

Omnichannel Web APIs Overview

Vlocity Omnichannel Web APIs are modern, enterprise-scale web application programming interfaces (APIs) that extend Vlocity Industry Cloud Application functionality to other applications, devices, and channels. These APIs operate at a higher level of functionality than the object level Salesforce REST APIs, which makes them easier for web and mobile developers to use. They also provide better overall performance for devices interacting with Vlocity Apps over the Internet because more is achieved with each request and response. Because they are built on the Force.com platform using Apex REST, they provide the reliable, fine-grained security that you expect from the leading CRM platform.

Vlocity Omnichannel Web APIs can be grouped into the following major categories:

- **Platform APIs:** Client applications use Platform APIs to access other data and functionality from Vlocity Industry Cloud applications. They provide programmatic access to customer data, such as profile attributes and customer stories, campaign data for call lists and associated members and documents, as well as access to system extensions such as the Vlocity Action framework.
- **Configure, Price, Quote (CPQ) APIs:** Client applications use CPQ APIs for selecting and ordering products and services. They provide a layer of abstraction between the client app developers and the CPQ developers who are configuring and customizing the underlying CPQ logic.
- **DataRaptor APIs:** Integration developers use DataRaptor APIs to create JSON interfaces for extracting data from Salesforce objects or posting data to Salesforce objects. DataRaptor is often used in conjunction with Vlocity OmniScript, but can be used by any REST client application.
- **Insurance APIs:** Mobile developers can use the Vlocity Insurance Policies APIs to retrieve a list of Policies and related details for a client contact or account. The API provides a layer of abstraction between the mobile app and the Salesforce data model. Mobile developers need not understand the underlying data model for associating policies with a client.
- **Public Sector APIs:** Vlocity Public Sector APIs are defined for community users to view housing listings and to express interest in them. The APIs provide a layer of abstraction between the web application and the Salesforce data model.

Use Vlocity Omnichannel Web APIs to expose specific Vlocity innovations in your mobile or custom web applications. Omnichannel Web APIs are available in all industry

packages, providing access to customer stories, profiling attributes, call lists (campaigns), and Vlocity Actions.

Vlocity Omnichannel Web APIs augment the many other APIs that the Salesforce platform provides. Vlocity Omnichannel Web APIs do not replace the Salesforce APIs. Many client applications will leverage some native Salesforce APIs in addition to Vlocity Web APIs to build a complete application. In addition, companies deploying Vlocity Industry Cloud Apps with Salesforce can use Apex REST to design additional Web APIs. This document summarizes the other APIs available from Salesforce and directs you to additional sources of information about them, including Apex REST.

Base URL Structure and Namespaces

All URLs in Vlocity Omnichannel Web APIs are relative to `https://instance.salesforce.com/services/apexrest/namespace/`

- *Instance* identifies the Salesforce instance that hosts your Salesforce organization (org).
- *Namespace* identifies the Vlocity app package.

Package	Namespace	Base URL
Communications	vlocity_cmt	<code>https://instance.salesforce.com/services/apexrest/vlocity_cmt/</code>
Health Insurance	vlocity_ins	<code>https://instance.salesforce.com/services/apexrest/vlocity_ins/</code>
Insurance	vlocity_ins	<code>https://instance.salesforce.com/services/apexrest/vlocity_ins/</code>
Public Sector	vlocity_ps	<code>https://instance.salesforce.com/services/apexrest/vlocity_ps/</code>

Omnichannel API Versioning

Vlocity Omnichannel Web API URLs contain a version number, such as `/v1` or `/v2`, after the base path. For example,

`https://instance.salesforce.com/services/apexrest/namespace/vx/...`

This version number indicates the version of the API itself, not the Vlocity Industry Cloud Applications release number. Vlocity enhances the Web APIs without changing the version number as long as the APIs do not change in a way that would break clients

that are using the API. If Vlocity must make a breaking change to the Web API, the version number increments, creating a new API.

Vlocity has added several new APIs and has improved others, specifically in the configure, price, quote (CPQ) category. Pay attention to the version number when using these APIs.

Omnichannel API Authentication and Security

Apex REST supports two authentication mechanisms: OAuth 2.0 or Session ID. Usually, you will use Session ID authentication only for testing purposes during development. OAuth 2.0 is recommended. For more information, see the following topics in the *Force.com REST API Developer Guide*:

- [Step Two: Set Up Authorization](#)
- [Understanding Authentication](#)

Omnichannel API Limits

To maintain optimum performance and ensure that the Force.com API is available to all customers, Salesforce imposes two types of API limits: concurrent API request limits and total API request limits. When a call exceeds a request limit, an error is returned. The actual limit depends on the type of Salesforce edition org you are using, the number of user licenses you have purchased, and the number of additional API calls you may have purchased.

Total API request limits govern the total API requests (or calls) per 24-hour period for an org. Vlocity Omnichannel Web APIs are designed to provide more functionality and data with each request to minimize the number of calls required per user per hour. However, the client application determines the number of API calls.

Concurrent API request limits govern the number of concurrent inbound requests (or calls) with a duration of 20 seconds or longer. Vlocity Omnichannel Web APIs are designed to complete calls much faster than 20 seconds, with the possible exception of a POST of bulk data to Salesforce using a DataRaptor API. Therefore, this limit does not usually apply.

For more information about API limits, see [API Limits](#) in the *Salesforce Developer Limits Quick Reference*.

Other limits apply. Vlocity Omnichannel Web APIs are based on Apex REST. Calls to these APIs count against the deploying company's API governor limits. All standard Apex governor limits apply to Apex REST classes. For example, the maximum request or response size is 6 MB for synchronous Apex or 12 MB for asynchronous Apex. For more information, see [Execution Governors and Limits](#) in the *Force.com Apex Code Developer Guide*.

Omnichannel API Response Status Codes

Vlocity Apex REST APIs return the standard HTTP response status codes. For more information, see [Apex Rest Methods](#), "Response Status Codes," in the *Force.com Apex Code Developer Guide*.