



cAPI Introduction & Limits

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cAPI Summary

The cAPI integration points are powerful tools to help customers transfer data to and from CTI applications, customer-owned applications, and third parties. Like many powerful tools, they can also cause damage if used in a way other than intended. cAPI integration points are meant for transferring data and are not intended to provide live production hosting of customer data for other third parties. The current CRM pricing levels established for cAPI are intended only for data transfer use.

Limits

The limits apply to **unique** endpoints. The client would be able to request the same Presentation 3 times per hour since the PresentationID is included in the GET Presentation endpoint.

Request Limits

The limits are currently set to:

1. CREATES to 100reqs/1min
2. UPDATES to 1req/1min
3. GET to 3req/60min
4. DELETE to 3req/60min

These limits are applied to the complete URL of the endpoint. Ex:

<https://sandbox.abstractsonline.com/capi/meeting/123/sessions/123/presentations/123> can be called with the above-mentioned limits across the different "methods".

This allows the API developers to pull all Sessions/Presentations 3 times per hour without running into a rate limit. If they try to pull the same Presentation more than 3 times in a single 60-minute period, they will get a 429 - Too Many Requests response.

For this reason, we recommend storing a local cache of the SessionType/ActivityType/Location data (Key and Name) to prevent unnecessary queries of the Program Setup endpoints.

This would allow the API user to pull Program Data as frequently as every 20 minutes without running into rate limits.