3. Get statistics with all reviews per location

## 3. Security

The security for the publication API will be token based. This means a authentication token needs to be provided as a header value in the http request. For the publication API this token is:

**X-Publication-API-Token.**

This key is the same as the invite API and can be found in the client dashboard under "Invite" → "Extra options".

## 4. Base URL

The <baseurl> in all examples for Klantenvertellen is [www.klantenvertellen.nl](http://www.klantenvertellen.nl) and for Kiyoh it is [www.kiyoh.com](http://www.kiyoh.com). Please perform all calls via HTTPS.

## 5. Error Handling

An error message may occur, an http error code will be returned plus a specific error message. For error messages the format that is maintained is:

Data Element	Type	Description
httpCode	String	The http code for the error request
errorCode	String	The error code for this request, for example: INTERNAL SERVER ERROR
ID	String	The ID of the error request
detailedError	String	Zero, one, or many detailed specifications of the error
errorCode	String	The error code specifying a more detailed error
Message	String	A textual description of the error message

## 6. Endpoints

### 6.1 Latest updated locations and statistics

URL: <https://<baseurl>/v1/publication/review/locations/latest>

Example: <https://<baseurl>/v1/publication/review/locations/latest?dateSince=YYYY-MM-DDT08:34:10.531Z>

This operation will get the locations statistics that have reviews added since a certain date, or will get locations which are updated since a certain date. This operation is categorized as an HTTP GET operation.

#### 6.1.2 Input parameters

URL Parameter	Mandatory	Type	Description
dateSince	Yes (or updatedSince)	String	DateTime of locations which have reviews created after given DateTime
updatedSince	Yes (or dateSince)	String	DateTime of locations which have reviews updated after given DateTime
limit	Yes	Integer	Number of rows that needs to be retrieved

#### 6.1.3 Output Data

Data Element	Type	Description
locationId	String	The account id for which the hashtoken is requested
uniqueId	String	The unique Klantenvertellen ID of the specific location
categoryName	String	The name of the category
street	String	The location street
houseNumber	String	The location house number
houseNumberExtension	String	The location house number extension
postcode	String	The location postal code
city	String	The location city
country	String	The location country
averageRating	Double	The average rating for this location
numberReviews	Integer	The total number of reviews for this location
fiveStars	Integer	The number of 5 star ratings for this location
fourStars	Integer	The number of 4 star ratings for this location
threeStars	Integer	The number of 3 star ratings for this location
twoStars	Integer	The number of 2 star ratings for this location
oneStars	Integer	The number of 1 star ratings for this location
viewReviewUrl	String	URL where rating reviews can be retrieved
createReviewUrl	String	URL where a review can be placed
canonicalName	String	SEO friendly name of the specific location
locationName	String	Name of the specific location
updatedSince	String	Date and time since latest review. For example: 2017-09-12T16:28:14.295+02:00
dateSince	String	Date and time since creation of specific location. For example: 2018-03-07T12:14:05.096+01:00
website	String	Website address of the specific location

#### 6.1.4 Output Error

An error message with an Http code and an error code

## 6.2 Get all statistics and reviews

URL: <https://<baseurl>/v1/publication/review/external/>

Example: <https://<baseurl>/v1/publication/review/external?locationId=OID-XXXXX-XXXXX&tenantId=XX>

This operation will get the reviews for external reviews.

### 6.2.2 Input parameters

URL Parameter	Mandatory	Type	Description
locationId	Yes	String	The account id for which the hastoken is requested
tenantId	Yes		99 (The tenant ID number for Klantenvertellen is "99") 98 (The tenant ID number for Kiyoh is "98")
locale	No	String	The locale code for the question translation (ISO 639-1)
reviewId	No	Long	The review id of a review
orderBy	No	Enum	CREATE_DATE – Order by the create date of a review UPDATE_DATE – Order by the update date of a review RATING – Order by the rating of a review
sortOrder	No	Enum	ASC – Ascending sort order of the orderBy column DESC – Descending sort order of the orderBy column
limit	No	Integer	The number of rows that need to be retrieved
dateSince	No	String	DateTime of reviews created after given DateTime
updatedSince	No	String	DateTime of reviews updated after given DateTime

### 6.2.3 Output Data

Location details

Data Element	Type	Description
locationId	String	The account id for which the hashtoken is requested
uniqueId	String	The unique Klantenvertellen ID of the specific location
categoryName	String	The name of the category
street	String	The location street
houseNumber	String	The location house number
houseNumberExtension	String	The location house number extension
postcode	String	The location postal code
city	String	The location city
country	String	The location country
averageRating	Double	The average rating for this location
numberReviews	Integer	The total number of reviews for this location
last12MonthAverageRating	Double	The average rating for this location over the last 12 months
last12MonthNumberReviews	Integer	The total number of reviews for this location over the last 12 months
fiveStars	Integer	The number of 5 star ratings for this location
fourStars	Integer	The number of 4 star ratings for this location
threeStars	Integer	The number of 3 star ratings for this location
twoStars	Integer	The number of 2 star ratings for this location
oneStars	Integer	The number of 1 star ratings for this location
viewReviewUrl	String	URL where rating reviews can be retrieved
createReviewUrl	String	URL where a review can be placed
canonicalName	String	SEO friendly name of the specific location
locationName	String	Name of the specific location

updatedSince	String	Date and time since latest review. For example: 2017-09-12T16:28:14.295+02:00
dateSince	String	Date and time since creation of specific location. For example: 2018-03-07T12:14:05.096+01:00
website	String	Website address of the specific location

A list of reviews with the following content

Data Element	Type	Description
reviewId	String	The review id
reviewAuthor	String	The name of the person who placed the review
city	String	City where the person who placed the review lives
rating	Integer	The overall rating of the review
reviewContent		A list of review content lines
questionGroup	Enum	<b>DEFAULT_OVERALL</b> – Default question with the overall rating <b>DEFAULT_OPINION</b> – Default question with the opinion of the reviewer in text <b>DEFAULT_ONLINER</b> – Default question with the opinion one liner <b>DEFAULT_RECOMMEND</b> – Default question with the recommendation <b>CATEGORY</b> – The category question <b>CUSTOM</b> – a custom defined question
questionType	Enum	<b>INT</b> – an integer question type, typically a rating <b>TEXT</b> – a text question <b>BOOLEAN</b> – a true/false question type <b>SELECT</b> – a question type where different options are possible
rating	String	The rating with the above question type
order	Integer	What order are the questions displayed
questionTranslation	String	A list of question translations
reviewComments	String	A possible response on the review from the location
dateSince	String	The create date of the review
updatedSince	String	The update date of the review
reviewLanguage	String	Language of the review. For example: "nl"

#### 6.2.4 Output Error

An error message with a http code and an error code.

### 6.3 Latest removed review

URL: <https://<baseurl>/v1/publication/review/removed/latest/>

Example: <http://<baseurl>/v1/publication/review/removed/latest/?updatedSince=2017-01-01>

This operation will get the reviews that have been removed since a certain date. This operation is categorized as an HTTP GET operation.

#### 6.3.2 Input parameters

URL Parameter	Mandatory	Type	Description
updatedSince	Yes	String	DateTime of reviews which have been removed after given DateTime

#### 6.3.3 Output Data

Data Element	Type	Description
tenantId	String	Tenant ID number

locationId	String	The account id belonging to the removed review
reviewId	String	The id of the review
updatedSince	String	The date of removal

#### 6.3.4 Output Error

An error message with an http code and an error code.

### 6.4 Location statistics

URL: <https://<baseurl>/v1/publication/review/external/location/statistics?locationId=xxxxx>

This operation is used to get the average scores of rating question of a location.

#### 6.4.1 Input parameters

URL Parameter	Mandatory	Type	Description
locationId	Yes	String	The account id for which the hashtoken is requested

#### 6.4.2 Output Data

Data Element	Type	Description
locationId	String	The account id for which the hashtoken is requested
averageRating	Double	The average rating for this location
recommendation	Integer	The recommendation percentage for this location
locationName	String	Name of the specific location
numberReviews	Integer	The total number of reviews for this location
locationActive	String	The location is active
locationQuestionAverage	String	Averages for rating question

A list of reviews with the following content

Data Element	Type	Description
questionGroup	Enum	LOCATION_GROUP – Question coming from the location group CATEGORY – The category question CUSTOM – a custom defined question
questionType	Enum	INT – an integer question type, typically a rating
averageRating	String	The average rating with the above question type
order	Integer	What order are the questions displayed
questionTranslation	String	A list of question translations

#### 6.4.3 Output Error

An error message with an Http code and an error code

### 6.5 Location statistics

URL: <https://<baseurl>/v1/publication/review/external/group/statistics>

This operation is used to get the average scores of rating questions of a location group.

### 6.5.1 Input parameters

URL Parameter	Mandatory	Type	Description
N/A	N/A	N/A	N/A

### 6.5.2 Output Data

Data Element	Type	Description
locationGroupId	String	The group id for which the hashtoken is requested
averageRating	Double	The average rating for this location
recommendation	Integer	The recommendation percentage for this location
locationName	String	Name of the specific location
numberReviews	Integer	The total number of reviews for this location
locationActive	String	The location is active
locationGroupQuestionAverage	String	Averages for rating question

A list of reviews with the following content

Data Element	Type	Description
questionGroup	Enum	LOCATION_GROUP – Question coming from the location group
questionType	Enum	INT – an integer question type, typically a rating
averageRating	String	The average rating with the above question type
order	Integer	What order are the questions displayed
questionTranslation	String	A list of question translations

### 6.5.3 Output Error

An error message with an Http code and an error code