

Infodesk Platform API Documentation

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Introduction

The Infodesk Platform API provides programmatic access to content search, portal management, newsletter functionality, and more. This RESTful API uses JSON for data exchange and requires authentications for all requests.

What you can do with the API:

- View portals and inboxes
- Access newsletter data (send-outs, series, previews)
- Retrieve saved searches and post content
- View other data points (sorting and filtering criteria)

Supported HTTP Methods

- **GET** - Retrieve data
 - **POST** - Create new resources
 - **PUT** - Update existing resources
 - **DELETE** - Remove resources
-

Getting Started

Prerequisites

- Active Infodesk Platform account
- Basic understanding of the Infodesk platform
- API key (see Getting Your API Key)
- Basic understanding of REST APIs and JSON

Quick Start (5 minutes)

- 1. Get your API key**
- 2. Authenticate to get access token**
- 3. Make your first API call**
- 4. Explore other endpoints**

Environment Information

Production Environment

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- **Base URL:** <https://apidocs-eu.infodesk.com/>
- **Purpose:** Live production data

Request Headers

All API requests require:

```
X-API-KEY: YOUR_API_KEY
Authorization: Bearer YOUR_ACCESS_TOKEN
Content-Type: application/json
```

Response Format

All API responses follow a consistent structure:

```
{
  "code": 200,
  "status": "SUCCESS",
  "message": "Optional message",
  "data": {
    // Response data here
  }
}
```

Rate Limits

All endpoints **250 requests per minute**

When you exceed rate limits, you'll receive a **429 Too Many Requests** response. Implement exponential backoff in your applications.

Authentication

Overview

The Infodesk API uses Bearer token authentication. You'll need to:

1. Authenticate with Infodesk platform username/password to get an access token

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2. Use the access token for subsequent API calls
3. Refresh tokens before they expire

Authenticate

Endpoint: **POST /auth**

Authenticate using username and password to obtain access tokens.

Request Parameters

Parameter	Required	Type	Description
username	Yes	String	User Name (Infodesk platform credentials)
password	Yes	String	Password (Infodesk platform credentials)

Request Sample

```
POST /auth
Content-Type: application/json
X-API-KEY: YOUR_API_KEY

{
  "username": "your_email@example.com",
  "password": "your_password"
}
```

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "access_token": "5pMOTZ7-NHRwa2ByV0jJYkzYHVVeBJv4bXb1EaBGs6q...",
  "token_type": "bearer",
  "expires_in": 43199,
  "refresh_token": "c31d4a71df6d4698a026045c3eafe35c",
  "issued": "2024-12-18T11:27:33Z",
  "expires": "2024-12-18T11:27:33Z"
}
```

Response Fields

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Field	Description
Code	The HTTP response code
Status	The status of the API call (success or error).
message	A message indicating the result of the operation.
access_token	An access_token is a security token that is issued after successful user authentication. User must include this access_token in the headers of subsequent API requests, usually as part of the Authorization header.
token_type	Usually refers to the kind of authentication token being used to grant access
expires_in	Number of seconds until the access_token expires.
refresh_token	The refresh token required to switch to a different portal within the application.
issued	Date when the access_token was issued.
expires	Date when the access_token will get expired.

Portal Management

Switch Portal

Overview

Switch between different portals that have access to

Endpoint: **POST /portal/switch**

Include the access token in the Authorization request header.

You'll need Refresh token that got from authentication response

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Request Parameters

Parameter	Required	Type	Description
refresh_token	Yes	string	Refresh token received during Authentication
portal	Yes	string	Portal Id

Payload

```
{  
  "refresh_token": "ACCESS_TOKEN",  
  "portal": "1"  
}
```

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
  "access_token": "XXXXXXXXXXXXXXXXXXXX",  
  "token_type": "bearer",  
  "expires_in": 43199,  
  "issued": "Fri, 17 Jan 2025 04:44:18 GMT",  
  "expires": "Fri, 17 Jan 2025 16:44:18 GMT",  
  "refresh_token": "XXXXXXXXXXXX"  
}
```

Response Fields

Field	Description
access_token	An access_token is a security token that is issued after successful user authentication. User must include this access_token in the headers of subsequent API requests, usually as part of the Authorization header.
token_type	Usually refers to the kind of authentication token being used to grant access
expires_in	Number of seconds until the access_token expires.
refresh_token	The refresh token required to switch to a different portal within the application.

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issued	Date when the access_token was issued.
expires	Date when the access_token will get expired.

List of Portals

Overview

Retrieve list of portals that have access to the authenticated user

Endpoint: **GET /portal**

Include the access token in the Authorization request header.

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "resultSet": {
    "results": [
      {
        "id": "1",
        "name": "Infodesk Developers",
        "isSysAdmin": true,
        "status": "11"
      }
    ],
    "offset": 1,
    "limit": 10,
    "hitCount": 4
  }
}
```

Response Fields

Field	Description
resultSet.results[].id	Indicates Portal ID
resultSet.results[].name	Indicates Portal name

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resultSet.results[].isSysAdmin	Indicates the user role is system admin
resultSet.results[].status	Indicates Portal status code
resultSet.hitCount	Total number of results

List of Inboxes

Overview

Retrieve list of all inboxes in a portal

Endpoint: `GET /portal/inboxes?offset={offset}&limit={limit}[&searchterm]`

Include the access token in the Authorization request header.

Query Parameters:

- `searchterm` (string, optional): Filter inboxes by name
- `offset` (integer, required): Page offset
- `limit` (integer, required): Results per page

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "resultSet": {
    "results": [
      {
        "id": 3805,
        "name": "12509 IDSK Cat_test",
        "description": "",
        "active": true,
        "imageUr": null,
        "ownerIds": ["0acd1a9c-2cab-42fb-b22c-91bb229756e4"],
        "status": 1,
        "subscriptionStatus": 1,
        "subscriptionTrialEndDate": "2024-05-20T09:23:49.75+02:00"
      }
    ]
  },
  "offset": 1,
}
```

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```
"limit": 10,  
"hitCount": 4  
}  
}
```

Response Fields

Field	Description
id	Indicates Inbox ID
name	Indicates Inbox Name
description	Indicates Inbox description
active	Indicates Inbox active status.
imageUrl	Indicates Image URL associated with the Inbox
ownerIds	Indicates the owner who created the Inbox
status	Indicates status of the Inbox
statusMessage	Indicates status message of the Inbox
subscriptionStatus	Indicates subscription status of the Inbox
subscriptionTrialEndDate	Indicates trial subscription end date

List portal Statuses

Overview

Retrieve list of portal status

Endpoint: [GET /portal/status](#)

Include the access token in the Authorization request header.

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
}
```

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```
"values": [{
  "id": 1,
  "name": "Demo"
},{
  "id": 2,
  "name": "Pilot"
}]
}
```

Response Fields

Field	Description
values[].id	Indicates status ID
values[].name	Indicates status name

Content Management

List of Saved Searches

Overview

Retrieves all saved searches within the portal.

Endpoint: [GET /content/search/saved?offset={offset}&limit={limit}\[&searchterm\]](#)

Include the access token in the Authorization request header.

Query Parameters

- [searchterm \(string, optional\)](#): Filter by search name
- [offset \(integer, required\)](#): Page offset
- [limit \(integer, required\)](#): Results per page

Response Sample

```
{
  "code": 200,
```

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```
"status": "SUCCESS",
"resultSet": {
  "results": [
    {
      "id": 3310,
      "name": "All posts",
      "preset": true,
      "shared": false,
      "userId": "a9518ee5-5676-463a-8b41-e6592f29e231",
      "aiSearch": false
    }
  ],
  "offset": 1,
  "limit": 10,
  "hitCount": 4
}
```

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Response Fields

Field	Description
id	Saved search id.
Name	Saved search name.
preset	Indicates if it is a system saved search.
shared	Indicates whether the saved search is shared.
userId	User who created the saved search
aiSearch	Indicates whether the saved search has AI enables

Get Saved Search Details

Overview

Retrieves the details of a specific saved search.

Endpoint: [GET /content/search/saved/{saved_search_id}](#)

Include the access token in the Authorization request header.

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Query Parameters

- saved_search_id (integer, required):** Unique identifier of the saved search

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "id": 31892,
  "userId": "c8d927c7-4dea-415a-963c-33ed8e824780",
  "name": "Nitin New Saved Search",
  "preset": false,
  "shared": false,
  "text": "Pakistan and India War",
  "searchTitle": true,
  "searchDescription": true,
  "searchContent": true,
  "aiSearch": true,
  "startDate": "2024-12-10T19:30:00+01:00",
  "endDate": "2025-06-12T20:29:59+02:00"
}
```

Response Fields

Field	Description
id	Saved search id.
Name	Saved search name.
preset	Indicates if it is a system saved search.
shared	Indicates whether the saved search is shared.
userId	User who created the saved search
modified	Indicates if the saved search has been modified
topics[].id	Topic id.
Topics[].name	Topic name.
InboxIds	List of inbox ids associated with the saved search.
text	Search text

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searchTitle	Search in title.
searchDescription	Search in description.
searchContent	Search in content.
searchFileNames	Search in file names.
searchCommentText	Search in comment text.
source	Source filter
relevanceRange	Relevance range filter.
startDate	Start date for the search.
endDate	End date for the search.
timePeriod	Time period for the search.
queryType	Query type.
aiSearch	Indicates whether the saved search has AI enabled.
reranker	Reranker value.
scoreThreshold	Score threshold.

Get Origin Types

Overview

Retrieves the list of areas where the system can search for posts.

Endpoint: [POST /content/origins](#)

Include the access token in the Authorization request header.

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
  "origins": [  

```

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```
"search",  
"inbox",  
"cluster",  
"report_select"  
]  
}
```

Response Fields

Field	Description
origins	List of areas system can search for articles "search", "inbox", "cluster", "report_select"

List sort orders

Overview

Retrieves the list of available sorting orders in the system.

Endpoint: **POST /content/ sortorder**

Include the access token in the Authorization request header.

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
  "values": [{  
    "id": 1,  
    "name": "Alphabetical"  
  },  
  {  
    "id": 2,  
    "name": "DateDesc"  
  }  
]  
}
```

Response Fields

Field	Description
-------	-------------

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id	Id of the sorting type
Name	Sorting order name

Search

Overview

Retrieves posts from the portal based on specified filters. Supports text search and source-based filtering to refine results.

Endpoint: **POST /content/search**

Include the access token in the Authorization request header.

Request Sample

```
{
  "searchId": 0,
  "text": "USA",
  "searchOptions": {
    "startDate": "2024-01-01T12:00:00Z",
    "endDate": "2024-03-03T11:59:59Z",
    "timePeriod": "6,MONTH",
    "sources": "",
    "sourceTags": ["infoviewer.Infodesk.com"],
    "relevanceRange": ["0.4", "1"],
    "inboxes": [616],
    "topics": [{
      "id": 15283
    }],
    "queryType": "1"
  },
  "retrievalOptions": {
    "sortOrder": 2,
    "limit": "10",
    "offset": "1"
  }
}
```

Request Parameters

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Parameter	Required	Type	Description
searchId	false	integer	savedSearchId for executing a saved search.
text	false	string	search with a string
searchOptions.startDate	true	string (date-time)	Date filter on search.
searchOptions.endDate	true	string (date-time)	Date filter on search
searchOptions.timePeriod	false	string	Time period for the search. Example: 0, '6,MONTH', 'CUSTOM'
searchOptions.sources	false	string	Specifies the source name to search for.
searchOptions.relevanceRange	true	string	Specifies the relevance to search for. The default is [0.4, 1]
searchOptions.inboxes	false	Integer[]	List of inbox ids to filter the search.
searchOptions.topics[].id	true	integer	Topic id.
searchOptions.sourceTags	false	string	List of source tags to filter the search.
searchOptions.queryType	false	string	Specifies the query type to search for. Values: 1 (Keyword Search), 2 (Vector Search), 3 (AI Search)
retrievalOptions.sortOrder	true	integer	Specifies the sorting order. The default is 2
retrievalOptions.limit	true	string	limit refers to the maximum number of items or records to return in a single request.
retrievalOptions.offset	true	string	offset refers to the number of items to skip, By specifying an offset, you can control which portion of the data is returned

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Response Sample

```
{
  "code": 0,
  "status": "string",
  "resultSet": {
    "results": [{
      "title": "string",
      "description": "string",
      "sourceName": "string",
      "sourceUrl": "string",
      "author": "string",
      "date": "string",
      "urls": [{
        "id": 0,
        "link": "string",
        "name": "string",
        "title": "string",
        "content": "string"
      }],
      "files": [{}],
      "referenceld": 0,
      "postld": 0,
      "boost": 0,
      "images": [{
        "imageFileName": "string",
        "imageUrl": "string",
        "primary": true
      }],
      "unhandled": true,
      "concealed": true,
      "contentPending": true,
      "qualified": true,
      "restricted": true,
      "providerName": "string",
      "version": "string"
    ]],
    "offset": 0,
    "limit": 0,
    "hitCount": 0
  }
}
```

Response Fields

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Parameter	Description
title	Title of the Post
description	Summary of the Post
sourceName	Indicates Source of the Post.
sourceUrl	Original Post URL
author	Indicates Author of the Post.
date	Indicates Published Date of the Post
URL ID	Indicates reference URLs ID of the Post.
URL Name	Indicates reference URLs Name of the Post.
link	Indicates reference URL of the Post.
URL title	Indicates reference URL title of the Post.
URL content	Indicates reference URL Name of the Post.
files Id	Indicates Attachment ID associated with the Post
name	Indicates Attachment Name associated with the Post
referenceId	The reference ID of the post
postId	Post ID
imageFileName	Indicates Image file name
imageUrl	Indicates Image location
primary	The featured image
unhandled	Indicate if post is unhandled in inbox
concealed	Indicates that the post is only accessible in report or cluster
contentPending	Waiting for post content to download
qualified	Post is qualified
restricted	Post has restricted access

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providerName	providerName
version	Indicates version of the Post

Get Post Details

Overview

Retrieves post details without the content.

Endpoint: **GET** `/content/{referenceId}/details`

Include the access token in the Authorization request header.

Query Parameters

- `referenceId` (string, required): Unique reference identifier for the post

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "portalId": 165,
  "title": "UCB's Q2 2023 Insights on HCP Engagement in Rheumatology",
  "description": "Post Description in HTML",
  "sourceName": "Expressen.se",
  "sourceUrl": "http://",
  "author": null,
  "date": "2025-01-30T10:47:07Z",
  "topics": [{
    "id": 14247,
    "title": "Mobile",
    "fieldId": 684
  }],
  "images": [{
    "imageFileName": "d4de4e79-0333-4ce6-a2ee-cab39c035562",
    "imageUrl": "https://images.ciportal.com/public/d4de4e79-0333-4ce6-a2ee-cab39c035562",
    "primary": true
  }],
  "urls": [{
    "id": 92542418,
    "link": "https://www.expressen.se/nyheter/sverige/silvias-van-anklagas-for-att-ha-tomt-bolag-pa-miljoner/",
  }]
```

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```
"name": "www.expressen.se/nyheter/sverige",
"title": null,
"content": null
}},
"files": [{
  "id": "6a192569-0392-47c9-8fdd-2dba439c6b72",
  "name": "Veeva_Pulse_UCB_IT_Rheuma_Q2_23.pdf"
}],
"referenceId": 11322002,
"postId": 23933816,
"ownerId": "50d3630e-efeb-46ef-b106-2b50fd020e76",
"isDuplicateOf": 0,
"providerName": null,
"version": null
}
```

Response Fields

Field	Description
portalId	Application portal ID
title	Title of the Post
description	Summary of the Post
sourceName	Indicates Source of the Post
sourceUrl	Original Post URL
author	Indicates Author of the Post
date	Indicates Published Date of the Post
imageFileName	Indicates Image file name
imageUrl	Indicates Image location
primary	It is the image displayed as the featured image.
URL ID	Indicates reference URLs ID of the Post
URL Name	Indicates reference URLs Name of the Post
link	Indicates reference URL of the Post

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title	Indicates reference URL title of the Post
topics[].id	Indicates topic ID
topics[].title	Indicates name of the topic
topics[].fieldId	Indicates the category ID of the topic
content	Indicates reference URL Name of the Post
files Id	Indicates Attachment ID associated with the Post
name	Indicates Attachment Name associated with the Post
referenceId	The reference ID of the post
postId	Post ID
ownerId	User who contributed to the post.
isDuplicateOf	Indicates whether the post is a duplicate.
providerName	providerName
version	Indicates version of the Post

Get Post Content

Overview

Retrieves the post content.

Endpoint: **GET /content/{referenceId}/html**

Include the access token in the Authorization request header.

Query Parameters

- **referenceId** (string, required): Unique reference identifier for the post

Response Sample

```
{  
  "code": 200,  
}
```

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```
"status": "SUCCESS",
"portalId": 165,
"title": "UCB's Q2 2023 Insights on HCP Engagement in Rheumatology",
"description": "Post Description in HTML",
"sourceName": "Expressen.se",
"sourceUrl": "http://",
"author": null,
"date": "2025"}
```

Response Fields

Field	Description
content	Body of the post
IsTruncated	Indicates the content is truncated or not

Fetch Post Statistics

Overview

Retrieves usage statistics for posts within a specified date range.

Endpoint: **POST /content/statistics**

Include the access token in the Authorization request header.

Request Sample

```
{
  "startDate": "2025-01-01T12:00:00Z",
  "endDate": "2025-01-31T11:59:59Z",
  "limit": "25"
}
```

Request Parameters

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Parameter	Required	Type	Description
startDate	false	integer	Start date for the statistics report. Format: yyyy-MM-ddTHH:mm:sszz
endDate	false	string	End date for the statistics report. Format: yyyy-MM-ddTHH:mm:sszz
limit	true	string	Maximum number of posts to return in the statistics report.

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "posts": [
    {
      "title": "Is Google Maps fatally misleading drivers in India? It's complicated",
      "sourceName": "Rest of World",
      "date": "2025-08-01T12:06:35Z",
      "referenceId": 86061183,
      "clickCount": 5,
      "reportCount": 0,
      "commentCount": 0,
      "likeCount": 0,
      "newsletterCount": 0
    }
  ]
}
```

Response Fields

Field	Description
posts[].title	Title of the post
posts[].sourceName	Source name of the post
posts[].date	Published date of the post
posts[].referenceId	Reference ID of the post
posts[].clickCount	Number of clicks on the post
posts[].reportCount	Number of times the post was included in reports
posts[].commentCount	Number of comments on the post
posts[].likeCount	Number of likes on the post
posts[].newsletterCount	Number of times the post was included in newsletters

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Download Attachments

Overview

Allow users to download specific post attachments

Endpoint: **POST /content/attachment/{ATTACHMENT_ID}**

Include the access token in the Authorization request header.

Query Parameters

- **attachmentId** (string, required): Unique identifier for the file associated with the Post

Request Parameters

Parameter	Required	Type	Description
attachmentId	true	string	Unique identifier for the file associated with the Post

Response Sample

Sends the attachment binaries with the correct response headers.

Fetch Full Content

Overview

Load full content in case of truncation for a post

Endpoint: **POST /content/{POST_ID}/full**

Include the access token in the Authorization request header.

Query Parameters

referenceId (string, required): Unique reference identifier for the post

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Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
  "content": "FULL HTML CONTENT of the POST"  
}
```

Response Fields

Field	Description
content	Full HTML content of a post for which IsTruncated is true for Get Post Content endpoint

Newsletter Management

List Newsletter Series

Overview

Retrieve list of Newsletter series that have access to the authenticated user

Endpoint: [GET /newsletter/?offset={offset}&limit={limit}\[&text\]](#)

Include the access token in the Authorization request header.

Query Parameters

- text (string, optional):** Text to search within Newsletter series and operates as a partial match.
- offset (integer, required):** Page offset for pagination
- limit (integer, required):** Number of results per page

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
  "resultSet": {  
    ▲
```

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```
"results": [{
  "id": 83,
  "name": "Fredrik",
  "description": "Skriver jag något här",
  "thumbnailImageUrl": "https://images.ciportal.com/public/sendout/8ce39ed5-8c37-4e73-94af-9a7dc589e9e0.png",
  "schedule": {
    "interval": "Weekly",
    "monday": true,
    "tuesday": true,
    "wednesday": false,
    "thursday": false,
    "friday": false,
    "saturday": false,
    "sunday": false,
    "dayOfMonth": 1,
    "timeOfDay": "2025-07-02",
    "startDate": "2022-10-03T12:00:00Z",
    "dateForScheduleOnce": null
  },
  "timeZoneId": null,
  "defaultTimeZoneId": "W. Europe Standard Time"
}],
"offset": 1,
"limit": 10,
"hitCount": 2
}
```

Response Fields

Field	Description
id	Indicates Newsletter series ID.
name	Indicates Newsletter series Name.
description	Indicates Newsletter Description.
thumbnailImageUrl	Indicates Newsletter thumbnail image
scheduleInterval	Schedule interval (Daily, Weekly, Monthly, etc.)

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schedule.dayOfMonth	Day of month for monthly schedules
schedule.timeOfDay	Time of day for sending
schedule.startDate	Start date for the schedule
schedule.dateForScheduleOnce	Date for one-time schedule
timeZoneId	Time zone ID for the newsletter
defaultTimeZoneId	Default time zone ID

Preview Newsletter Sendout

Overview

Retrieves the content of newsletters that have already been delivered.

Endpoint: [GET /newsletter/sendout/{sendoutId}/preview](#)

Include the access token in the Authorization request header.

Query Parameters

- sendoutId** (string, required): Unique identifier of the sendout.

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "content": "Base64 response of HTML CONTENT RESPONSE FROM THE BACKEND APIs"
}
```

Response Fields

Field	Description
status	Indicates the result of the sendout.
content	Base64-encoded HTML content of the newsletter preview

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Get Newsletter Series Details

Overview

Retrieves detailed information about a specific newsletter series.

Endpoint: **GET /newsletter/{newsletterId}**

Include the access token in the Authorization request header.

Query Parameters

- **newsletterId (integer, required):** Unique identifier of the newsletter series.

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "name": "1274",
  "description": "",
  "sort": null,
  "members": {
    "users": [{
      "userId": "0acd1a9c-2cab-42fb-b22c-91bb229756e4",
      "firstName": "Harsh",
      "lastName": "Mandaliya",
      "permissionLevel": 3
    }],
    "userGroups": []
  },
  "allowAnonymous": false,
  "privacy": 1,
  "subscribers": {
    "type": "sendList",
    "id": 3106,
    "name": "Subscribers",
    "description": null,
    "count": 0,
    "allUsers": false,
    "color": null,
    "created": "2025-09-29T02:50:22Z",
    "createdBy": null,
    "readOnly": false
  },
  "unsubscribedUsers": {
```

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```
"type": "sendList",
"id": 3107,
"name": "Unsubscribed users",
"description": null,
"count": 2,
"allUsers": false,
"color": null,
"created": "2025-09-29T02:50:22Z",
"createdBy": null,
"readOnly": false
},
"schedule": {
"interval": "Weekly",
"monday": true,
"tuesday": true,
"wednesday": false,
"thursday": false,
"friday": true,
"saturday": true,
"sunday": true,
"dayOfMonth": 8,
"timeOfDay": "2025-10-08",
"startDate": "2025-09-14T08:30:00Z",
"dateForScheduleOnce": null
},
"timeZoneId": "India Standard Time",
"defaultTimeZoneId": "India Standard Time",
"externalLinkMode": null,
"defaultExternalLinkMode": 5,
"includeUnsubscribeLink": true
}
```

Response Fields

Field	Description
Name	Newsletter series name
Description	Newsletter series description
userId	User ID
firstName	User first name

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lastName	User last name
permissionLevel	Permission level
userGroups	
allowAnonymous	Allow anonymous access
privacy	Privacy level
subscribers.type	Type of subscriber list
subscribers.id	List ID
subscribers.name	List name
subscribers.description	List description
subscribers.count	Number of subscribers
subscribers.allUsers	Include all users
subscribers.color	List color
subscribers.created	Creation date
subscribedUsers.createdBy	Creator
subscribers.readOnly	Read only flag
unsubscribedUsers.type	Type of unsubscribed list
unsubscribedUsers.id	List ID
unsubscribedUsers.name	List name
unsubscribedUsers.description	List description
unsubscribedUsers.count	Number of unsubscribed users
unsubscribedUsers.allUsers	Include all users
unsubscribedUsers.color	List color
unsubscribedUsers.created	Creation date
unsubscribedUsers.createdBy	Creator
unsubscribedUsers.readOnly	Read only flag

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schedule.interval	Schedule interval
schedule.dayOfMonth	Day of month
schedule.timeOfDay	Time of day
schedule.startDate	Start date
schedule.dateForScheduleOnce	Date for one-time schedule
timeZoneId	Time zone ID
defaultTimeZoneId	Default time zone ID
externalLinkMode	External link mode
defaultExternalLinkMode	Default external link mode
includeUnsubscribeLink	Include unsubscribe link

Get Newsletter Sendouts

Overview

Retrieves all sendouts for a specific newsletter series for the given year.

Endpoint: **GET /newsletter/{newsletterId}/sendout?year={year}**

Include the access token in the Authorization request header.

Query Parameters

- **newsletterId (required):** Unique identifier of the newsletter.
- **Year(required):** The year to retrieve sendouts for. Value must be between 1990 and current year.

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
  "sendouts": [{
```

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```
"id": 78110,
"newsletterV2Id": 83,
"created": "2025-02-03T12:42:43Z",
"subject": "Fredrik News",
"fromName": "Wild Sparrow",
"fromUser": null,
"thumbnailImageUrl": "https://images.ciportal.com/public/sendout/8ce39ed5-8c37-4e73-94af-9a7dc589e9e0.png",
"lastSent": "2025-02-04T12:43:01Z",
"lastSentRecipientCount": 1,
"sendDate": "2025-02-04T12:43:01Z",
"totalRecipientCount": 1,
"status": "sent",
"guid": "e5e03daa-fdd7-40bd-b062-c52cb17616e1"
}]
}
```

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Response Fields

Field	Description
sendouts[].id	Indicates Sendout ID.
sendouts[].newsletterV2Id	Indicates Newsletter ID.
sendouts[].created	Indicates Newsletter created date.
sendouts[].subject	Indicates Newsletter subject.
sendouts[].fromName	Indicates the email from name.
sendouts[].fromUser	Indicates Name part of the from email address.
sendouts[].thumbnailImageUrl	Indicates Newsletter image.
sendouts[].lastSent	Indicates Newsletter last sent timestamp.
sendouts[].lastSentRecipientCount	Indicates the number of users who received the newsletter.
sendouts[].sendDate	Indicates Newsletter sent timestamp.
sendouts[].totalRecipientCount	Indicates the number of users who received the newsletter.
sendouts[].status	Indicates status of the Newsletter.
sendouts[].guid	Indicates unique reference number in the applications.

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Fetch Newsletter Opens Count Statistics

Overview

Fetches newsletter open and receiver statistics for the given date range.

Endpoint: **POST**

`/newsletter/statistics/opens/https://api.infodesk.com/newsletter/statistics/opens?startDate={UTC-timestamp}&endDate={UTC-timestamp}`

Include the access token in the Authorization request header.

Query Parameters

- **startDate (required)**: Start date in UTC timestamp format (e.g. 2026-03-01T00:00:00Z).
- **endDate(required)**: End date in UTC timestamp format (e.g. 2026-03-05T23:59:59Z).

Request Sample

```
{  
  "startDate": "2025-01-01T12:00:00Z",  
  "endDate": "2025-01-31T11:59:59Z"  
}
```

Request Parameters

Parameter	Required	Type	Description
startDate	false	string	Start date for the statistics report. Format: yyyy-MM-ddTHH:mm:sszz
endDate	false	string	End date for the statistics report. Format: yyyy-MM-ddTHH:mm:sszz

Response Sample

```
{  
  "code": 200,  
  "status": "SUCCESS",  
}
```

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```
"results":{ [
{
  "timestamp": "2026-03-05T07:00:00Z",
  "receiverCount": 100,
  "openCount": 50
}
]}
```

Response Fields

Field	Description
results[].timestamp	UTC date of the data point (yyyy-MM-dd)
results[].receiverCount	Number of receivers of the newsletter
results[].openCount	Number of times the newsletter was opened

Fetch Newsletter Post Read Statistics

Overview

Retrieves usage statistics for posts within a specified date range.

Endpoint: **POST / newsletter/statistics/postReads?startDate={UTC-timestamp}&endDate={UTC-timestamp}**

Include the access token in the Authorization request header.

Query Parameters

- **startDate (required):** Start date in UTC timestamp format (e.g. 2026-03-01T00:00:00Z).
- **endDate (required):** End date in UTC timestamp format (e.g. 2026-03-05T23:59:59Z).

Request Sample

```
{
  "startDate": "2025-01-01T12:00:00Z",
  "endDate": "2025-01-31T11:59:59Z"
}
```

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```
}
```

Request Parameters

Parameter	Required	Type	Description
startDate	false	integer	Start date for the statistics report. Format: yyyy-MM-ddTHH:mm:sszz
endDate	false	string	End date for the statistics report. Format: yyyy-MM-ddTHH:mm:sszz

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "results": [{
    {
      "date": "2026-03-02",
      "count": 0
    },
    {
      "date": "2026-03-03",
      "count": 0
    }
  ]
}
```

Response Fields

Field	Description
results[].date	UTC date of the data point (yyyy-MM-dd)
results[].count	Number of posts read of the newsletter

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Alert Management

Get Sendlist Details

Overview

Retrieves detailed information about a specific sendlist, including its members.

Endpoint: **GET** `/alert/sendlist/{sendlistId}`

Include the access token in the Authorization request header.

Query Parameters

- `sendlistId` (integer, required): Unique identifier of the sendlist.

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "id": 3107,
  "name": "Unsubscribed users",
  "description": null,
  "count": 0,
  "allUsers": false,
  "created": "2025-09-29T02:50:22Z",
  "createdBy": null,
  "members": [{
    "id": "50d3630e-efeb-46ef-b106-2b50fd020e76",
    "email": "harsh.mandaliya@Infodesk.com",
    "userName": "harsh.mandaliya@Infodesk.com",
    "fullName": "Harsh Mandaliya",
    "alias": "harshmandaliya"
  }, {
    "id": "b5893275-0e41-435d-94f5-e6ee017e9e92",
    "email": "tarang.lakhmapurkar@Infodesk.com",
    "userName": "tarang.lakhmapurkar@Infodesk.com",
    "fullName": "Tarang lakhmapurkar",
    "alias": "taranglakhmapurkar"
  }],
  "readOnly": false
}
```

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Response Fields

Field	Description
Id	Sendlist ID
name	Sendlist name
description	Sendlist description
count	Number of members
allUsers	Include all users
created	Creation date
createdBy	Creator
members[].id	User ID
members[].email	User email
members[].username	Username
members[].fullName	Full name
members[].alias	Alias
readOnly	Read only flag

Taxonomy Management

Get List of Taxonomies

Overview

Fetch list of taxonomies from the portal.

Endpoint: **GET /topics**

Include the access token in the Authorization request header.

Response Sample

```
{
  "code": 200,
  "status": "SUCCESS",
  "fields": [{
    {
      "id": 10197,
```

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```
"title": "Global",
"children": null
},
{
  "id": 5,
  "title": "Technology",
  "children": [
    {
      "id": 4094,
      "title": "Support",
      "children": [
        {
          "id": 25818,
          "title": "Lite support",
          "children": [
            {
              "id": 25819,
              "title": "Ännu mindre support",
              "children": null
            }
          ]
        }
      ]
    }
  ]
}
],
}],
}
```

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Response Fields

Field	Description
fields[]	Array of taxonomy fields
id	Indicates ID of the taxonomy
title	Indicates name of the taxonomy
children[]	Array of children taxonomy fields