

Cyara's REST API

Limitless Integration & Extensibility

Benefits of Leveraging REST APIs:

Efficiency:

Do more with less effort.

APIs are inherently ready to interface with and execute tasks between platforms without the need for custom code development.

Translation:

Bridge the gap between different technologies.

APIs act as software intermediaries, packaging and sending data between systems via interaction paths, called routes, in a common format useable by any system.

Innovation:

Make new things happen.

APIs provide standardized interfaces that democratize different software components so developers can collaborate and build together.

Integration:

Customize to your needs.

APIs allow you to integrate with 3rd party platforms and build in functionality specific to your business requirements.

In our modern world, connectivity is key. It's what gets data from here to there, and ultimately what enables your customers to find, engage, and transact with your company. But just like language and location differences can make communication complicated, it is difficult to get all your technology systems – built with different tools, platforms, and programs – to communicate with each other and create an enjoyable and seamless customer experience. That's where Application Programming Interfaces (APIs) come in.

APIs are what make interactivity between various technology platforms possible. APIs make it so that developers don't need to start from scratch as they build custom programs. Instead, they can use APIs, which standardize components and package data to be used as building blocks for faster application development.

For CX development teams, APIs make it possible to easily integrate their contact center platform, test management, agile lifecycle, and configuration management tools and technologies. Because every contact center environment is unique, with specialized requirements and a wide variety of technology solutions used to build and deliver customer journeys, it's important to utilize CX testing and monitoring solutions that allow you to outsource complex-yet-repetitive aspects of development to APIs and focus, instead, on quality and innovation.

To provide you with the most flexible and extensible Platform that you can integrate with your existing technology environment, Cyara offers a suite of REST API routes. You have access to plug-and-play sample code, giving you endless ways to create automated shortcuts and time-saving solutions for highly specific needs.



Unlock new levels of automation with
Cyara's REST API

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Customer Smiles.
Delivered at Scale.

Get Started with Cyara's REST API:

Cyara supports simple, secure, open API routes, allowing you to control your automated testing suite.

To start using Cyara's REST API, map and document business processes you wish to automate or scale. This will help you determine which API route to use from our library of sample code. You can test routes and run API calls to your Cyara Platform instance, allowing you to manipulate data and easily integrate Cyara into your company's development life cycle.

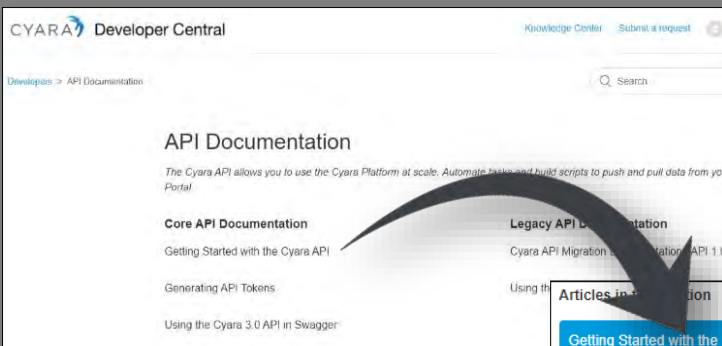
To help with this planning process, we have prepared some [how-to guides available to our customers on Developer Central](#).

Need more help?

We're here to support you in using and building with Cyara's API. Ask your Account Executive or Success Manager to set up an API training session with us.

Cyara's API library is full of plug-and-play sample code to help you with everything from the simplest functionality – like validating a series of test cases and getting their results – to advanced functionalities – like automated creation and scheduling of Pulse campaigns.

In addition to our API, learn about our packaged [integrations](#) that help you shorten your development lifecycle, provide continuous delivery of flawless CX, and enable you to work within the comfort of your current contact center environment with less effort, cost, and risk.



Automate Your Automation with Cyara's REST API

Learn more and get started with help from our guides on [Developer Central](#)

With Cyara's suite of REST API routes, your automation possibilities are endless!

Getting Started with the Cyara API

daniel.haynes
20 days ago · Updated

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Planning Your Integration

Before you start using the Cyara API, we recommend planning out which tasks you are looking to perform on your Cyara Portal. This way you can find the appropriate API route in our API documentation to do perform the function you're looking for.

We recommend examining the following steps to help you determine expense and development time to integrate with the Cyara API. This process will also assist with determining which API routes will be the best choice to perform the tasks you're looking for.

- Map and document business processes that require automating or scaling.
- Identify any pain points in these business processes.
- Detail the business needs for the integration.

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