

CRM API

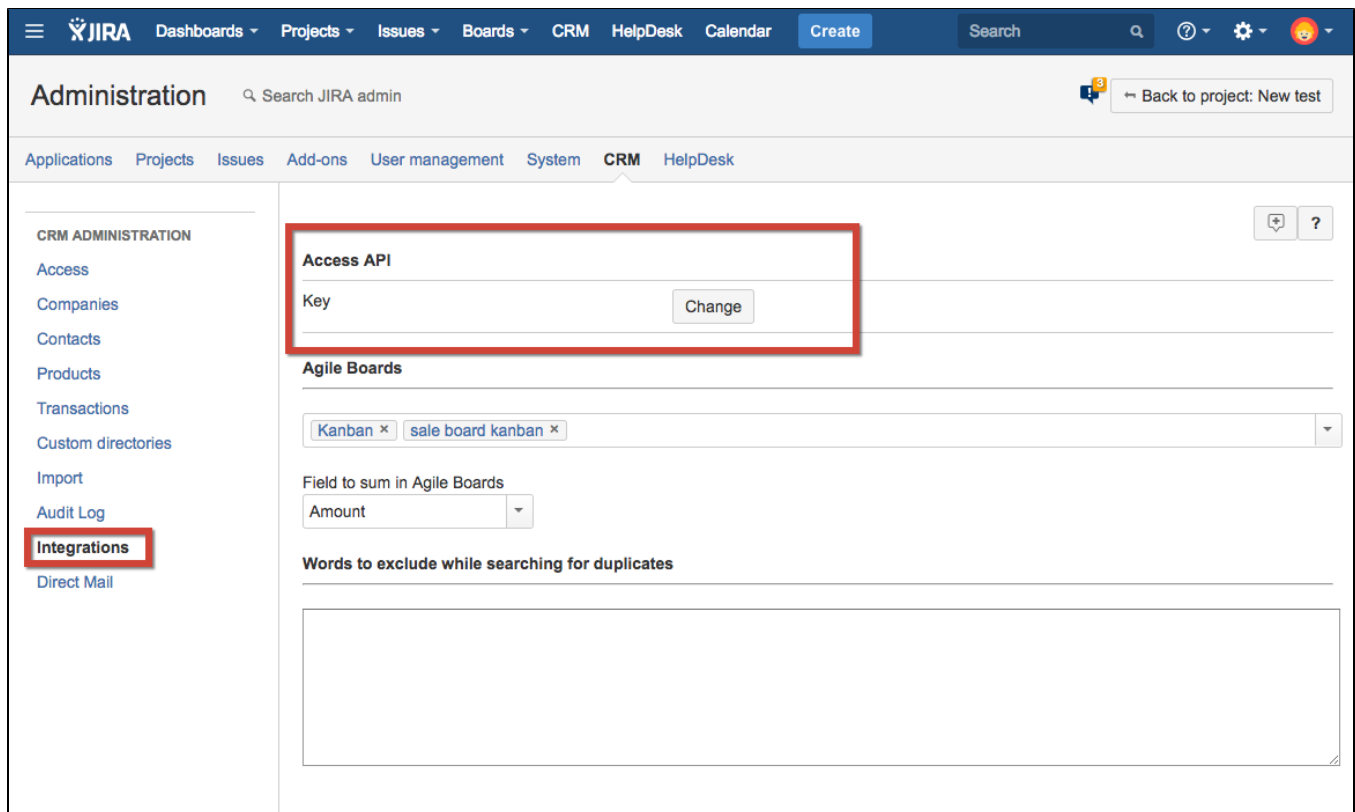
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What for need CRM API

It need that external applications can programmatically add and receive data to CRM. To work with the API, you must configure the security key (password) and the rights of the user that will be connected.

Setting access to API

For access to API you need to specify the API Key (password) in the Administration/CRM/Integrations:



The screenshot shows the JIRA Administration interface. The top navigation bar includes 'Dashboards', 'Projects', 'Issues', 'Boards', 'CRM', 'HelpDesk', 'Calendar', and a 'Create' button. The 'Administration' section is active, with a search bar and a 'Back to project: New test' link. The left sidebar lists various administration categories: CRM ADMINISTRATION, Access, Companies, Contacts, Products, Transactions, Custom directories, Import, Audit Log, and Integrations (which is highlighted with a red box). The main content area shows the 'CRM' tab selected, with sub-tabs for 'Access API', 'Agile Boards', and 'Words to exclude while searching for duplicates'. The 'Access API' section is highlighted with a red box and contains a 'Key' field with a 'Change' button. The 'Agile Boards' section shows a dropdown menu with 'Kanban' and 'sale board kanban' selected. The 'Words to exclude while searching for duplicates' section is empty.

Access rights to CRM objects

To receive data via API, you can use different users with different access rights. Access rights to the objects defined in the Administration/CRM/Access:

Administration

Search JIRA admin

Applications

Projects

Issues

Add-ons

User management

System

CRM

HelpDesk

CRM ADMINISTRATION

Access

Companies

Contacts

Products

Transactions

Custom directories

Import

Audit Log

Integrations

Direct Mail

Permission	Groups	Company attributes
Access to main menu CRM	jira-administrators jira-servicedesk-users jira-software-users	
Company card view	jira-administrators jira-software-users	Sales Manager
Contact card view	jira-administrators jira-software-users	Sales Manager
Order details edit	jira-administrators jira-servicedesk-users	
Edit products and services	jira-core-users jira-administrators jira-servicedesk-users	

Supported methods

Method's name	User right	Description
getcompanybyname	CRM Main Menu	Return company by name or ID
getcontactbyname	CRM Main Menu	Return contact by name or ID
getcompanies	CRM Main Menu	Return all companies
getcontacts	CRM Main Menu	Return all contacts
sync	CRM Main Menu	Start synchronization of JIRA users
setcrmproperties	CRM Main Menu	Set custom field type "Crm Property" in issue
addcompany	Add companies	Add company
addcontact	Add contact	Add contacts

setcontact	Add existing contact to company	Set company for contacts
addictionaryvalue	Add the values to dictionaries	Add new value to a custom dictionary
removedictionaryvalue	Remove the values from dictionaries	Remove value from a custom dictionary
searchentities	Search CRM objects by parameters	Search CRM objects by parameters
editcontact	Edit contacts	Ability to pass value parameters to the api methods by field codes or by field names
editcompany	Edit companies	Ability to pass value parameters to the api methods by field codes or by field names
updateOrCreateEntity	Add / Edit Objects	Example: <pre>/plugins/servlet/crm/api?command=updateOrCreateEntity&userName=&apiKey=&tableName=PRODUCTS&crm_param_1=Product%20Name&crm_param_1_value=Test&id=&crm_param_2=Price&crm_param_2_value=10&crm_param_3=Vendor&crm_param_3_value=Atlassian&crm_param_4=area&crm_param_4_value=area</pre> tableName - record type crm_param_1 - name of the first field crm_param_1_value - value of the first field Also, you can set the id for the existing record.
transactionsList	Search CRM transactions	Search CRM transactions by given parameters

Calls examples

Start synchronization:

[http://YOURDOMAIN/plugins/servlet/crm/api?apiKey=\\${apiKey}&userName=\\${userName}&command=sync](http://YOURDOMAIN/plugins/servlet/crm/api?apiKey=${apiKey}&userName=${userName}&command=sync)

Register organization "Adobe" to contact "Ted Johnson":

[http://YOURDOMAIN/plugins/servlet/crm/api?apiKey=\\${apiKey}&userName=\\${userName}&command=setcontact&companyName=Adobe&contactName=TedJohnson](http://YOURDOMAIN/plugins/servlet/crm/api?apiKey=${apiKey}&userName=${userName}&command=setcontact&companyName=Adobe&contactName=TedJohnson)

Add contact with ID=6 to organization with ID=15:

[http://YOURDOMAIN/plugins/servlet/crm/api?apiKey=\\${apiKey}&userName=\\${userName}&command=setcontact&companyId=15&contactId=6](http://YOURDOMAIN/plugins/servlet/crm/api?apiKey=${apiKey}&userName=${userName}&command=setcontact&companyId=15&contactId=6)

Add contact with the specified attributes.

`http://YOURDOMAIN/plugins/servlet/crm/api?command=addcontact&userName={userName}&apiKey={apiKey}&clients-contact_name=newcontact&clients-contact_company=newCompany&view-clients-contact_company=newCompany&clients-contact_email=new@new.com`

Add company with the specified attributes.

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=addcompany&clients-org_name=test Company Name&clients-org_www=test.com&tableName=CLIENTS&view-clients-org_industry=Consulting&view-clients-org_sla=SLA-1 Free`

Receive all organizations:

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=getcompanies`

Receive all contacts:

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=getcontacts`

Receive organization with ID=2:

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=getcompanybyname&companyId=2`

Receive organization with name "Teamlead":

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=getcompanybyname&companyName=Teamlead`

Receive contact with ID=2:

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=getcontactbyname&contactId=2`

Receive contact with name "Vladimir Putin":

`http://YOURDOMAIN/plugins/servlet/crm/api?apiKey={apiKey}&userName={userName}&command=getcontactbyname&contactName=Vladimir Putin`

Add value "Green" to the custom dictionary "Colors":

`http://YOURDOMAIN/plugins/servlet/crm/api?command=adddictionaryvalue&userName={userName}&apiKey={apiKey}&dictionaryName=Colors&newvalue=Green`

Remove value "Green" from the custom dictionary "Colors":

`http://YOURDOMAIN/plugins/servlet/crm/api?command=removedictionaryvalue&userName={userName}&apiKey={apiKey}&dictionaryName=Colors&valuetoremove=Green`

Search for all contacts of "Teamlead" organization:

```
http://YOURDOMAIN/plugins/servlet/crm/api?
command=searchEntities&crm_param_1=Company&crm_param_1_value=Teamlead&tableName=CONTACTS&userName=${userName}&apiKey=${apiKey}
```

Edit contact:

```
http://YOURDOMAIN/plugins/servlet/crm/api?command=editcontact&apiKey=${apiKey}&userName=${userName}&contactId=${contactId}
&view-clients-contact_position=${position}&clients-contact_position=${position}&clients-contact_email=${email}&clients-contact_login=${userName}
```

Edit company:

```
http://YOURDOMAIN/plugins/servlet/crm/api?command=editcompany&apiKey=${apiKey}&userName=${userName}&companyId=${companyId}&view-
clients-clients_field_d1facd51-01e0-4a68-a4f3-4aa3641a590e=Development,Training&clients-clients_field_d1facd51-01e0-4a68-a4f3-
4aa3641a590e=Development,Training
```

```
http://YOURDOMAIN/plugins/servlet/crm/api?command=editcompany&apiKey=${apiKey}&userName=${userName}&companyId=${companyId}&clients-
clients_field_d8927b73-09ba-4094-b281-af6738e4432d=testtest
```

```
http://YOURDOMAIN/plugins/servlet/crm/api?command=editcompany&apiKey=${apiKey}&userName=${userName}
&companyId=${companyId}&company_name=${companyName}
```

Search CRM transactions

```
http://YOURDOMAIN/plugins/servlet/crm/api?command=transactionslist&userName=${userName}&apiKey=${apiKey}
&saleVal=${issuekey}
```

where:

- \${apiKey} - API Key (password) in the Administration/Plugins/CRM/Access
- \${userName} - JIRA user's login