



Webhooks

Webhooks allow you to receive data from BT Wi-Fi every time a user authenticates to your WiFi, with all of the basic details of the authentication (user, venue and device details). This can be useful if you want to trigger real-time events or load data to your CRM without making repeated requests to BT Wi-Fi's RESTful company API.

To use Webhooks, you will need to create your own listener that receives and parses JSON in the format specified in the instructions below.

The Listener

The listener will receive POST requests from BT Wi-Fi with a JSON body. A typical request from BT Wi-Fi will be structured like this:

```
POST /your/url HTTP/1.1
Host: your.domain.com
Content-Length: 625
Accept-Encoding: gzip

{"client":{"mac":"00-01-02-03-04-05","userAgent":"Mozilla/5.0 (X11; Linux
x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.85
Safari/537.36"},"company":{"id":999,"name":"Your company
name"},"session":{"authenticationTime":"2018-01-18T13:27:08+0000"},"user":{"
dateOfBirth":"1970-01-01","email":"webhook@test.com","firstName":"Webhook","
gender":"F","id":888,"lastName":"Test","provider":"Facebook","visitCountsFor
Venues":{"888":7},"venue":{"id":888,"latitude":"53.4857388","longitude":"-2
.0999813","name":"Your venue name"}}
```

The listener should be accessible via SSL, with a valid certificate. Data won't be posted to non-SSL URLs. The listener should return a 200 response and return the header `wifiWebhookListener` with a value of 1 (integer one) to verify it's a real listener.



Data

BT Wi-Fi currently post the following data to Webhook listeners in JSON format.

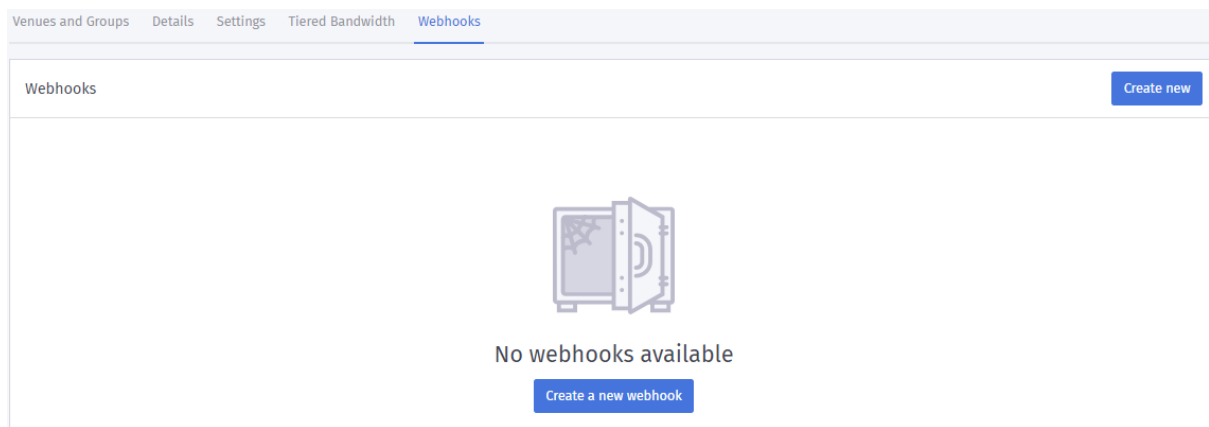
client	mac	MAC address of client interface
	userAgent	User agent of client browser
company	id	ID of company
	name	Name of company
venue	id	ID of venue
	name	Name of venue
	longitude	Longitude of venue
	latitude	Latitude of venue
session	authenticationTime	Date/time of authentication to WiFi

user	id	ID of user
	email	User's email address
	firstName	User's first name
	lastName	User's last name
	gender	User's gender
	provider	User's authentication provider (e.g. 'Form' or 'Facebook')
	visitCountForVenues	Array of venues visited at this company by this user, with a visit count for each

Portal - Management

Once the listener is setup and able to accept and process requests, you can add a new Webhook to the portal.

1. Click Management
2. Then click Venues
3. The venue tabs will appear, a new tab is now present called 'Webhooks'. Click this tab.

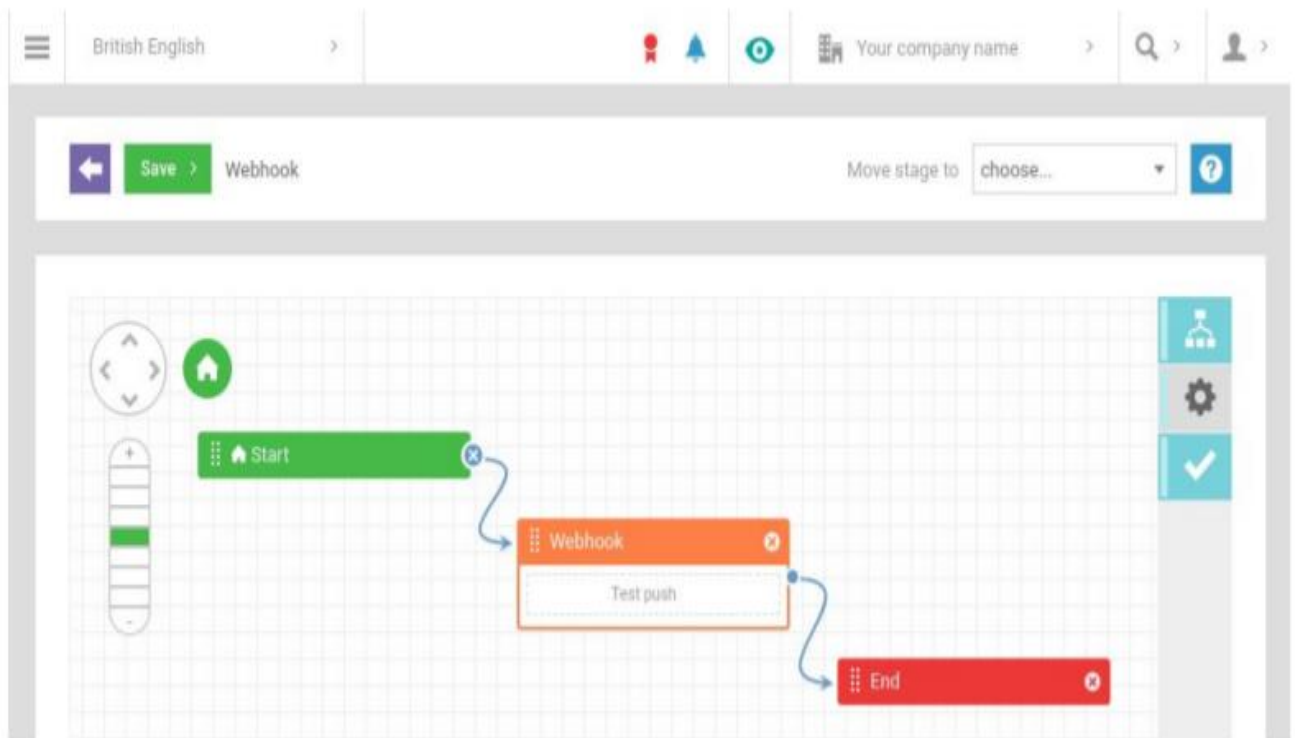


- When first accessed the area will be blank, click the **Create a new webhook** button.
- The following screen will appear:

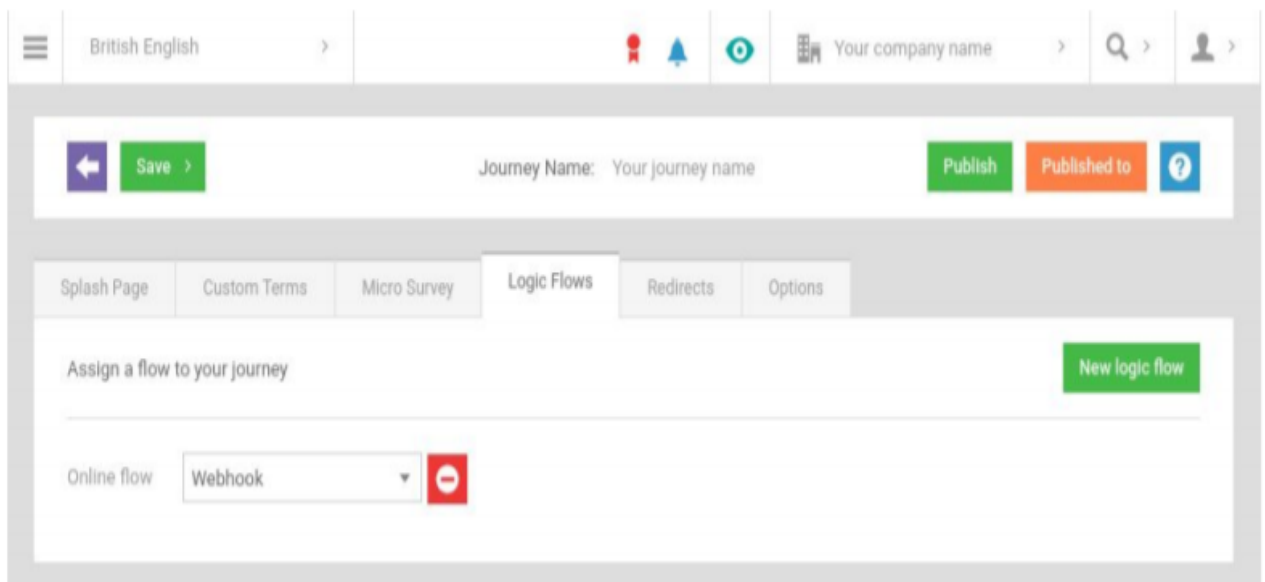
- You will first need to give the Webhook a name.
- Then enter the URL where the data is to be sent.
- Now click the **Save and Validate** button. The listener will be tested to ensure it exists and returns a correct response.
- Once validated it will be available to use from the LogicFlow area.

Add Webhook to LogicFlow and Access journey

Once your Webhook listener is validated, the Webhook will be available for use from BT Wi-Fi's LogicFlow. This step is essential. Without a flow, your Webhook won't be actioned. You can use the flow to only trigger hooks under certain conditions, or even to trigger different hooks with different conditions.



If you already use LogicFlow, you can simply add a Webhook action to your existing flow(s).
Finally, once your flow has been saved, you need to apply the flow to your access journey:



After saving your access journey, login data will start being posted to your listener as users log in.



5. Other considerations

Typically the time between a user authenticating to the WiFi and a request being dispatched to a listener will be just a few seconds, but during maintenance or rare periods of very high load it's possible this time may extend up to a minute or two.

If a listener is unresponsive (takes longer than 10 seconds to respond) or returns an error message, requests are re-queued and tried again after 3 hours. We will keep retrying the listener, so after a period of downtime on your listener you will find old visits being delivered for up to three hours afterwards. Your listener will need to be able to handle this. This may mean visits are delivered out of order too.

After a prolonged period of unresponsiveness or returning a bad response, a Webhook will be automatically disabled for security reasons and will need manually re-verifying in the portal before it can be enabled again.

A request is dispatched to a listener on every authentication - with some clients, vendors, configurations or under some circumstances it's possible a user may 'authenticate' multiple times per visit, e.g. by clicking back in their browser, letting their phone idle, or even roaming from AP to AP. Listeners will need to manage this (e.g. if your use case involves sending a triggered email to your visitors, have checks to ensure a given user is only emailed once per day instead of on every Webhook trigger).

6. Support

If you believe your Webhook isn't working, please contact purplesupport@bt.com, but be sure to include as much detail as you can of the exact steps you've taken and the errors you've received, as well as including your listener code where possible.