Node Guide: POST API

Overview

The **POST API** node allows you to **send data to an external system** using a POST request. You can define the endpoint, set headers and authentication, and include a JSON body with dynamic values from variables.

This is ideal when you want your workflow to **create, update, or submit data** to services like CRMs, support systems, databases, or any external APIs.

What It Does

Once executed, this node:

- Sends a **POST request** to the given API URL
- Includes a **customizable JSON body**, which can contain hardcoded values or variables
- Adds any necessary headers, path parameters, or authentication
- Stores the **response code**, **response body**, and **headers** in output variables

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Configuration Details

1. **POST Endpoint URL**
   - Enter the URL of the API you want to call
   - You can also include path variables like: `https://api.example.com/tickets/{{ticket_id}}`
2. **Headers and Request Parameters (Optional)**
   - Add headers like `Content-Type: application/json`

    - Key-value pairs can be typed or pulled from variables

3. **JSON Body**

You can enter static JSON:

json
CopyEdit

```
{
  "user_id": 1234,
  "status": "active"
}
```

    -

Or you can use variables inside the JSON:

json
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```
{
  "user_id": "{{user_id}}",
  "status": "{{status}}"
}
```

    -
    - This lets your request adapt dynamically based on values captured earlier in the flow

4. **Authentication**
    - Choose from **Basic**, **Bearer**, or **OAuth2**
    - Credentials can be added manually or fetched from variables
5. **Test the API Call**
    - You can test the POST request before saving the node
    - Helps confirm your setup works and the API returns the expected response

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Inputs

- **POST Endpoint URL**
- **Headers and Parameters (Optional)**
- **JSON Body (Static or with Variables)**
- **Authentication (Optional)**

Outputs

- `response_code` — Status code from the API (e.g., 200, 201, 400)
- `response_body` — The full response (usually JSON)
- `response_headers` — Additional metadata returned by the API

All outputs can be saved to variables and used in other parts of the workflow.

When to Use

Use the POST API node when your workflow needs to:

- Create new records (like a support ticket, user, or form submission)
- Send user-entered data to an external system
- Trigger actions in another application with structured input

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Example Flow: Create Support Ticket in Helpdesk

Scenario

You want to create a support ticket in your Helpdesk platform whenever a user submits a complaint through your chat workflow.

Flow Steps

1. **POST API Node**
   - URL: `https://helpdesk.example.com/api/tickets`
   - Authentication: Bearer token from variable

JSON Body:

json
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```
{
  "user_id": "{{user_id}}",
  "subject": "{{issue_subject}}",
  "message": "{{user_message}}"
}
```

   -
   - Save `response_body` to variable `ticket_data`

2. **Send Message Node (Teams or WhatsApp)**
   - Message: `"Your ticket {{ticket_data.id}} has been created successfully."`

Summary of the Flow

- A POST request is made to the Helpdesk system
- User-submitted data is included in the request body
- The ticket ID from the response is reused to notify the user