

AUDIRA: INTEGRATION SCAFFOLDS GUIDE

Version: 1.0

Purpose: Provide implementation-level details for connecting Audira agents with common third-party systems including CRMs, calendar tools, helpdesk software, and messaging APIs.

Integration Categories

Audira supports modular, plug-and-play integration scaffolds for:

- 1. CRMs (Salesforce, HubSpot, Zoho)
- 2. Booking/Calendar tools (Calendly, Acuity)
- 3. Helpdesk systems (Zendesk, Intercom)
- 4. Messaging APIs (Twilio, WhatsApp Business API, Slack)
- 5. Custom APIs (via webhook scaffolds or REST mapping)

Integration Requirements Summary

Type	Required	Notes
API Key / Token	Yes	Stored encrypted, accessed via Vault or env vars
Endpoint URLs	Yes	Must support HTTPS + CORS if frontend-linked
Sandbox Access	Recommended	Used during Pre-Launch Validator test pings
Authentication Method	OAuth2, Bearer Token, or Webhook Secret	Depends on provider

CRM Integration Templates

 **Supported:**

- HubSpot (official API v3)
- Salesforce (REST + Webhook flows)
- Zoho CRM (OAuth-based)

Required Fields

```
{
  "lead_first_name": "string",
  "lead_last_name": "string",
  "lead_email": "string",
  "source_channel": "audira_agent",
  "agent_transcript_url": "string (optional)"
}
```

Actions Supported

- Create contact / lead
- Append to existing record by email match
- Log conversation transcript

Booking & Calendar Integration

Supported:

- Calendly (v2 API)
- Acuity Scheduling

Required Setup:

- Provide API Key
- Define business timezone
- Block days (if any)

Typical Flow

1. User intent triggers booking ("I'd like to book")
2. Audira fetches available slots via API
3. Confirms user choice and makes booking
4. Optionally sends confirmation email or WhatsApp message

Optional Webhook:

- Receives booking status updates (e.g., cancelled, rescheduled)
-

Helpdesk System Integration

Supported:

- Zendesk (v2 REST API)
- Intercom (Conversation API)
- Freshdesk (optional)

Required Fields

```
{  
  "ticket_subject": "User inquiry from Audira agent",  
  "ticket_body": "Conversation context or transcript",  
  "user_email": "string (if provided)",  
  "channel": "whatsapp | web | voice"  
}
```

Supported Actions:

- Open ticket
 - Append message to existing conversation
 - Alert human agent via webhook
-

Messaging & Communication APIs

✅ **Supported:**

- Twilio (WhatsApp, SMS)
- WhatsApp Business API (direct)
- Slack (internal agent assistant)

🔑 **Authentication:**

- Token (Twilio SID + Auth Token)
- App secret (Slack webhook + signing secret)

🗨️ **Features:**

- Send outbound message
- Listen to new messages via webhook
- Respond with AI-generated message

🧑💻 **Custom API/Webhook Integration**

Audira supports declarative configuration for external APIs:

```
{
  "type": "custom_rest",
  "url": "https://example.com/api/lead",
  "method": "POST",
  "headers": {
    "Authorization": "Bearer {token}"
  },
  "body_template": {
    "name": "{{user_name}}",
    "intent": "{{detected_intent}}"
  }
}
```

Validator Hook

During Pre-Launch Validation, all integrations are:

- Pinged with test payload (if sandbox provided)
- Auth verified (token or OAuth callback)
- Response time measured (optional)
- Errors logged per agent ID

Next Document: File & Data Upload Schema