Globality

WEBHOOKS DOCUMENTATION

What Are Webhooks?

A webhook (also called a web callback or HTTP push API) is a way for applications to provide other applications with real-time notifications. Unlike typical APIs where you would need to poll for data very frequently to obtain it in real time, webhooks send notifications as an event happens on the Platform.

How to Configure Webhooks in Globality

Developer role requirements

To access and configure webhooks in Globality, users must be assigned the Developer role. An administrator on your account can assign this role to your user if needed. If an administrator does not see the Developer role available on your company's account, they can reach out to support@globality.com to add this role.

How to navigate to the webhooks setting page

Once you log in as a user with the Developer role you can navigate to the *Webhook Settings* page from the main menu on the left. You will be prompted to create your first webhook configuration.
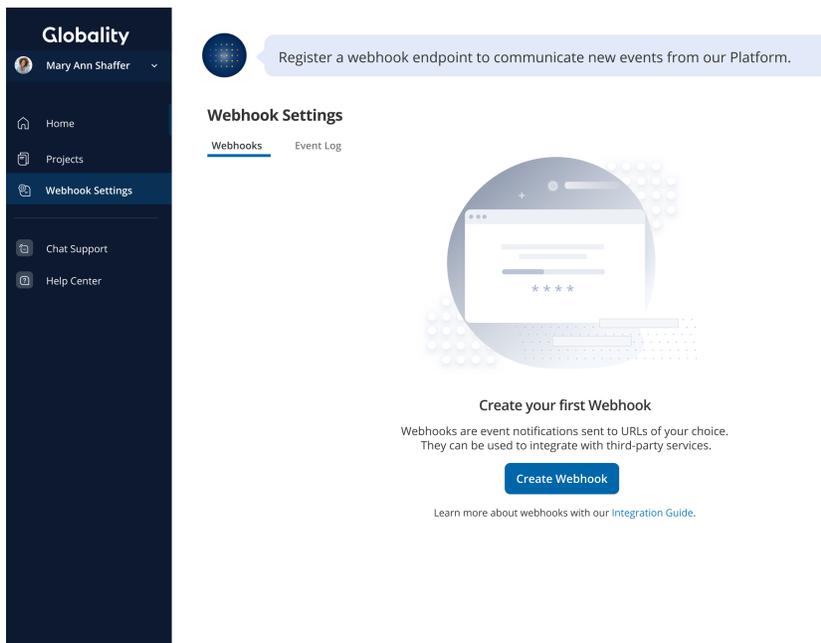
Follow the instructions on the screen to create your webhook and configure accordingly.
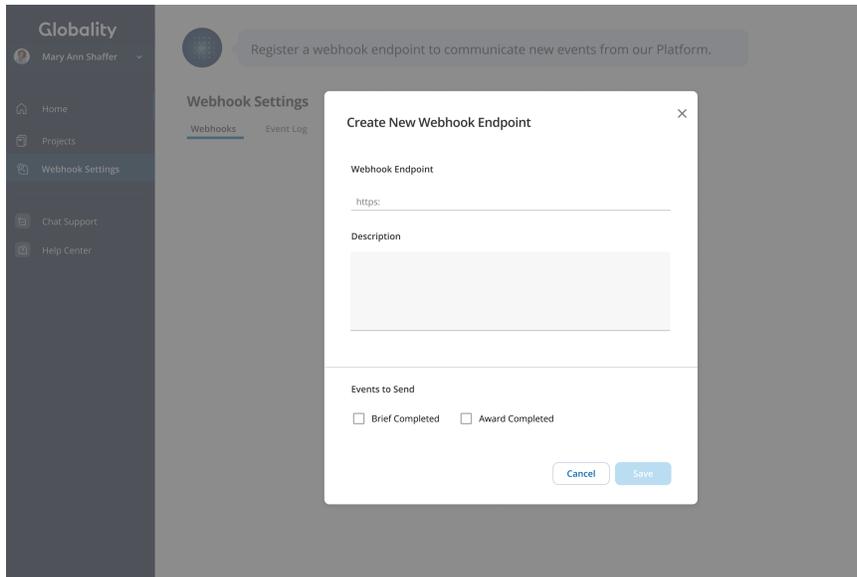

Next fill out the following information:
- Endpoint:
  - o URL of your application endpoint where you wish to receive notifications
- Description:
  - o A text description of this webhook endpoint
- Events to send:
  - o Choose the Globality events to which you would like to subscribe.
    - ▪ Brief Completed – this is triggered when a project brief has been completed.
    - ▪ Brief Updated - this is triggered when there are changes in the brief answers.
    - ▪ Proposal Submitted - this is triggered when a provider submits a proposal.
    - ▪ Proposal Approved - this is triggered when a proposal is approved for award.
    - ▪ Award Completed – this is triggered when a provider's proposal has been approved and awarded for a specific project.
- Saving will finalize your configuration and you can view the newly configured webhook.
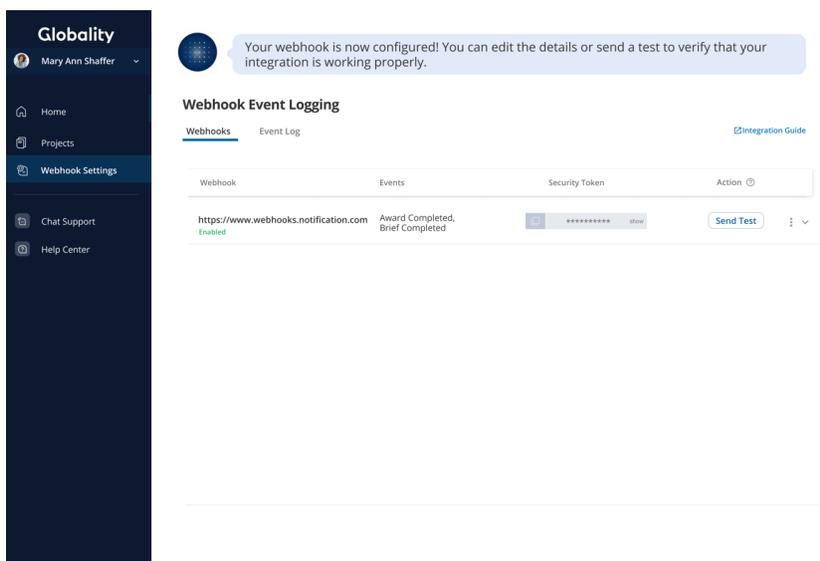
Editing Webhook Configurations

You have the ability to edit the webhook details and to take actions such as disable or delete.
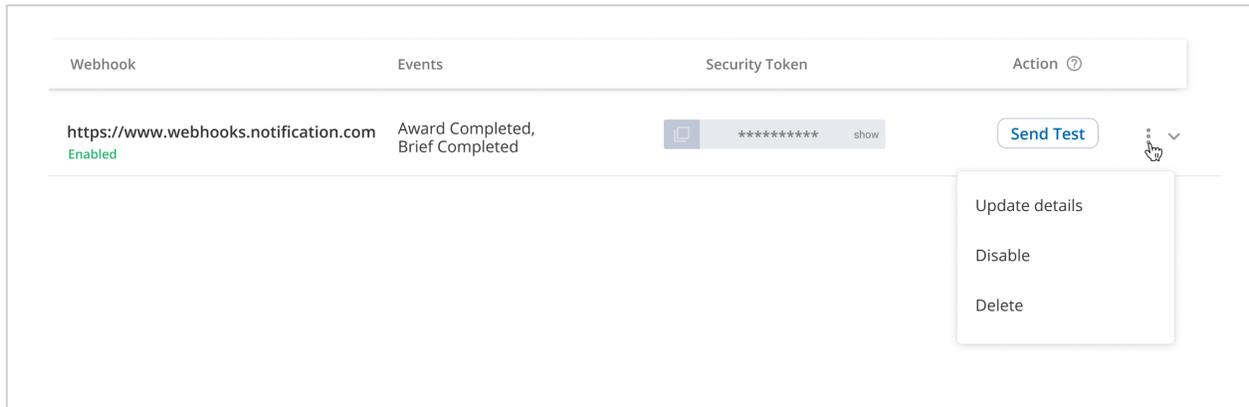
- Update details
    - This option allows you to edit the configuration's endpoint, description, or event subscriptions
- Enable/disable
    - This option toggles on or off the sending of webhook notifications to the configuration's endpoint. If events happen while the configuration is disabled, they are not queued, and the endpoint will not receive these event notifications when re-enabled.
- Delete
    - This option permanently deletes a configuration. Requests will no longer be sent to the configured endpoint.
- Viewing security token
    - You may reveal the security token by clicking the show button.
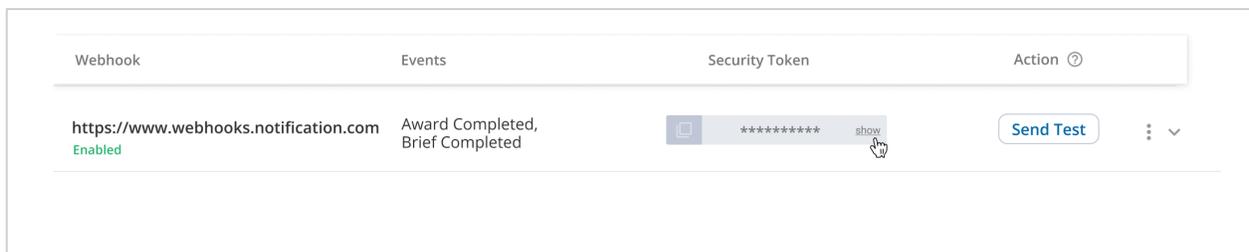
    - Alternatively, you may copy it directly to your clipboard without showing it.
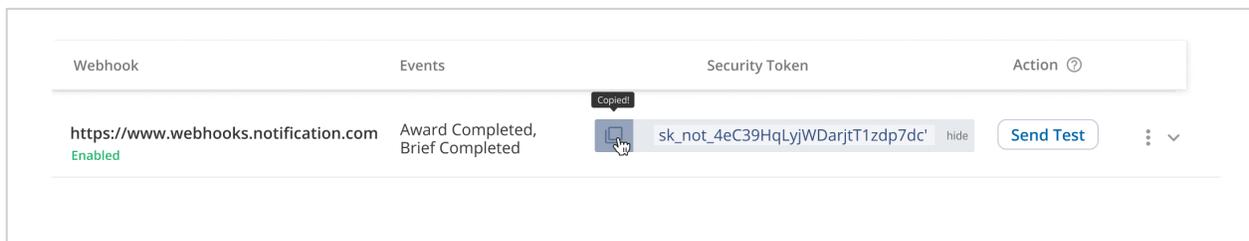
Event Types

Currently, five event types are supported by webhooks on the Globality Platform: Brief Completed and Award Completed. We will continue to add event types over time as well. If there are specific event types you would like to utilize, please reach out to support@globality.com.

Brief Completed – This event is triggered when a project brief is completed in Globality. The payload schema consists of the event type, the ID of the project whose brief has been completed, and the timestamp of when it was completed.
The following is an example payload:

```
{
  "globalityEvent": "ProjectBriefCompleted",
  "projectId": "e67d7273-6236-4100-af32-9faab3fbddef",
  "projectBriefCompletedAt": "2021-12-22T11:52:01-08:00"
}
```

Brief Updated – This event is triggered when there are changes in the brief answers for the project. The payload schema consists of the event type, project ID and the timestamp.
The following is an example event notification:

```
{
    "globalityEvent": "ProjectBriefUpdated",
    "projectId": "eaf79041-5e75-4dc4-beae-b19b7312c34b",
    "projectBriefUpdatedAt": "2023-02-21T12:34:01-08:00"
}
```

Proposal Submitted – This event is triggered when a proposal is submitted by a provider on the platform. The payload schema consists of the event type, project ID, provider ID and the timestamp.
The following is an example event notification:

```
{
    "globalityEvent": "ProposalSubmitted",
    "projectId": "eaf79041-5e75-4dc4-beae-b19b7312c34b",
    "providerId": "33c0d9fe-a9c3-48c2-88f0-840fe64ea7fd",
    "proposalSubmittedAt": "2023-02-21T12:34:01-08:00"
}
```

Proposal Approved – This event is triggered when a proposal is approved and the award process is started. A proposal approval occurs before an award is completed on the platform. The payload schema consists of the event type, project ID, provider ID and the timestamp.
The following is an example event notification:

```
{
    "globalityevent": "proposalApproved",
    "projectId": "eaf79041-5e75-4dc4-beae-b19b7312c34b",
    "providerId": "33c0d9fe-a9c3-48c2-88f0-840fe64ea7fd",
    "proposalApprovedAt": "2023-02-21T12:34:01-08:00"
}
```

Award Completed – This event is triggered when a project has been awarded to a provider using Globality. The schema for Award Completed consists of globalityEvent, projectId, the timestamp of when it was completed and the ID of the provider that was awarded.
The following is an example payload:

```
{
  "globalityEvent": "AwardCompleted",
  "projectId": "e67d7273-6236-4100-af32-9faab3fbddef",
  "providerId": "83b405c4-932a-4859-ae59-b53a90d5be3e",
  "awardCompletedAt": "2021-12-22T11:52:01-08:00"
}
```

Developing with Globality Webhooks

After setting up a webhook configuration, the registered endpoint can now receive event notifications from the Globality Platform. However, instead of waiting for some event to happen, a testing mechanism is provided for development purposes.

How to trigger a test event

To send a test event from Globality, start by clicking the Send Test button in the Webhooks Settings view.

Webhook	Events	Security Token	Action ⑦
https://www.webhooks.notification.com Enabled	Award Completed, Brief Completed	▢ sk_not_4eC39HqLyjWDarjtT1zdp7dc' hide	**Send Test** ⋮ ⌄
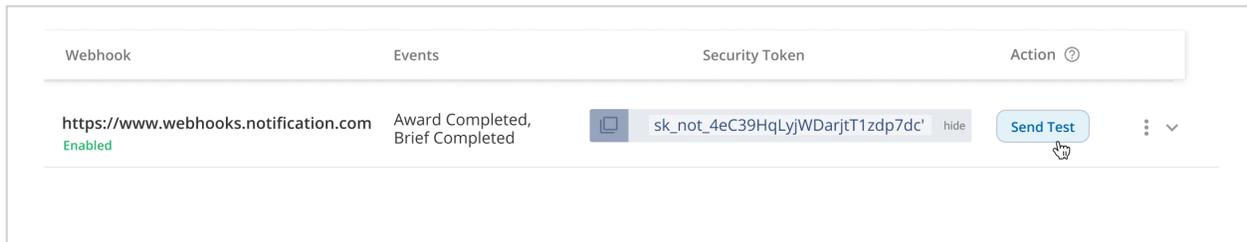
Follow the instructions and select which event you want to trigger, then click Test Webhook. Your request is processed and the contents of the sent payload will appear below in Event Details.

A banner will also appear, notifying you of whether it was successfully received by your endpoint.

Viewing past events

The Event Log tab can be used to view previous test events as well as any actual Globality events that have triggered notifications. To differentiate between a real event and a test event, a log entry will have a Test badge adjacent to the Attempt ID.

Authentication

To authenticate that a request to the configured endpoint is from Globality, check if the verificationToken value matches the configuration's *Security Token*. Note that Globality webhooks are synonymous. The request payload includes the verificationToken within a request header–Authorization: Bearer <verificationToken>.

Responding to a webhook request

Webhooks are generally used to respond to an event ASAP. With Globality notifications, you can easily extract the project and provider IDs to make subsequent calls to the Globality Project API.

Webhook retry logic

If Globality fails to send a request, retries will occur at 1, 3, 6, 12, and 24 hours from failure. After 24 hours, the configuration will automatically be disabled, and an email will be sent notifying you that it has been disabled due to a failure to send an event notification. You will then have the ability to debug the issue.

How to debug issues using the event log

The Event Log tab provides not only previous requests but also information for each request sent. The detail option reveals the full event payload information for debugging. Please reach out to support@globality.com if you need any further assistance.

How to use webhooks with the Project API

Let's say a request is received for Award Completed. From this, the projectId and providerId from the payload can be used in conjunction with the Project GET endpoint, /v2/projects/{projectID}/provider/{providerID}, to obtain details about the project.

This is only one example with the Globality API. For other endpoints, please refer to the Globality API page in the developer portal.