SOAP and REST API Web Services

Agiloft offers a SOAP and RESTful API which can be used to perform common system tasks on records. SOAP Web Services are enabled per-knowledgebase in the setup menu, while REST services are on by default and are only restricted by group permissions and license types.

API access requires you to have an Enterprise or Web Service license. Although it is possible to start Web Services in the Setup menu, you will receive an error message if you attempt to access the APIs without the correct license. For more information on upgrading your license, see Licenses.

> ⚠ The SOAP/REST interface is most suited for online integration between systems, rather than processes that involve bulk synchronization. There are more suitable ways of synchronizing many records with Agiloft. These include:
>
> - Pushing Changes to Production
> - Importing Record Data
> - Microsoft Exchange Synchronization
> - External Sync Adapter
> - System integrations such as Salesforce and SCCM

Sample API Code

To generate sample Web Services code in Java or .NET for any table, go to **Setup [Table]**, go to the API tab, and click Download Java Sample or Download .NET Sample. The sample file contains a set of table-specific code samples for each of the API functions.

Create, Read, Update Delete and Select operations on this table

Download Java Sample

Download .NET Sample

This tab also offers a Download HTML option that generates HTML code you can use to embed a form with a Submit button, allowing the selected user to create a record in the table. Simply select the appropriate user, choose the layout to use to display the form, and click Download HTML.

Types of Information Provided by the APIs

The REST/SOAP API is primarily used to access and modify table records. The API can't be used to modify other system data, like table names, saved searches, table columns, or permissions. For system access to these elements, you can use the Database Interface.