



## Bruin Integration Guide

### How to Get Credentials

In order to utilize the Bruin API you first need a Bruin Account - If you are not set up please reach out to Bruin Support ([support@bruin.com](mailto:support@bruin.com)) and we will be sure to assist.

Once you have a Bruin Account you are now able to request credentials.

Send an email to [APIsupport@bruin.com](mailto:APIsupport@bruin.com) with the following information:

1. Name of the application utilizing our system (this can be your client name)
2. How you plan to utilize our API - you are not limited to just one (this list will be expanding as we create more functionality):
  - a. Get Inventory Data
  - b. Get Address Data
  - c. Get Ticket Data
  - d. Create Tickets
  - e. Add Notes to Tickets
3. Your Bruin username

We will then respond to this email with your Client\_id and Client\_secret (for the Bruin API), as well as your Bruin Client ID (this will be used in the majority of your requests).

- Your Client\_id and Client\_secret will serve as your credentials to generate a token (detailed in the next step)



# How to Authenticate Using Your Credentials

Once you receive your credentials, you will be able to authenticate with our identity server.

Our identity server is responsible for ensuring you have valid credentials - you will be calling this to receive a token (which will serve as your Bruin API key).

Below you can find an example request - you will be replacing the values found within the brackets (ex: "{client\_id}") with the values you have received.

**NOTE** - Token lasts for one hour following being generated. If this time expires you will have to re-authenticate with the Bruin Identity Server.

Below is the request and response you should expect from our Identity Server:

## Request Example:

```
POST /identity/connect/token HTTP/1.1
Host: id.bruin.com
Content-Type: application/x-www-form-urlencoded
client_id={client_id}&client_secret={Client_secret}&grant_type=client_credentials&scope=public_api
```

## Response Example:

```
HTTP/1.1 200 OK
Cache-Control: no-store, no-cache, max-age=0, private
Pragma: no-cache
Content-Length: 795
Content-Type: application/json; charset=utf-8
{"access_token": "{token}", "expires_in": 3600, "token_type": "Bearer"}
```

## Technical Notes:

1. Default flow used to get access token is client credentials flow using client id and client secret
2. Request content type must be "application/x-www-form-urlencoded"
3. Default scope that must be requested is "public\_api" scope
4. Response content type is "application/json"
5. Response access token type is Bearer token
6. Default Bearer token expiry time is 3600 seconds (1 hour)



## How to Call Our API

Once you have received a token you will be able to call the Bruin API.

To understand the structure and methods available in the Bruin API please visit [api.bruin.com](http://api.bruin.com) to view our Swagger documentation. We have provided descriptions on the calls available as well as the parameters you may provide.

Below is an example request for getting your Bruin Client's sites as well as how to use your token in the request:

### Request Example:

GET

`http://api.bruin.com/api/Site?ClientID={BruinClientID} HTTP/1.1`

Authorization: Bearer {token}

Host: api.bruin.com

### Technical Notes:

1. All API requests must contain the Bearer token (Access token) in the Authorization header
2. Bearer token can be obtained from Bruin Identity Server in a fashion shown in step 2
3. Requests returning "401 Unauthorized" response indicate missing Bearer token or invalid/expired token. Get a new token and try again.



## How to use our Swagger (api.bruin.com)

We have provided a page for you to read about and test the methods in the Bruin API. Visit [api.bruin.com](https://api.bruin.com) to view the site.

Once at the site, you will just have to authenticate.

To authenticate via Swagger select the "Authorize" button found right below the header of the page.



You will then see a popup where you are able to provide your Identity Server Credentials.

### oauth2 (OAuth2, application)

Token URL: <https://id.bruin.com/identity/connect/token>

Flow: application

client\_id:

client\_secret:

Scopes:

*public\_api*  
Bruin Public API



On this popup you will have to provide your API's client\_id and client\_secret, as well as check off the public\_api checkbox. Once you have done that, select Authorize to then submit the form.

Once you have successfully authenticated against our API, you will see below different sections indicating the datasets you will be interacting with, as well as any methods we provide.

If you would like, you can test against each method individually. To do this:

1. Select a method you would like to use to expand the section
2. Select *Try it out* to make the necessary input fields visible
3. Input the required parameters/request bodies



#### 4. Select *Execute*

Once you have called a method, you will find the response of the API just below *Execute*.

If you have any further questions about a specific method or if something is not working as you would expect, please contact [APIsupport@bruin.com](mailto:APIsupport@bruin.com) and we will be sure to assist.

