

TradePal AI Technical Documentation

API Overview

The TradePal AI API provides programmatic access to our multi-agent customer service platform. All API requests use JSON and require authentication via API keys.

Authentication

Include your API key in the Authorization header:

```
Authorization: Bearer YOUR_API_KEY
```

API keys can be generated from your account dashboard. Keep them secure and never share them publicly.

Chat API Endpoint

POST /api/chat - Send a message to the AI assistant

Request Body:

```
{"message": "What are your pricing plans?", "history": []}
```

Response:

```
{"message": "AI response here", "status": "success"}
```

PDF Upload Endpoint

POST /api/upload - Upload PDF documents for knowledge base

Form Data:

file: PDF file (required)

document_type: billing|technical|policy (optional)

Troubleshooting Guide

Common Issues

Error: 401 Unauthorized

This error occurs when your API key is invalid or expired. Solution: Generate a new API key from your account dashboard and update your application.

Error: 429 Rate Limit Exceeded

You've exceeded your plan's API call limit. Solution: Upgrade your plan or wait until your monthly limit resets. Implement exponential backoff in your retry logic.

Error: 500 Server Error

An internal server error occurred. Solution: Retry your request after a few seconds. If the problem persists, contact support with your request ID.

Slow Response Times

If you're experiencing slow API responses, check your network connection and ensure you're using the correct regional endpoint. For Enterprise customers, consider using our dedicated infrastructure option.

PDF Processing Failures

PDFs may fail to process if they're corrupted, password-protected, or contain only images without OCR. Solution: Ensure PDFs are valid, unencrypted, and contain searchable text.