Produktová dokumentace se přesouvá do modernější a rozšířené podoby na docs2.feedyou.ai. Stávající již nebude rozšiřována a časem bude nahrazena.

Trigger API

The Trigger API can be used to invoke a specific dialog for a selected user in a virtual assistant initiated by an external system.

Each bot runs on its own domain (usually in the format `https://feedbot-${BOT_ID}.azurewebsites.net`) and is protected by a key in either `?code=...` URL query parameter or `x-functions-key: ...` HTTP header.

`POST /api/management/trigger/${ADDRESS_JSON_AS_BASE64}/${DIALOG_ID}/${MODE?}`

- call parameters are:
  - user address (object with properties `bot`, `user`, `channelId` a `conversation?`) in JSON string format encoded with BASE64
  - ID of the dialog to be run
  - optional start mode, currently supported only by "clear", which first deletes the user's position in the tree and then starts the dialog
- the request body can contain a JSON object with additional information that is stored in the user's data
- the response to it needs to be defined in the Designer in advance, where additional information can be used using variables

Example of use

- the user requests a transfer of the credits on their loyalty card to their account, which may take several minutes
- the virtual assistant uses an integration step to call the customer's system, including passing the user ID to initiate the transfer
- informs the user that the transfer has started + triggers a timeout for 10 min, which would inform the user that the transfer has failed to complete if no response is received from the system by that time
- if the transfer was successful, the system calls the Trigger API POST `POST /api/trigger/5ca39df/transfer-complete?code=...` on the bot with the transaction details as JSON body of the request, which triggers a dialog that confirms to the user that everything was successful and displays the transaction details
- if the transfer has failed, the system calls the Trigger API POST `POST /api/trigger/5ca39df/transfer-error?code=...` on the bot. and the virtual assistant responds with an error message with instructions on how to proceed

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