



Integrate using our API

API Documentation

Welcome to our Read-Only API designed to seamlessly access and manage your account messages through the RESTful Berkshire Receptionists API v2. This API serves as a powerful tool to integrate our virtual receptionists software with your CRM system. Utilizing a JSON format for output, the API operates in a stateless manner, ensuring that all requests are rigorously validated against a secure API token. This token, obtainable through the Answering Service Care application, acts as a key for seamless communication. Our primary API objective revolves around leveraging the Messages API to efficiently transmit received messages to your CRM.

For existing clients, the API facilitates record updates, while for new clients, it initiates the creation of a new record. This streamlined process not only enhances data accuracy but also optimizes workflow, providing a robust solution for your communication needs.

Messages

Messages are created by agents and stored on your account. Each message consists of standard data fields but can also contain a number of custom fields. The custom fields can be recognized as

```
content_with_additional_details_table__{labelName}.
```

To test click the button below:

An orange rectangular button with rounded corners. On the left is a white play button icon. To its right, the text "Run in Postman" is written in white, bold, sans-serif font.

Get all messages

GET /v2/messages

```
{baseUrl}/v2/messages
```

Returns a summary of all the messages.

Get all messages in a specific date range

GET /v2/messages?from_date=<MM-DD-YYYY>&to_date=<MM-DD-YYYY>

```
{baseUrl}/v2/messages?from_date=<MM-DD-YYYY>&to_date=<MM-DD-YYYY>
```

Returns a summary of all the messages in the specified date range.



Get a single message

GET /v2/messages/<message_id>

```
{baseUrl}/v2/messages/<message_id>
```

Request Header

```
Accept: application/json
Content-Type: application/json
X-API-EMAIL: your_email
X-API-TOKEN: your_token
```

200 OK

```
{
  account_number:
  resource:
  message_id:
  content:
  from:
  first_name:
  last_name:
  created_at:
  utc_created_at:
  raw_created_at:
  status:
  phone:
  caller_id:
  company_name:
  is_emergency:
  delivered_at:
  delivered_to:
  content_with_additional_details:
  content_with_additional_details_table:
}
```

404 Not Found – **Invalid API Token**

```
{
  "success": false,
  "info": "Invalid token",
  "data": {}
}
```