

APIs Integration Manual

Skypass Customer Interface

1. Introduction

This manual provides a comprehensive guide for integrating APIs into an application. It outlines the roles and responsibilities of involved parties, detailed integration steps, best practices, and troubleshooting tips to ensure a successful and efficient integration process.

2. Prerequisites

- Basic understanding of API concepts and web services.
- Familiarity with programming languages such as JavaScript, PHP and Laravel.
- Development environment setup (IDE, version control, etc.).
- Access to API documentation and credentials.

3. Roles & Responsibilities

3.1. Vendor Company

- **API Provisioning:** Provide access to the required APIs.
- **Documentation and Support:** Offer detailed API documentation. No integration support would be offered by Vendor Company. **If need integration support, it will have separate contract/cost on case to case basis. Any additional changes or new development requirements for APIs will be separate engagement and case to case basis.**
- **SLAs:** Technical support incase of query related to provided APIs will be given in business hours i.e. Mon-Fri 9:00 AM to 6:00 PM.
- **Change Management:** Notify clients of any changes to the APIs.

3.2. Client Company - Skypass

- **Requirement Specification:** Clearly define business requirements.
- **Resource Allocation:** Allocate necessary resources and support.
- **Collaboration:** Facilitate effective communication between all parties.
- **User Acceptance Testing (UAT):** Validate the integration through testing.
- **Training:** Ensure end-users are well trained and capable to complete APIs integration.
- **Feedback:** Provide feedback for continuous improvement.

3.3. 3rd Party Company

- **Requirements Gathering:** Understand and document API integration requirements.
- **API Analysis:** Evaluate and select appropriate APIs by studying API documentation.
- **Design:** Design the integration architecture. Specify how data will flow between systems.
- **Implementation:** Write code to integrate APIs.
- **Testing:** Test the integration to ensure it works as expected.
- **Documentation:** Document the integration process and code.
- **Enhancements:** Keep the integration updated with API changes.
- **Vendor Support:** Reach out to API vendors for support with complex issues only.

4. Guidelines for Developers

- Exhaust all provided documentation and resources before reaching out to the vendor.
- Use online forums and community resources to troubleshoot common issues.
- Ensure you fully understand the API's capabilities and limitations.
- Manage API keys and tokens securely and avoid sharing them unnecessarily.
- Follow coding standards and best practices rigorously.
- Design the system to handle API failures gracefully without relying on vendor support.
- Document every step and decision in the integration process to aid future maintenance and troubleshooting.
- Perform exhaustive testing to ensure the integration works flawlessly under all conditions.
- Set up proactive monitoring and alerting to detect and resolve issues before they require vendor intervention.
- Stay updated with the latest API changes and best practices to minimize the impact of updates.
- Communicate with the vendor only after all internal resources have been exhausted.
- Clearly articulate the issue, including steps taken to resolve it, when contacting the vendor.
- Provide constructive feedback to the vendor to help improve the API service.

5. Integration Steps

- First of all, you would need to request Client Company i.e. Skypass to generate API key and share with you for integration of both platforms.
- API's documentation can be accessed at following URL
<https://documenter.getpostman.com/view/29502061/2sA3JRXe6C#3ca559aa-2393-463b-bd54-1367c204313f>
- After analysis of APIs, it is recommended to have meetings to gather input from all stakeholders and conduct tests to ensure the API meets your organizational requirements.

6. Considerations

Few of the important considerations to be noted for APIs integration as mentioned below:

- On creation of new booking through API's, it will be saved with Travel agency name and ticket will be issued to that particular agent only. Travel agency logo will be printed over invoice if it is uploaded and available within system.
- Notifications including WhatsApp and Email will be only sent to travel agency or agent only. If 3rd party wants to further send notifications to their end users, they will have to integrate their WhatsApp APIs and SMTP for email notifications.
- Travel agencies or agents have to integrate APIs within their application interface and consider views/layouts generation/development as per APIs response. Vendor or Client Company will not expose Client's company User Interface for integration/Understanding of provided APIs.

7. Conclusion

API integration is a critical aspect of modern application development, enabling systems to interact and share data seamlessly. By following the structured approach outlined in this manual, you can achieve efficient, secure, and reliable API integrations, ensuring your application meets business objectives and user needs effectively.