SocialSurvey API Developer's Guide

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Introduction

SocialSurvey API provides access to import existing reviews data from the SocialSurvey system. This data can be used for business reporting and/or integration of the reviews content into your company websites.

You may use SocialSurvey API to:

- POST transaction details to initiate survey sending
- GET survey (and review) data collected for your account

Target Audience for this Document

This document is intended for the developers using API for the SocialSurvey Customers.

Purpose of the API

SocialSurvey supports the principle belief that the Reviews data belongs to you and you may manage it in accordance to your company's operating policies and business rules. You may request for the reviews data via API or a file export from SocialSurvey. The API can provide you data for a certain date range or a specified number of latest reviews.

Data Usage

SocialSurvey's surveys API allows you to create and maintain a replica database of your survey/review data that you may use to integrate with custom CRM's for analytics, Intranet portals for reporting, or to host reviews on your own public facing website on the Internet.

Caution: Data provided by the surveys API may not be used for real time dynamically generated content and is provided solely for the purpose of generating and updating your locally hosted database.

Note: If users from your organization connected their SocialSurvey profiles with Zillow, it is possible that you may receive some Zillow Reviews data through the SocialSurvey API. Please note that Zillow reviews are subjected to the terms of use of Zillow's data policy. Please be aware that the current policy from Zillow regarding their data usage permits you to dynamically

display their reviews content but it does not permit you to store information locally. Click here to view details of the Zillow Terms of Use for their data usage.

Getting Started with SocialSurvey APIs

Your SocialSurvey representative should have already provided you with an Access Token for your account. You may request a new or re-issued Access Token by email to support@socialsurvey.com.

Service Endpoints

SocialSurvey APIs are supported on SocialSurvey's Test and Production platforms. The resource path for each platform are as follows:

Platform	Resource Paths
Test	http://api.socialsurvey.info/v2/
Production	https://api.socialsurvey.me/v2/

All API resources are prefixed with the Resource Paths listed above.

Using the API Key to access SocialSurvey resources

There are two headers to be added in each API:

```
1. Content-Type: value will always be 'application/json'
2. Authorization: value of Authorization header 'Basic
   <<ACCESS_TOKEN>>'
```

API Response Codes

All API requests submitted to SocialSurvey will receive a web services response status code to indicate whether your request has been successfully processed. HTTP error class of 200 series will be used for success confirmation, 400 for for data related errors and 500 for server errors.

Response Format:

```
"message":
      {
       "code": {code},
       "Message": {message}
      }
```

Sample Success Response:

```
"message":
     {
      "code": 200,
      "Message": "Request successfully processed"
     }

"message":
     {
      "code": 201,
      "Message": "Survey successfully created"
     }
```

Sample Error Response:

```
"message":
     {
      "code": 401,
      "Message": "Unauthorized access"
     }

"message":
     {
      "code": 501,
      "Message": "Invalid SurveyId"
     }
```

API Reference

Submit Transactions to Survey

Submit transaction data to SocialSurvey application for surveying.

Resource URL

https://*api.socialsurvey.me/v2/surveys*

Method

PUT

Request Header

Name	Required	Location	Description
Content-Type	Yes	Header	application/json
Authorization	Yes	Header	Basic [Access_Token]

Request Body

Name	Data Type	Description
transactionInfo		
- **transactionRef**	String	An id from your system that enables association to its original transaction (e.g., LoanNumber, InvoiceNumber, etc.)
- **transactionDate**	Date/Time (UTC format)	Date transaction occurred; typically associated with the closed or funding date of a transaction.
- **transactionCity**	String	City where the transaction occurred.
- **transactionState**	String	State where the transaction occurred.
- **transactionType**	String	Type of transaction provided (e.g., Purchase, Refinance, Rental, etc.)
- **customer1FirstName**	String	First name of the primary customer to be surveyed.
- **customer1LastName**	String	Last name of the primary customer to be surveyed.
- **customer1Email**	String	Email address of the primary customer to be surveyed.
- **customer2FirstName**	String	First name of the secondary customer (co-borrower) to be surveyed.
- **customer2LastName**	String	Last name of the secondary customer (co-borrower) to be surveyed.
- **customer2Email**	String	Email address of the secondary customer (co-borrower) to be surveyed.
serviceProviderInfo		
- **serviceProviderName**	String	Name of the person who provided service for the transaction / person

			being surveyed (e.g., Sales Professional, Loan Officer, Account Executive, etc.)
-	**serviceProviderEmail**	String	Email of the person who provided service for the transaction / person being surveyed (e.g., Sales Professional, Loan Officer, Account Executive, etc.)

Response

Name	Data Type	Description
surveyId		
- **email**	String	Email Address Surveyed
- **surveyID**	Numeric	ID associated with this user's corresponding survey.

Example 1.0: Submit transaction data to be surveyed

Sample Request

```
PUT https://api.socialsurvey.me/v2/surveys/

"Survey":
  {
    "transactionInfo":
     {
          "transactionRef": 40904947,
          "transactionDate": 2016-07-26 10:54:33,
          "transactionCity": "San Francisco",
          "transactionState": "California",
          "transactionType": "Purchase",
          "customer1FirstName": "John",
          "customer1LastName": "Borrower",
          "customer1Email": "john.borrower@email.com",
          "customer2FirstName": "Jill",
          "customer2LastName": "CoBorrower",
          "customer2Email": "jill.coborrower@email.com"
     },

     "serviceProviderInfo"
     {
          "serviceProviderName": "Pro Agent",
          "serviceProviderEmail": "proagent@mycompany.com
     }
  }
```

Sample Response

```
"message":
  {
    "code": 201,
    "message": "Survey created successfully"
  }

"data":
  {
    "surveyId": {
        john.borrower@email.com: 179879
        jill@coborrower@email.com: 179898
     }
  }
```

Get Survey Reviews

Get survey reviews from the SocialSurvey system.

Resource URL

https://api.socialsurvey.me/v2/surveys

Method

GET

Request:

Name	Required	Location	Description
Authorization	Yes	Header	Access Token
{surveyId}	No	Path Variable	Get review content for a specific survey.
count={count}	No	Query parameter	Optional filtering parameter; may be used to specify # most recent surveys to pull from SocialSurvey; Default: 1000
start={start}	No	Query parameter	Starting index. Default: 0

state={state}	No	Query parameter	Optional filtering parameter; may be used to return only • "**Unpleasant**" surveys • "**OK**" surveys • "**Great**" surveys
status={status}	No	Query parameter	Optional filtering parameter; may be used to return only • "**complete**" surveys • "**incomplete**" surveys
startSurveyID={surveyId}	No	Query parameter	Optional filtering parameter to retrieve all survey responses from this starting survey id and after.
startReviewDateTime={date}	No	Query parameter	Optional filtering parameter to retrieve all survey response from this review date and after.
startTransactionDateTime={date}	No	Query parameter	Optional filtering parameter to retrieve all survey response from this trsnaction date and after.
User={service provider email}	No	Query parameter	Optional filtering parameter to retrieve survey response for a service provider using the email they used to register with SocialSurvey.

IncludeManagedTeam	No	Query parameter	Optional filtering parameter to include members that are managed by this user. For example, if the user is a manager of an office, this parameter will retrieve all users of the office.

API Response:

Name	Data Type	Description
surveyId	Numeric	An id associated with the survey; available for survey requests processed by SocialSurvey. This will not be available for reviews from Zillow.
reviewId	Numeric	A unique id associated with the review. NOTE: a ReviewId is available after the customer completed the survey request.
transactionInfo		
- **transactionRef**	String	An id from your system given in the survey request that enables association to its original transaction (e.g., LoanNumber, InvoiceNumber, etc.)
- **surveySentDateTime**	Date/Time (UTC format)	Timestamp when survey was sent, in UTC format.
- **transactionDateTime**	Date/Time (UTC format)	Date transaction occurred; typically associated with the funding date or closed date of a transaction.
- **transactionCity**	String	City where the transaction occurred.
- **transactionState**	String	State where the transaction occurred.
- **transactionType**	String	Type of transaction provided (e.g., Purchase, Refinance, Rental, etc.)
- **customerFirstName**	String	Customer First Name

- **customerLastName**	String	Customer Last Name
- **customerEmail**	String	Customer Email Address
serviceProviderInfo		
- **serviceProviderName**	String	Name of the person who provided service for the transaction / person being surveyed (e.g., Sales Professional, Loan Officer, Account Executive, etc.)
- **serviceProviderEmail**	String	Email of the person who provided service for the transaction / person being surveyed (e.g., Sales Professional, Loan Officer, Account Executive, etc.)
- **profileId**	String	A unique ID identifying the ServiceProvider
- **profileURL**	String	A ProfileURL of the ServiceProvider
- **photoURL**	String	A link to the profile photo of the ServiceProvider.
review		

- **source**	String	Indicate the source of the review. Possible values are:
		• SocialSurvey
		  ○ **agent**
		  ○ **admin**
		  ○ **encompass**
		  ○ **dotloop**
		  ○ **lonewolf**
		  ○ **ftp**
		• Zillow
		• 3rd Party

- **reviewCompletedDateTime**	Date/Time (UTC format)	Date survey/review was completed by customer.
- **reviewUpdatedDateTime**	Date/Time (UTC format)	Date survey/review was updated by the customer (e.g., re-take).
- **rating**	Numeric	The overall rating for the survey response.

- **summary**	String	A summary of the transaction (e.g., "Completed transaction in July 2016 in San Francisco, California")
- **description**	String	Text content of the review.
- **agreedToShare**	True/False	Customer agreed to share on social media.
- **verifiedCustomer**	True/False	True indicates review has been verified against originating transaction.
- **retakeSurvey**	True/False	Indicates whether the review has been flagged as a re-take.
- **surveyResponses**		
○ **question**	String	Text description of the survey question.
○ **type**	String	The data type of the response. Possible values are: - Numeric - Text - Experience
○ **answer**	String	The response provided by the customer. Possible values are: - **Numeric** data type will return a number value - **Text** data type will return a text string - **Experience** data type will return "Great", "OK", or "Unpleasant".
- **reportedAbusive**	True/False	Identifies whether the response has been marked as Abusive.
- **reviewStatus**	String	Indicate the state of the review (e.g., completed, incomplete)

Example 2.0: Get content of the recently completed Surveys

Sample Request

```
GET https://api.socialsurvey.me/v2/surveys
```

Sample Response


```
{
  "msg": {
    "message": "Request Successfully processed",
    "code": 200
   },
  "data": {
    "surveys": [
     {
       "surveyId": 820192,
       "reviewId": "5873f0c3e4b0e37a657893a7",
       "transactionInfo": {
                "transactionRef": null,
                "surveySentDateTime": "2017-01-12T21:06:53.000+0000",
                "transactionDateTime": "2017-01-09T20:18:58.000+0000",
                "transactionCity": null,
                "transactionState": null,
                "transactionType": null,
                "customerFirstName": "Catherine",
                "customerLastName": "Borrower",
                "customerEmail": "cwong+borrower_20170109@socialsurvey.com"
                },
       "serviceProviderInfo": {
                "serviceProviderName": "Catherine Wong",
                "serviceProviderEmail": "cwong+agent@socialsurvey.com"
                },
       "review": {
                "source": "admin",
                "reviewCompletedDateTime": "2017-01-09T20:21:51.891+0000",
                "reviewUpdatedDateTime": "2017-01-09T20:21:51.891+0000",
                "rating": "0.0",
                "summary": null,
                "description": null,
                "agreedToShare": false,
                "verifiedCustomer": false,
                "retakeSurvey": false,
                "surveyResponses": [
                        {
                        "question": "Please rate the level of advice and communication you received from
                        [name]?",
                        "type": "Numeric",
                        "answer": "5"
                        },

                        {
                        "question": "How would you rate the service and support you received?",
                        "type": "Numeric",
```

```
                        "answer": "5"
                        },

                        {
                        "question": "How likely are you to refer friends and family to [name]?",
                        "type": "Numeric",
                        "answer": "5"
                        },

                        {
                        "question": "How did you learn about our service?",
                        "type": "Text",
                        "answer": "Internet Research"
                        },

                        {
                        "question": "How would you rate your overall experience?",
                        "type": "Experience",
                        "answer": null
                        }
                        ],
                "reportedAbusive": false
    },
        "reviewStatus": "incomplete"
  },
  {
        "surveyId": 111858,
        "reviewId": "57d314fae4b01a2743ce38d7",
        "transactionInfo":
                {
                "transactionRef": null,
                "surveySentDateTime": "2016-09-12T20:02:32.000+0000",
                "transactionDateTime": "2016-09-09T19:59:31.000+0000",
                "transactionCity": null,
                "transactionState": null,
                "transactionType": null,
                "customerFirstName": "Test",
                "customerLastName": "Test",
                "customerEmail": "cwong+test1@socialsurvey.com"
                },
        "serviceProviderInfo": {
                "serviceProviderName": "Catherine Wong",
                "serviceProviderEmail": "cwong+agent@socialsurvey.com"
                },
    "review": {
                "source": "agent",
                "reviewCompletedDateTime": "2016-09-09T20:01:11.107+0000",
                "reviewUpdatedDateTime": "2016-09-09T20:01:11.107+0000",
                "rating": "0.0",
                "summary": null,
                "description": null,
                "agreedToShare": false,
                "verifiedCustomer": false,
                "retakeSurvey": false,
                "surveyResponses": [
                        {
```

```
                    "question": "Please rate the level of advice and communication you received from
                    [name]?",
                    "type": "Numeric",
                    "answer": "5"
                    },

                    {
                    "question": "How would you rate the service and support you received?",
                    "type": "Numeric",
                    "answer": "5"
                    },

                    {
                    "question": "How likely are you to refer friends and family to [name]?",
                    "type": "Numeric",
                    "answer": "5"
                    },

                    {
                    "question": "How would you rate your overall experience?",
                    "type": "Experience",
                    "answer": null
                    }
                    ],
        "reportedAbusive": false
        },
    "reviewStatus": "incomplete"
    }
    ],
  }
}
```