Webhook APIs

Document

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1. Document History

1.1 Revision History

Version	Date	Summary of Changes

1.2 Reference Documents

Please see the following documents for more information:

Document Name	Version

2. Introduction

The SurveyMethods Webhook API enables you to subscribe and unsubscribe to receive notifications about certain events when they occur in SurveyMethods.

On subscribing for the Webhook API, you will receive a notification from SurveyMethods after the event occurs via a POST request. The POST request will contain information related to the event which has occurred. This POST request will be made to the "subscription_url" which you will have to specify at the time of subscribing for the Webhook API.

3. Subscribe and Unsubscribe for the Webhook API

3.1 Subscribe Webhook

Using this API you can subscribe to receive notifications whenever an event occurs in SurveyMethods.

3.1.1 URI

https://api.surveymethods.com/v1/{login_id}/{api_key}/webhooks/subscribe/

3.1.2 Parameters

Parameter	Description	Required
login_id	Login id of the SurveyMethods Account.	Yes
api_key	The API Key generated in the SurveyMethods Account holder's "My Account" section.	Yes

3.1.3 Request URI and Method

Method	URI
POST	https://api.surveymethods.com/v1/myloginid@mydomainname.com/TS5AI3E9EVJA1H36QXBPEIKBN/webhooks/subscribe/

Request Body Content	{
	
	   "subscription_url": "http://somedomain.com/callback",
	
	   "event": "event_name"
	
	}
	
	Sample Request:
	1. For survey_created Trigger
	    {
	     "subscription_url": "http://mywebsite.com/callback/",
	     "event": "survey_created"
	    }
	2. For response_completed Trigger
	    {
	     "subscription_url": " http://mywebsite.com/callback/",
	     "event": "response_completed",
	     "survey_code": "1A05B2RSA7QTSYHB",
	    }

3.1.4 Error Codes

The following table lists down the error codes, which will be returned specifically for this API:

Error Code	Class	Description
201	Created	Your request was completed successfully.

409	Bad Request	Your request was not completed as the subscription_url already exists.
400	Bad Request	Your request was not completed as the JSON payload is syntactically incorrect.
400	Bad Request	Your request was not completed due to an invalid login_id/ api_key parameter.
400	Bad Request	Your request was not completed due to an invalid event parameter.
400	Bad Request	Your request was not completed due to an invalid subscription_url parameter.

3.2 Unsubscribe Webhook

Using this API you can unsubscribe to receive notifications for events that occur in SurveyMethods.

3.2.1 URI

https://api.surveymethods.com/v1/{login_id}/{api_key}/webhooks/unsubscribe/

3.2.2 Parameters

Parameter	Description	Required
login_id	Login id of the SurveyMethods Account.	Yes
api_key	The API Key generated in the SurveyMethods Account holder's "My Account" section.	Yes

3.2.3 Request URI and Method

Method	URI
POST	https://api.surveymethods.com/v1/myloginid@mydomainname.com/TS5AI 3E9EVJA1H36QXBPEIKBN/webhooks/unsubscribe/

Request Body Content	{
	    "subscription_url": "http://somedomain.com/callback",
	}
	
	Sample Request:
	{
	    "subscription_url": "http://mywebsite.com/callback/",
	}

3.2.1 Error Codes

The following table lists down the error codes, which will be returned specifically for this API:

Error Code	Class	Description
200	Ok	Your request was completed successfully.
400	Bad Request	Your request was not completed as the JSON payload is syntactically incorrect.
400	Bad Request	Your request was not completed due to an invalid login_id/api_key parameter.
400	Bad Request	Your request was not completed due to an invalid subscription_url parameter.

4. Available Webhook Triggers

4.1 Survey Created

This event is triggered when a new survey is created in a SurveyMethods account.

Event Name: survey_created

Sample Payload Response

```
{
    "survey_code": "1A05B2RSA7QTSYHB",
    "status": "Closed",
    "survey_title": "Employee Profile Update Survey",
    "attempts": "Single",
    "created_date": "12/04/2013 10:09:04",
    "anonymous": "No",
    "collaborated": "No",
    "folder_name": "Default Folder",
    "question_count": "10",
    "page_count": "2"
}
```

Note:
- The "created_date" is recorded in the date format as MM/DD/YYYY and the time zone as HH:MM:SS, Central Time (US & Canada).
- A status code of 410 if received while posting a data to the "subscription_url", then the subscription for that URL will be removed.

4.2 Response Completed

This event is triggered when a new response is completed for a particular SurveyMethods account survey.

Event Name: response_completed

Sample 1 Payload Response

```
{
    "survey_code": "1A05B2RSA7QTSYHB",

    "survey_title": "Employee Profile Update Survey",

    "response_code": "FA7E7241C7D00SE52E",

    "source": "Email Invitation",

    "email": "bob@acmeservices.com",

    "date_started": "12/10/2014",

    "time_started": "11:57:18 AM",

    "duration": "00:00:45",

    "ip_address": "XXX.XXX.XXX.XXX",

    "custom_field_value1": "Bob",

    "custom_field_value2": "Smith",

    "custom_field_value3": "01283",

    "custom_field_value4": "Sales",

    "custom_field_value5": "General Manager Sales",

    "Provide your contact details: First Name": "Bob",

    "Provide your contact details: Last Name": "Smith",

    "Provide your contact details: Phone": "999-999-9999",

    "Provide your contact details: Alternate/Emergency Phone": "000-000-0000",

    "Provide your contact details: Address": "Some Street USA 3421",

    "Provide your contact details: Personal Email Address": "bob@email.com"
}
```

Sample 2 Payload Response Showing Event Question

```
{
    "survey_code": "RA82U1D1F8QTSRAB",
    "survey_title": "Corporate Training Event ",
    "response_code": "TR3D6A26R8Q92AYA4A",
    "source": "Email Invitation",
    "email": "bob@acmeservices.com",
    "date_started": "12/10/2014",
    "time_started": "11:57:18 AM",
    "duration": "00:00:45",
    "ip_address": "XXX.XXX.XXX.XXX",
    "custom_field_value1": "Bob",
    "custom_field_value2": "Smith",
    "custom_field_value3": "01283",
    "custom_field_value4": "Sales",
    "custom_field_value5": "General Manager Sales",
    "(Effective Change Management): Will you attend this event?": Yes
}
```

Note:

- The "date_started" and "time_started" are recorded in the date format as MM/DD/YYYY and the time zone as HH:MM:SS, Central Time (US & Canada).

- A status code of 410 if received while posting a data to the "subscription_url", then the subscription for that URL will be removed.

5. FAQs

Q1. Are there any API request limits?

Yes. There are API request limits based on the package type of the SurveyMethods account. The table below shows the different request limits for each package type. (Please refer to the package attributes on SurveyMethods as these values might change from time to time):

Package	API Mode	Total Requests Per API function Per Day
Basic	Test	100
Basic	Live	100
Advanced	Test	250
Advanced	Live	250
Professional Free	Test	250
Professional Free	Live	250
Professional Paid	Test	1000
Professional Paid	Live	1000
Enterprise	Test	1000
Enterprise	Live	1000
Promotion Code Users	Test	250
Promotion Code Users	Live	250

Note:
- The total requests per day include only the requests, which were successfully accepted for processing.
- You can contact us on 214-257-8909 or click here to send us a request to increase the total requests per API function per day limit.

Q2. What is API **Test** mode?

The API Test Mode is a functional mode that developers can set their API to while in the process of integrating their applications with SurveyMethods.com using the SurveyMethods.com REST API. All transactions in this mode are flagged as **"test"** transactions. These test transactions are limited to survey responses entered using the email launch method triggered through the API. After the applications are integrated, developers can choose to purge these test transactions when switching from the Test Mode to the Live Mode.

Q3. What is API Live mode?

The API Live mode simply implies that you have successfully integrated your application with SurveyMethods and disables the ability to delete transactions triggered through the API.

Q3. Can I see the API Statistics and where?

Yes. To view the API Usage statistics, login to your SurveyMethods account and go to the "My Account Section".

Q4. Whom to contact when you have questions?

You can call us on 214-257-8909 or click here to email us your questions.