



APIs & SDKs

Connect. Extend. Simplify. Leverage BoldChat to its fullest potential.



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Key Benefits of APIs & SDKs

- Help break down barriers between applications
- Enable BoldChat to integrate with a wide variety of external systems
- Are modern RESTful APIs with JSON interface

In today's world of interconnectivity, applications that restrict functionality and lock up data in silos are on the path to obsolescence. BoldChat's robust APIs and SDKs help break down barriers between applications, streamlining efficiencies and maximizing what you can accomplish when everything is interconnected.

BoldChat's Flexible APIs and SDKs:

- Give you the ability to integrate BoldChat with other systems (such as CRM, ticketing, and knowledgebase) and create highly customized deployments
- Let BoldChat read and write information to and from external systems
- Enable you to build your own visitor interfaces for mobile or desktop applications
- Are language agnostic, modern RESTful APIs with JSON interface for ease of interoperability
- Leverage HTTPs-only authenticated API calls with SHA-512 tokens for robust security

AVAILABLE APIs

Integration API

BoldChat's Integration API lets you connect with a wide range of external applications and build powerful integrations between them.

This modern API exposes BoldChat functionality and chat event data to other systems via bidirectional RESTful API calls, letting you read or write information from/to your other applications in a robust manner. Our powerful trigger framework lets you customize when API events are initiated, what data is interchanged, and how the data is consumed.

Agents are able to access information quickly, directly within the BoldChat interface, and resolve customer service issues quickly and more effectively, increasing agent efficiency, effectiveness and overall customer satisfaction.

Data Extraction API

This API allows you to directly extract data from BoldChat to log, analyze, and gain insights about your operations. Built for programmatic, bulk exports, the Data Extraction API is ideal for custom reporting, record keeping, data warehousing or business intelligence needs. Apart from raw data access, this API also lets you generate canned reports programmatically.

Workflow API

Supporting universal or blended agents fielding customer communications across multiple channels (e.g., chat and telephone) is simplified with BoldChat's Workflow API. This API facilitates the integration of BoldChat with environments that manage agent provisioning, work assignment, and routing, such as telephony, workflow management, and personnel provisioning systems.

By synchronizing agent availability across internal or external channels, companies are able to gain efficiencies with optimal workforce management and universal agent queues. Businesses can also implement custom workflow logic quickly via middleware code to change routing rules, modify automatic chat distribution, and more.

Provisioning API

The BoldChat Provisioning API provides a programmatic way to create, edit, and delete agents, simplifying and automating setup as your operations scale.

COMING SOON – the next version of the Provisioning API will give companies the ability to set up departments, user groups, rules, and more.

AVAILABLE SDKs

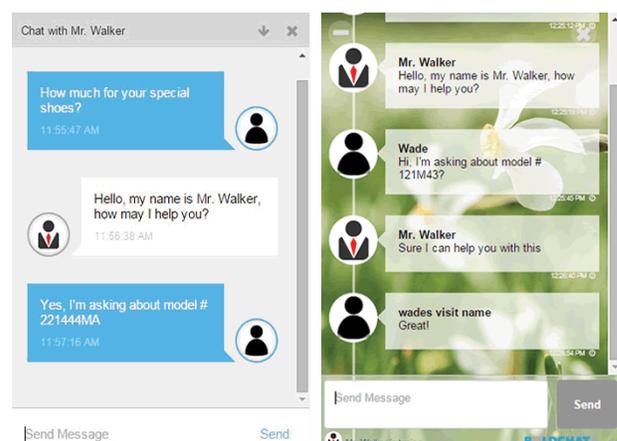
Mobile SDK

BoldChat offers a mobile SDK, which enables customers to embed chat directly in their native iOS and Android apps. This gives visitors the ability to chat without ever leaving the app, creating a seamless engagement experience. BoldChat's elegantly designed in-app chat can easily be deployed with minimal code, and developers can fully customize and implement chat using the mobile SDK.



Chat Window SDK

BoldChat's HTML Chat Window SDK is a bundled collection of HTML, Javascript, and CSS files for building a highly customized chat user interface, providing full code access for every aspect of chat windows. Companies can also build custom functionality, such as embedding custom web elements, or inserting custom surveys. And with limitless design options, businesses can tailor the chat window to their company's brand look and feel.



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