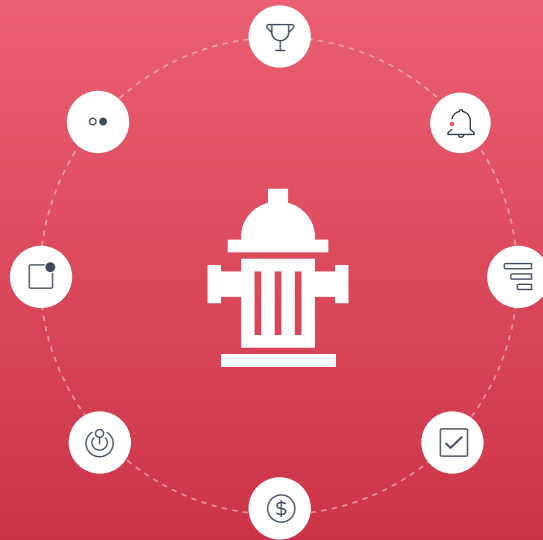


Base CRM

Firehose Product Guide



Firehose Product Guide

CRM is a central source of information for many tangential business applications and processes, so connectivity is key. At Base, we've worked closely with our customers to build out a wide variety of integrations ranging from the super simplistic to the incredibly complex. We understand each organization has unique needs when it comes to integrations and in response have continued to build out API offerings with the addition of Firehose.

What Is Firehose?

The Firehose API supplements Base's existing API kit, which currently includes REST and Sync APIs (read more about those [here](#) and in the table below). Firehose enables event-driven workflows such as distributing newly created leads to users and opening a ticket when a particular change is made to a deal. Firehose delivers all these updates in near real-time and provides a complete stream of changes, rather than simply the most recent state of the data. These features help enable complex integrations and workflows that require:

- Near real-time integration with high volumes of data.
- Certainty that all events are captured.



Which Base API Combination should I use?

Not sure if Firehose is right for your use case? The below table outlines use cases for each API product to help determine which API or combination of API's is best for your use case.

● Use Case for API

Features	Firehose	Sync **	REST
Event-Driven Workflows (when/then) <ul style="list-style-type: none"> Take action when data for the account has changed and include details on exactly what changed. Rely on order of changes and on completeness of all the granular events. 	✓		
Account-Level Data Replication* <ul style="list-style-type: none"> Create and maintain a copy of Base data. 	✓	✓	
User-Level Data Synchronization <ul style="list-style-type: none"> Synchronize contacts or other data from an individual user's Base account to an account in another system or on another device. 		✓	
Create, Read, Update and Delete (CRUD) Selected Data <ul style="list-style-type: none"> Update Base data when data in external system changes. 			✓
Search*** <ul style="list-style-type: none"> Query Base data. 			✓

* Firehose now provides events with 72-hour backfill. At this time, it cannot be used to build a local copy of all Base data for the account, including the data that has not been modified for >72 hours since you started receiving events. In future releases Base plans to provide a compacted stream in Firehose. This stream will deliver current state for all the data in an account for the resources supported by Firehose. In the meantime, you can start fetching updates through Firehose and fill in missing data from REST API.

** Sync API can be used for data replication at this time; however, in the future, this use case will be supported entirely by Firehose.

*** We currently support simple search scenarios through the filtering feature of REST API.



Firehose

Detailed Benefits

Firehose is available in the [Snap Advanced package](#) and includes the following additional benefits:

- **Complete Live Stream of Changes**
Stream all events regardless of the resources' current state. For example, if a user updated the stage field multiple times on a deal in a short period of time, Firehose will include each granular event in the stream instead a single event with the latest data snapshot.
 - **72 hour message backfill**
Firehose offers a 72 hour retention period. During this time, Firehose provides a convenient backfill of past messages to account for any application downtime
 - **Snapshots and Deltas**
Understand deltas without storing previous states. With Firehose, each event includes a current data snapshot, in addition to the delta between the current and the previous state.
 - **Individual Endpoint Per Resource**
Improve performance by defining which resource(s) to fetch events from (e.g. Deals only) instead of fetching events for all resources.
 - **Resource Schema Improvements**
Rely on IDs instead of fluctuating field names for tags and custom fields.
 - **Event Versioning**
Maintain access to prior versions of events. If you failed to process any events, simply revert to any version within the last 72 hours to re-consume events.
 - **Guaranteed Ordering within Resource ID**
Guarantee that updates to a particular instance of a Base resource, e.g. Deal with ID of 123, will be delivered in order.
 - **SLAs**
Firehose will deliver events within a few seconds of data modification for a reasonable rate of changes on your account (10/ sec).
 - **Account Scope**
Gain access to data for an entire account. Firehose requires root administrator permissions; unlike Sync API it cannot be used to synchronize contacts for an individual user between Base and other systems such as Google Contacts.
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To learn more about working with Base Firehose, REST and Sync API's please visit the [Base Developer Portal](#).