

Firefish Contacts API

v1.0.2

Getting Started with the Firefish Contacts API

Overview

This document introduces the Firefish Contacts API and provides details on how to use the API to extract and modify contact information from the Firefish system.

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Table of Contents

1	Introduction	3
2	API Technologies and Format Standards?	3
3	Accessing the API	4
3.1	Security Note.....	4
3.2	Requesting an Access Token	4
3.2.1	Scopes	4
3.3	Access Token Response	4
3.4	Access Token Expiry	5
4	API Endpoints	5
4.1	Read Overview	5
4.1.1	Contacts Search.....	5
4.1.2	Get Contact	6
4.1.3	Get Hiring Preferences.....	6
4.1.4	Get Actions.....	7
4.2	Write Overview	9
4.2.1	Create Contact	9
4.2.2	Update Contact	9
4.2.3	Add Recent Activity Note	9
5	Request Objects	10
5.1	ContactCreate	10
5.2	ContactUpdate	10
5.3	ContactActivityNote.....	11
6	Response Objects.....	12
6.1	ContactSearchResult.....	12
6.2	Contact.....	13
6.3	Hiring Preferences.....	16
6.4	Action	17
7	Error Responses	18
8	For Further information	19



1 Introduction

The Firefish Contacts Application Programming Interface (API) is a JavaScript Object Notation (JSON) API and it provides access to all contacts made within the Firefish system. This includes the details of a contact search result, and other details such as hiring preferences. The contact search result is a basic contact object with an option to get more details from a contact complex object.

This API also provides write access so that Contact information can be created and/or updated.

It can be used to integrate this data into other platforms, such as Power BI, MailChimp or Timesheet Portal.

This document describes the usage of the API from a technologist or developer perspective, rather than an end-user perspective. As such, it assumes prior knowledge of fundamental concepts such as JSON, HTTP and OAuth.

In the following sections we cover:

- How to access the API,
- Technical considerations for those implementing a system based on the API, and
- The available end points and data returned by the API

If you have any questions in relation to this document, please address them in the first instance to your Growth or Customer team contact, who may choose to refer you to an appropriate technical team member.

2 API Technologies and Format Standards?

The Firefish API utilises standard HTTP endpoints accepting GET or POST requests with URLs, and any query parameters, in all lower-case. All responses will be in JSON.

All dates, and date-times, will be presented in ISO-8061 format using Coordinated Universal Time (UTC) as follows:

Type	Format	Example
date	YYYY-MM-DD	2019-12-01
date-time	YYYY-MM-DDThh:mm:ssZ	2019-12-01T13:00:00Z
bool	true or false	



3 Accessing the API

The API is accessible by use of OAuth 2.0 bearer access tokens. The Client ID and Client Secret required to generate access tokens can be accessed via the API section of the Integrations settings.

The URL for all API requests is <https://api.firefishsoftware.com>

3.1 Security Note

The OAuth authorization mechanism that is utilized by this API adopts the **client_credentials** grant type and is therefore intended for server-to-server communication only. All precautions should be taken to ensure that the provided client secret is not available in a client-side application such as in a web-browser or within a mobile app.

If you believe that your client secret has been compromised, let us know immediately so that we can revoke it and issue a new one in its place.

3.2 Requesting an Access Token

Each request to the API requires that an access token is provided in order to authorize it. As such, your integration may obtain a token by making an HTTP request as follows:

POST	/authorization/token
Headers:	Content-Type: application/x-www-form-urlencoded
Body:	scope=<INSERT SCOPE(S)> &grant_type=client_credentials &client_id=<INSERT CLIENT ID> &client_secret=<INSERT CLIENT SECRET>

The request format above is specified in section 4.4.2 of the OAuth 2.0 standard here: [RFC 6749](#)

3.2.1 Scopes

Access to the API is scope-based and therefore requires that the requested token provides access to the correct scope for the endpoint that is being used. The following scopes are currently available and **multiple may be requested at during the authorisation by separating them with a space**:

Scope	Provides
contactsAPI-read	Read-only access to all of the /contacts/ endpoints
contactsAPI-write	Write access to all of the /contacts/ endpoints

3.3 Access Token Response

A successful request to the token endpoint will respond with a 200 OK status code and an application/json body like the example below:

```
{
  "access_token": "2YotnFZFEjr1zCsicMWpAA",
  "token_type": "bearer",
```



```
"expires_in":3600
}
```

3.4 Access Token Expiry

The access token response will contain an **expires_in** field which contains how long, in seconds, before the access token expires. Access tokens will typically expire after 10 minutes at which point you will need to call the token authorization endpoint again to be issued with a new access token.

You should keep track of the expiry time of the access token and re-use this token until close to its expiry, at which point you should request a new one.

4 API Endpoints

4.1 Read Overview

This API provides the means to search for contacts and upon finding the contacts of interest, retrieve the full details and any hiring preferences.

4.1.1 Contacts Search

This endpoint is used to search for contacts within the Firefish system.

By default, when no query parameters are provided, the search will return a basic contacts object for contacts that have been created, or updated, within the last 7 days. The search will do a LIKE comparison for any of the string parameters. Two characters is the minimum allowed to perform a search.

GET	/api/v1.0/contacts/search
Headers:	Authorization: bearer <Bearer Token>
Response:	JSON Array of ContactSearchResult objects. <pre>[{ <ContactSearchResult> }, ..., { <ContactSearchResult> }]</pre>

4.1.1.1 Contact Search Parameters

The default behaviour of this endpoint may be modified by providing the optional query string parameters defined below:

	Type	Description	Default when not provided
from-date	date	The first contact created/updated from this date will be retrieved.	Today minus 7 days
to-date	date	The last contact created/updated to this date will be retrieved.	Today



use-updated-dates	bool	Determines whether or not the contacts' Updated Dates should be used instead of the default Created Dates	False
include-archived	bool	Determines whether or not to include archived contacts.	False
name	string	The contact(s) matching the name will be retrieved.	
email-address	string	The contact(s) matching the email will be retrieved.	
company-name	string	The contact(s) matching the current employer's company name will be retrieved.	
contact-phone-number	string	The mobile or work numbers to which contact(s) will be retrieved. Example: "123456789"	
last-action-date-from	date	Only candidates that have their most recent action after this date will be retrieved.	
last-action-date-to	date	Only candidates that have their most recent action before this date will be retrieved.	
last-action-name	string	The most recent action Candidates must have to be retrieved.	

4.1.1.2 Technical Considerations

The search is limited to return a maximum of 1,000 records at any time to prevent search performance issues. As such you may need to run multiple searches with varying **StartDate** and **EndDate** parameters if you wish to retrieve more contacts than this.

4.1.2 Get Contact

This endpoint requires the contact reference to be supplied, which can be obtained from the search results. It returns full contact object.

GET	/api/v1.0/contacts/{ref}
Headers:	Authorization: bearer <Bearer Token>
Response:	A Contact object. <pre>{ <See Contact Object> }</pre>

4.1.3 Get Hiring Preferences

This endpoint is used to retrieve contacts' hiring preferences.

This endpoint requires the contact reference to be supplied, which can be obtained from the search results.

GET	/api/v1.0/contacts/{ref}/hiring-preferences
Headers:	Authorization: bearer <Bearer Token>



Response:	A HiringPreferences object. <pre>{ <See HiringPreferences Object> }</pre>
------------------	---

4.1.4 Get Actions

This endpoint is used to retrieve a history of contact's actions.

This endpoint requires the contact reference to be supplied, which can be obtained from the search results.

GET	/api/v1.0/contacts/{ref}/actions
Headers:	Authorization: bearer <Bearer Token>
Response:	JSON Array of Action objects. <pre>[{ <Action> }, ..., { <Action> }]</pre>





4.2 Write Overview

This API provides the means to create and update Contacts. In addition, Action Notes can be created for a Candidate.

PUT requests will set fields to NULL if they are set to NULL or excluded.

4.2.1 Create Contact

The endpoint used to create a Contact.

POST	/api/v1.0/contacts/
Headers:	Authorization: bearer <Bearer Token>
Request:	A ContactCreate object. { <See ContactCreate Object> }
Response:	Contact reference: { "Ref": 54321 }

4.2.2 Update Contact

The endpoint to update a contact

PUT	/api/v1.0/contacts/{ref}
Headers:	Authorization: bearer <Bearer Token>
Request:	A ContactUpdate object. { <See ContactUpdate Object> }
Response:	No response body

4.2.3 Add Recent Activity Note

This endpoint is used to add a recent activity note for a Contact.

POST	/api/v1.0/contacts/{ref}/activity/notes
Headers:	Authorization: bearer <Bearer Token>
Request:	A ContactActivityNote object. { <See ContactActivityNote Object> }
Response:	No response body



5 Request Objects

This section details the request objects that are required by the endpoints listed in section 4.

5.1 ContactCreate

Field	Type	Required	Description
FirstName	string	Yes	The first name of the contact.
Surname	string	Yes	The surname of the contact.
JobTitle	string	No	The job title of the contact.
EmailAddress	string	Yes	The email address of the contact.
CompanyRef	int	No	The reference of the associated company. Can be retrieved via the Company API.
MobileNumber	string	No	The mobile number of the contact.
WorkNumber	string	No	The work number of the contact.
EmailMarketing	bool	No	Whether or not the contact is subscribed to receive email marketing.
SMSMarketing	bool	No	Whether or not the contact is subscribed to receive sms marketing.
PostalMarketing	bool	No	Whether the contact is subscribed to Postal Marketing.
LinkedIn	string	No	The LinkedIn address of the contact.
OwnerUserEmail	string	Yes	The email of the contact's owner.

5.2 ContactUpdate

Field	Type	Required	Description
FirstName	string	Yes	The first name of the contact.
Surname	string	Yes	The surname of the contact.
JobTitle	string	No	The job title of the contact.
EmailAddress	string	Yes	The email address of the contact.
CompanyRef	int	No	The reference of the associated company. Can be retrieved via the Company API.
MobileNumber	string	No	The mobile number of the contact.
WorkNumber	string	No	The work number of the contact.
EmailMarketing	bool	No	Whether or not the contact is subscribed to receive email marketing.
SMSMarketing	bool	No	Whether or not the contact is subscribed to receive sms marketing.
PostalMarketing	bool	No	Whether the contact is subscribed to Postal Marketing.
LinkedIn	string	No	The LinkedIn address of the contact.



OwnerUserEmail	string	Yes	The email of the contact's owner.
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5.3 ContactActivityNote

Field	Type	Required	Description
Note	string	Yes	The note to add to the Contact.



6 Response Objects

This section details the response objects that are returned by the endpoints in the previous section.

6.1 ContactSearchResult

The **ContactSearchResult** object provides a high-level summary for each individual contact which satisfies the given search criteria.

Field	Type	Description
Ref	int	The unique reference number for the associated contact.
FirstName	string	The first name of the associated contact.
Surname	string	The surname of the associated contact.
Title	string	The title of the associated contact.
CompanyRef	int	The company reference of the employer of the associated contact.
CompanyName	string	The company name of the employer of the associated contact.
JobTitle	string	The job title of the associated contact.
EmailAddress	string	The email address of the associated contact.
MobileNumber	string	The mobile number of the associated contact.
WorkNumber	string	The work number of the associated contact.
IsArchived	bool	Whether or not the associated contact is archived or not.
CreatedBy	string	The full name of the person that has created the contact.
Created	date-time	ISO-8061 created date of the associated contact.
UpdatedBy	string	The full name of the person that has updated the contact.
Updated	date-time	ISO-8061 last updated date of the associated contact.
LastActionRef	int	The unique reference of the last action for the associated contact.
LastActionName	string	The name of the last action for the associated contact.
LastActionDate	date-time	ISO-8061 date of the last action for the associated contact.

Example **ContactSearchResult**:

```
{
  "Ref": 123,
  "FirstName": "John",
  "Surname": "Doe",
  "Title": "Dr",
  "CompanyRef": 4589,
  "CompanyName": "Firefish"
  "JobTitle": "Software Developer",
  "EmailAddress": "john.doe@email.dud",
  "MobileNumber": "123456789",
  "WorkNumber": "123456789",
```



```

    "IsArchived": false,
    "CreatedBy": "Walter Shine",
    "Created": "2022-07-29T13:15:00Z",
    "UpdatedBy": "Walter Shine",
    "Updated": "2022-07-30T14:12:38Z",
    "LastActionRef": 123,
    "LastActionName": "Last Action Name",
    "LastActionDate": "2022-09-29T13:15:00Z"
}

```

6.2 Contact

The **Contact** object contains full information for a contact.

Field	Type	Description
Ref	int	The unique reference number for the associated contact.
FirstName	string	The first name of the associated contact.
Surname	string	The surname of the associated contact.
Title	string	The title of the associated contact.
CompanyRef	int	The company reference of the employer of the associated contact.
CompanyName	string	The company name of the employer of the associated contact.
CompanyPostcode	string	The company postcode of the employer of the associated contact.
ParentCompanyRef	int	The parent company reference of the employer of the associated contact.
ParentCompanyName	string	The parent company name of the employer of the associated contact.
JobTitle	string	The job title of the associated contact.
EmailAddress	string	The email address of the associated contact.
MobileNumber	string	The mobile number of the associated contact.
WorkNumber	string	The work number of the associated contact.
LastActionDate	date-time	The last action date that has been performed by the associated contact.
OwnerUserRef	int	The unique reference of the owner recruiter of the associated contact.
OwnerUser	string	The full name of the owner recruiter of the associated contact.
OwnerUserEmail	String	The email address of the owner recruiter of the associated contact
EmailMarketing	bool	Whether or not the associated contact has subscribed to receive email marketing.
SmsMarketing	bool	Whether or not the associated contact has subscribed to receive sms marketing.



PostalMarketing	bool	Whether or not the associated contact has subscribed to receive portal marketing.
IsArchived	bool	Whether or not the associated contact is archived.
Website	string	The Website address of the associated contact.
Twitter	string	The Twitter handle of the associated contact.
Facebook	string	The Facebook address of the associated contact.
LinkedIn	string	The LinkedIn address of the associated contact.
Skype	string	The Skype handle of the associated contact.
Status	string	The primary status of the associated contact.
Type	string	The secondary status of the associated contact.
Tags	string	The tags belonging to the associated contact. These would be retrieved as a comma separated list.
CreatedBy	string	The full name of the person that has created the contact.
Created	date-time	ISO-8061 created date of the associated contact.
UpdatedBy	string	The full name of the person that has updated the contact.
Updated	date-time	ISO-8061 last updated date of the associated contact.

Note that not all contact details will have all the fields populated, as this would depend on how they have been configured in the system.

Example **Contact**:

```
{
  "Ref": 123,
  "FirstName": "John",
  "Surname": "Doe",
  "Title": "Dr",
  "CompanyRef": 4589,
  "CompanyName": "Firefish",
  "CompanyPostcode": "G4 9XA",
  "ParentCompanyRef": 4568,
  "ParentCompanyName": "Some Company",
  "JobTitle": "Software Developer",
  "EmailAddress": "john.doe@email.dud",
  "MobileNumber": "123456789",
  "WorkNumber": "123456789",
  "LastActionDate": "2022-08-29T11:30:00Z",
  "OwnerUserRef": "456",
  "OwnerUserName": "James Smith",
  "OwnerUserEmail": "james.smith@email.dud",
  "EmailMarketing": true,
  "SmsMarketing": false,
  "PostalMarketing": false,
  "IsArchived": false,
  "Website": "www.firefishsoftware.com",
  "Twitter": "mytwitter",
  "Facebook": "myfacebook",
  "LinkedIn": "mylinkedin",
}
```



```
    "Skype": "myskype",  
    "Status": "Decision Maker",  
    "Type": "Hot Lead",  
    "Tags": "accountancy, tech",  
    "CreatedBy": "Walter Shine",  
    "Created": "2022-07-29T13:15:00Z",  
    "UpdatedBy": "Walter Shine",  
    "Updated": "2022-07-30T14:12:38Z"  
}
```



6.3 Hiring Preferences

The **HiringPreferences** object contains detailed information for a contact's hiring preference.

Field	Type	Description
ContactRef	int	The unique reference number for the associated contact.
Keywords	string	The keywords linked with the hiring preferences for the associated contact.
InterestedInPermanent	bool	Whether or not the associated contact is interested in permanent jobs.
InterestedInContract	bool	Whether or not the associated contact is interested in contract jobs.
Disciplines	string	Any hiring disciplines the associated contact is interested in. This would be retrieved as a comma separated list of disciplines in which the parent discipline is also outputted separated with colon.
Locations	string	Any hiring locations the associated contact is interested in. This would be retrieved as a comma separated list of locations in which the parent location is also outputted separated with colon.
Specialisations	string	Any hiring specialisations the associated contact is interested in. This would be retrieved as a comma separated list of specialisations in which the parent specialisation is also outputted separated with colon.

Example **HiringPreferences**:

```
{
  "ContactRef": 123456,
  "Keywords": "project or management",
  "InterestedInPermanent": true,
  "InterestedInContract": true,
  "Disciplines": "technology: full stack developer, architecture; engineering: supervisor; hr",
  "Locations": "scotland: glasgow, edinburgh; england: london; ireland",
  "Specialisations": "oncology, nurses, digital"
}
```



6.4 Action

The **Action** object represents the actions associated with a candidate.

Field	Type	Description
ActionRef	string	The unique reference number for the Action.
CandidateRef	int	The unique reference number for the associated candidate.
ContactRef	int	The unique reference number for the associated contact.
CompanyRef	int	The unique reference number for the associated company.
JobRef	int	The unique reference number for the associated job.
AdvertRef	int	The unique reference number for the associated advert.
FriendlyPlacementRef	string	The friendly placement associated with the action.
ActionName	string	The name of the action.
ActionDetail	string	The action detail for the action.
Note	string	The note of the action.
FollowUpDate	date-time	ISO-8061 follow-up date of the action.
CreatedDate	date-time	ISO-8061 created date of the action.
CreatedBy	string	The full name of the user who created the action
CreatedUserRef	int	The unique reference number of the user who created the action.

Example **Action**:

```
{
  "ActionRef": 123
  "CandidateRef": 123,
  "ContactRef": 123,
  "CompanyRef": 123,
  "JobRef": 123,
  "AdvertRef": 123,
  "FriendlyPlacementRef": "34616-31690-31690",
  "ActionName": "Action Name",
  "ActionDetail": "Action Detail"
  "Note": "This is the action note.",
  "FollowUpDate": "2023-08-29T13:15:00Z",
  "CreatedDate": "2023-07-29T13:15:00Z",
  "CreatedBy": "User Name",
  "CreatedUserRef": 123
}
```



7 Error Responses

This section details the expected error responses that may be returned by calls to the endpoints in section 4.

All errors returned by the endpoints take the form of standard HTTP error responses which contain an appropriate error message in their body as detailed below:

Status Code	Description
400 – Bad Request	<p>This will be returned by any malformed request to the API.</p> <p>Details of exactly how the request is malformed will be included in the response body.</p>
401 – Unauthorised	<p>This will be returned for all requests that attempt to access the API either without an access token, or with an invalid/expired token.</p> <p>Details of the cause of the error will be included in the response body</p>
500 – Internal Server Error	<p>This will be returned for all requests that encounter an unexpected error.</p> <p>Details of the error, where possible, will be included in the body of the response.</p> <p>Errors with this code are usually transient in nature and it is recommended to retry your request again later. If errors persist, please be sure to reach out and let us know.</p>



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