Guides ⌄   🔍

CX Measure Export API

Overview

The CX Measure Export API allows you to export response data, CPPs (Customer Passed Parameters), and EPPs (Externally Passed Parameters) for all CX Surveys.

Uses of the API

There are many potential uses of the API.

Some common applications are:

- Exporting CX Survey data into Business Intelligence or other internal data/reporting tools
- Exporting CX Survey data for ad-hoc analysis

Prerequisites

The **Public API** requires the following:

1. An understanding of how **REST** protocol works. There are several online resources available, including **Wikipedia** and **YouTube**.
2. Understanding of the [OAuth 2.0 Protocol](#), specifically the workings of **Client Credentials Grant Flow**.
3. A **Consumer Key** and **Consumer Secret** registered for the application consuming the APIs. Note that these credentials are different from those you might have had for older APIs. These new credentials give your application full access to only your data.

If you do not have a **Consumer Key** and/or **Consumer Secret**, contact [Verint Support](#).

Endpoints

The following list consists of endpoints which are currently available. Click an endpoint to view details of what data is provided:

- [Measures Endpoint](#)
- [Measure Definition Endpoint](#)
- [Measure Data Endpoint](#)

Guides ⌄   🔍

Interactive API Explorer / Swagger link

You can use the [API Explorer](#) for testing calls to the API.
You can also look at the Swagger page at [this link](#).

Measures Endpoint

This endpoint returns information on each of the client's CX Surveys. Each object within the **JSON** response contains information for an individual CX Survey. If you have CX surveys measuring customer experience on multiple channels, for example, web and mobile, your JSON response will contain two objects.

Settings:

- *https://api.foresee.com/v1/measures*
- HTTP Method: GET
- Response Type: *JSON*
- Available Parameters/Options: None

Properties:

- `id` - A unique identifier for the CX Survey which is used in the URL of calls to other various endpoints. The **id** property is often referred to as the **Measure Key**.
- `name` - The title of the CX Survey, which is generally used as a label in **Predictive Experience** web applications and reports.
- `active` - Indicates if the CX Survey is currently available to respondents and collecting data.
- `dateCreated` - **Predictive Experience** internal CX Survey creation date and time stamp in [ISO Date Format](#): YYYY-MM-DDTHH:MM:SS.SSSZZZZZ.
- `factType` - Indicates if the CX Survey supports hierarchy organization structure.
- `channel` - The type of experience measured by the CX Survey, such as, web, store, or mobile.
- `modelInstanceID` - The Model Instance Identifier is assigned to each version of a survey to allow for programmatic identification of the survey results within the Predictive Experience data infrastructure.
- `links` - Contains the relationship (rel) and hypertext reference (href) to one or more available endpoints related to the CX Survey returned in that object. The **href** is intended for reference only and not a functioning link. However, some applications, such as **Postman**, may process this data as a hyperlink which may not work properly.

Sample return

```
{
  "items": [
    {
```

Guides ⌄   🔍

```
                channel :  ALL  }
            "modelInstanceId": "o14A8hoVJd8JhUtdJZtlQw4C",

            "links": [
              {
                "rel": "MEASURE_DEFINITION",
                "href": "/measures/8840868/definition"
              },
              {
                "rel": "MEASURE_DATA",
                "href": "/measures/8840868/data"
              }
            ]
        }
      ]
  }
```

Measure Definition Endpoint

This endpoint returns the definition or model for a specified CX Survey.

Prerequisites:

- Measure Key - The `id` property of [Measures Endpoint](#).

Settings:

- *https://api.foresee.com/v1/measures/MEASURE_KEY/definition*
- HTTP Method: GET
- Response Type: *JSON*
- Available Parameters/Options:
  `excludeQuestions` - Defaults to False. *When set to* True*, no questions are returned and* `excludeAnswers` *is automatically set to* True *with no answer choices being returned as well.*
  `excludeAnswers` - Defaults to *False*. When set to *True*, no answer choices are returned.
  Example: *[https://api.foresee.com/v1/measures/MEASURE_KEY/definition?excludeAnswers="true](https://api.foresee.com/v1/measures/MEASURE_KEY/definition?excludeAnswers=%22true)"*

Properties:

- `links` - Contains a list of available endpoints related to the CX Survey returned in that object.
- `id` - A unique identifier for the question group.
- `name` - The name of the group of questions, e.g. "Navigation".
- `type` - The type of the group of questions, e.g. "Elements"
- `questions`

Guides ⌄   🔍

- ○ `type` - Indicates the type of question, usually "MQ" for Measured Question.
- ○ `label` - Indicates the question label.
- ○ `responseType` - Indicates the type of response, e.g., 'TEXT_AREA', 'CHECKBOX', etc.
- `answers`
  - *id* - *A unique identifier for the answer choice.*
  - `text` - The answer text as it is presented to the respondent.
  - *Label* - *The survey label for the answer choice.*
  - **Example:** *1=Poor where "Poor" is the label.*
  - `value` - The numeric value associated with the answer choice.
  - **Example**: 1=Poor where "1" is the value.

Sample return

```
{
  "MQ": [
    {
      "id": "M003703L0004",
      "name": "Look and Feel",
      "type": "ELEMENTS",
      "questions": [
        {
          "id": "ENM003703Q00110",
          "name": "Please rate the visual appeal of this site.",
          "phrase": "Please rate the visual appeal of this site.",
          "type": "MQ",
          "label": "Look and Feel - Appeal",
          "responseType": "MEASURED_QUESTION"
          "answers": [
            {
              "id": "3784547754",
              "text": "1=Poor",
              "label": "1=Poor",
              "value": 1
            }
          ]
        }
      ]
    }
  ],
  "links": [
    {
      "rel": "self",
      "href": "/measures/8840868/definition"
    }
  ]
}
```

Guides ⌄   🔍

Prerequisites:

- Measure Key - The `id` property of [Measures Endpoint](.).

Settings:

- [*https://api.foresee.com/v1/measures/MEASURE_KEY/data*](.)
- HTTP Method: GET
- Response Type: *JSON*
- Available Parameters/Options:
  - `from` - Required. Set the start date of responses to limit data to a specific week, month, quarter, etc. Note that this is applies to the survey submission date.
  - `to` - Required. Set the end dates of responses to limit data to a specific week, month, quarter, etc. Note that this is applies to the survey submission date.
  - `excludeLatentScores` - Defaults to *False*. Set to *True* to omit the latentScores property of the response.
  - `excludeMQ` - Defaults to *False*. Set to *True* to omit measured question responses.
  - `excludeCQ` - Defaults to *False*. Set to *True* to omit custom question responses.
  - `excludePassedParams` - Defaults to *False*. Set to *True* to omit Customer Passed Parameters and External Passed Parameters.
  - `offset` - This refers to a specific page of the paginated data, starting with zero. For example, page 1 is offset 0, page 2 is offset 1, etc. Use offset to request a specific page of data. Paging is a process where data set is broken up into subsets to improve response time since the user is only viewing a portion of the data, i.e., one page of data. Each page has the number of records specified in the `limit` parameter below.
  - `limit` - This is the number of records per page, with the maximum of 100 records. If nothing is specified, the default is 25 records.
  - `excludeResponseDetails` - Defaults to False. Set to True to omit the responses property.

Properties:

- `hasMore` - Indicates the returned data is a segment of, and not all of the available data for this end point.
- `total` - Indicates the number of respondents within the date range.
- `id` - The Respondent Identifier assigned to each submitted survey.
- `responseTime` - Date and time stamp of when the survey was submitted in [ISO Date Format](.): YYYY-MM-DDTHH:MM:SS.SSSZZZZZ.
- `experienceDate` - Survey completion date in [ISO Date Format](.): YYYY-MM-DD.
- `latentScores` - A Latent is group of questions which focus on a particular aspect of the subject

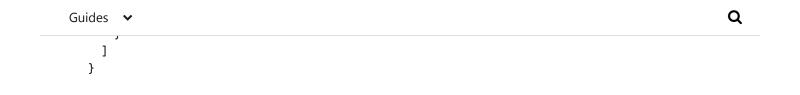Guides ⌄   🔍

- ○ `name` - The latent label used in reports and for display in web applications.

- ○ `type` - A categorization of the latent. For example, the latent **Product Images** pertains to **Elements** of what is being measured, such as, store or web page, where as **Likelihood to Return** pertains to **Future Behavior**.

- ○ `score` - The overall rating from respondents for the latent.
  Note: For Engagement Surveys, each respondent is presented with a subset of driver questions. The different subsets are rotated across respondents such that sufficient scores for each element are collected as part of partitioning. For a given respondent, scores are only generated for the questions that appeared in the subset presented to the respondent. If a question is not asked to a respondent, the score will have a Null value for that respondent.

- ● `responses`
  - ○ `id` - The response identifier.
  - ○ `name` - The question text as it is presented to the respondent.
  - ○ `phrase` - A condensed version of the question text intended for reporting. In some cases, the phrase is intentionally the question text verbatim.
  - ○ `type` - The type of question, such as Custom Question (CQ) or Model Question.
  - ○ `answers` - How the respondent replied to the question.

Sample return using the `dateRange` parameter (required) - *https://api-qa.foresee.com/v1/measures /8840868/data?from=2013-08-01&to=2013-08-07*:

JavaScript

```javascript
{
  "hasMore": true,
  "total": 5227,
  "items": [
    {
      "id": "ABC2013234486504",
      "responseTime": "2013-08-01T04:14:00.000Z",
      "latentScores": [
        {
          "id": "M003703L0002",
          "name": "Product Images",
          "type": "ELEMENTS",
          "score": 87.81034
        }
      ],
      "responses": [
        {
          "id": "ENM003703Q00100",
          "name": "Please rate the number of clicks to get where you want on this site.",
          "phrase": "Please rate the number of clicks to get where you want on this site.",
          "type": "MQ",
```

```
        ]
    }
```

📄 Updated 21 days ago