

Integration of IndiaMART's Enquiry with a 3rd Party CRM

Please find below the details and steps for integrating IndiaMART enquiries.

Step 1:

Visit privacy setting present on **seller.indiamart.com** and generate CRM Key. CRM key will be received on your registered email id & mobile number

Step 2:

Replace the parameters mentioned in bold and yellow color in below link with actual details:

1. Primary Mobile Number which is registered on IndiaMART
2. CRM Key which is received on primary email as well primary mobile number
3. Start date (start date from which you want to fetch the enquiries)
4. End date (end date till which you want to fetch the enquiries)

Link and its details

http://mapi.indiamart.com/wservice/enquiry/listing/GLUSR_MOBILE/7042445112/GLUSR_MOBILE_KEY/NzA0MjQ0NTExMiMxMDM1OTU4MA==/Start_Time/06-Oct-2018/End_Time/22-Oct-2018/

Compulsory Parameters:

1. Mobile number (Registered customer mobile number)
2. CRM Key (generated by IndiaMART and given to CRM User for access)

Optional Parameter:

1. Start_Time and End_Time (DD-MON-YYYY format)
(To send date range for extracting enquires format DD-MOM-YYYY)
Example for date format: **25-MAR-2018**
2. Start_Time and End_Time (24 hour format)
(To send timestamp range for extracting enquires format DD-MM-YYYY HH:MM:SS)
Example for timestamp format: **06-09-2018 16:30:00**

In case there is no date range, please use the following URL. Note that only 200 results will be displayed in these cases:

http://mapi.indiamart.com/wservice/enquiry/listing/GLUSR_MOBILE/7042445112/GLUSR_MOBILE_KEY/NzA0MjQ0NTExMiMxMDM1OTU4MA==/

Step 3:

Call the above link (api) to get the enquiry data. All the output parameters are mentioned at the end of the document.

Step 4:

Send the user's glid to lmshelp@indiamart.com so that necessary changes can be made at IndiaMART end.

Note:

1. This api will start providing the data from the date it is integrated
2. Time interval between 2 consecutive API call:
 - a. Minimum: **15 mins**
 - b. Recommended time interval: Every **2 hours**

Example:

Start time	End time	Explanation
24-10-2018 09:00	24-10-2018 11:00	All enquiries, purchased buyleads & calls between 9am to 11am will be provided by the api
24-10-2018 11:00	24-10-2018 13:00	All enquiries, purchased buyleads & calls between 11am to 1pm will be provided by the api
24-10-2018 13:00	24-10-2018 15:00	All enquiries, purchased buyleads & calls between 1pm to 3pm will be provided by the api
24-10-2018 15:00	24-10-2018 17:00	All enquiries, purchased buyleads & calls between 3pm to 5pm will be provided by the api
24-10-2018 17:00	24-10-2018 19:00	All enquiries, purchased buyleads & calls between 5pm to 7pm will be provided by the api
24-10-2018 19:00	24-10-2018 21:00	All enquiries, purchased buyleads & calls between 7pm to 9pm will be provided by the api

3. In case you are getting an error like this:

"A connection attempt failed because the connected party did not properly respond after a period of time".

Then please share your public IP address with your account manager. Whitelisting of this IP address may be required on IndiaMART servers. Get your public IP white-listed on IndiaMART servers by sending a request at lmshelp@indiamart.com. Public IP address can be found at <https://www.whatismyip.com/>

Output of the link is as below:

Keys	Detail	Format
QUERY_ID	Unique ID of each query	
QTYPE	Source of Enquiry	W: Direct Enquiry B: Purchased BuyLeads P: Call Enquiries
SENDERNAME	Buyer's Name	
SENDERMAIL	Buyer's Email ID	
DATE_R	Date of Enquiry	25-Oct-18
DATE_TIME_RE	Time of Enquiry	11-10-2018 18:03
LOG_TIME	Enquiry Date	20181011180356
GLUSR_USR_COMPANYNAME	Company name of Buyer	
MOB	Buyer's Mobile	
ENQ_MESSAGE	Content of the Enquiry	
ENQ_ADDRESS	Buyer's Address	
ENQ_CALL_DURATION	Call duration	
ENQ_RECEIVER_MOB	Receiver Mobile (incase of PNS type enq)	
ENQ_CITY	Buyer's City	
ENQ_STATE	Buyer's State	
PRODUCT_NAME	Product Name	
COUNTRY_ISO	Country ISO to distinguish Indian & foreign	
EMAIL_ALT	Buyer's alternate email id	
PHONE	Buyer's landline number	
PHONE_ALT	Buyer's alternate landline number	
MOBILE_ALT	Buyer's alternate mobile	
IM_MEMBER_SINCE	Buyer- IndiaMART Member Since	

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