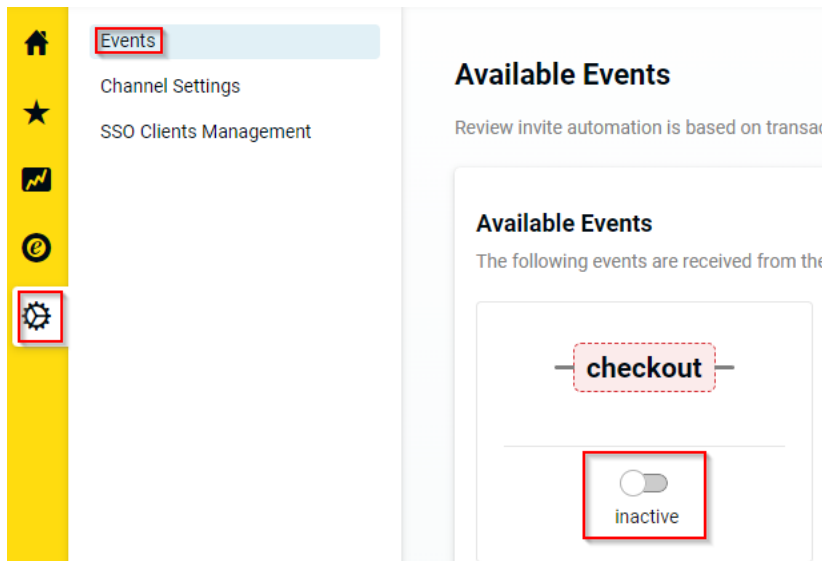


Event Type API

If you wish to trigger invites via API, please follow the steps described below.

- Before being able to call any of our APIs you need to call the [Authentication API](#), by inserting your client ID and client secret, which will then generate an access token that then needs to be used for any other API call. Please take into consideration, that this access token expires after some time, which is the reason we would recommend to always create a new one for each API call.
- If you would like to create invites that shall be sent from our system, then you need to combine 3 APIs.
- First there need to be created a new "Touchpoint, also known as event type. By default only the event type named "checkout" is there and active and this is triggered when the consumer reaches the thank-you-page.

To create a new event type, you would need to use this API: [Event Types - eTrusted Developer Center](#) and can be given any name. E.g. "shipped". It is important to have this newly created event type active as well.



- Once you created a new event type, Then the Invite setting need to be configured to define which templates are in use and also which delay is effective and after the amount of days the invite will be send out after triggering the chosen event type. This needs to be done in the Control Centre (settings -> channel settings) or by using this API: [Invite Settings - eTrusted Developer Center](#).
- When the steps described above are done you need to pass on the actual values of the order with this API: [Events - eTrusted Developer Center](#)). Read the documentation carefully so that you are transmitting all the mandatory values for sending out invites for service- and/or product reviews.
- Also please have a closer look at the following documentation of configuring this cycle: [The experience feedback setup - eTrusted Developer Center](#)

Questionnaire type API

- If you rather prefer to send review invites from your **own** system to your customers, you can create customer specific review links via [Questionnaire Link API](#) and include them in your own emails sent from your own system.