



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 usable 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 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

Get Started with Cyara's REST API:

Cyara supports simple, secure, open REST 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 REST API route to use from our library of sample code. You can test routes and run REST 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?

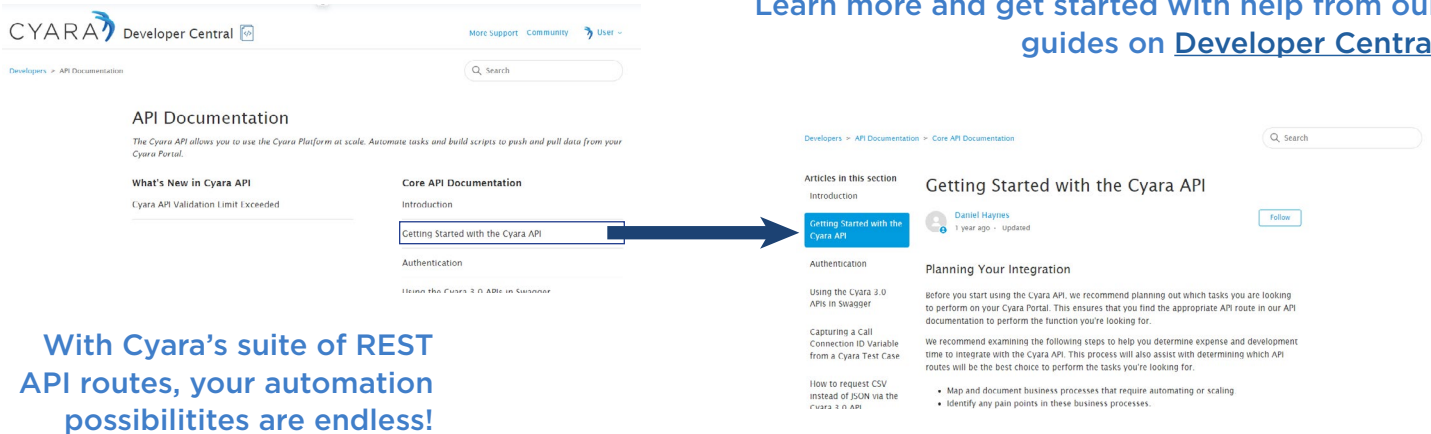
We're here to support you in using and building with Cyara's REST API. Ask your Account Executive or Success Manager to set up a REST API training session with us.

Cyara's REST 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 REST 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](#)



The screenshot shows the Cyara Developer Central interface. On the left, there's a sidebar with 'API Documentation' and 'What's New in Cyara API'. The main content area shows 'Core API Documentation' with a list of articles including 'Getting Started with the Cyara API'. An arrow points from this article to a detailed view on the right. The detailed view shows the article title, author (Daniel Haynes), and a 'Follow' button. Below the article, there's a section for 'Planning Your Integration' with a list of steps: 'Map and document business processes that require automating or scaling' and 'Identify any pain points in these business processes.'

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

ResolveAX is Part of the Award-Winning Cyara Automated CX Assurance Platform

The award-winning Cyara Automated CX Assurance Platform enables companies to deliver better CX with less effort, cost, time, and risk. Cyara supports the entire CX software development lifecycle, from design to functional and regression testing, load testing, and production monitoring, ensuring enterprises can build flawless customer journeys across voice and digital channels.



VELOCITY
Functional & Regression Testing



BOTIUM
Chatbot Testing & Assurance



CRUNCHER
Performance Testing



PULSE
Customer Experience Monitoring



RESOLVE AX
Agent Experience Assurance



Customer Smiles. **Delivered at Scale.**

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