MindLink API

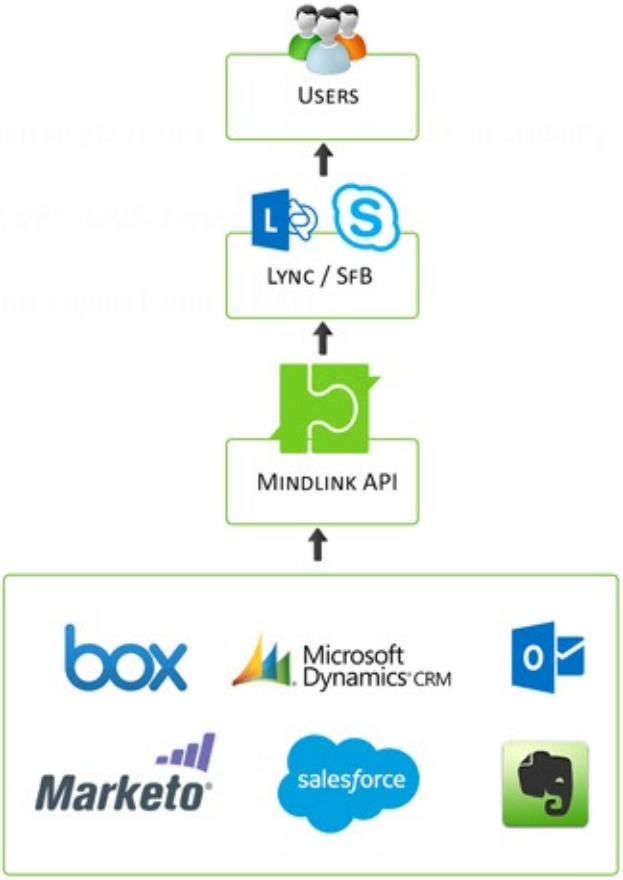
CONNECT YOUR LINE-OF-BUSINESS SYSTEMS

MindLink's RESTful API provides firms with a simple yet powerful way to develop connectors to link internal systems or external applications with their chosen enterprise chat platform - be it CRM, ERP, ticketing systems, document management, operational monitoring and more.

The result: Contextual data can be accessed and discussed within the right context inside the company's messaging platform, making chat the central place of working for the enterprise.

WHAT ARE THE BENEFITS?

- Feed knowledge & data from existing systems into chat channels to give users complete information visibility
- Develop integrations using your choice of technology e.g. NET, VBA, JAVA, JavaScript etc.
- Benefit from quick ramp up time, faster development cycles and a quick learning curve
- Use central administration panel to manage changes, reconfigure or enable/disable agents dynamically
- Avoid costly future upgrade needs
- Protect your underlying Lync/SFB infrastructure against rogue integrations
- Remove infrastructure dependency for each bot allowing developers to focus on purpose



MindLink's API is a simple web services API so companies need to write minimal code.

Unlike the published Lync/SfB API, it provides a straight forward web services layer that simplifies the development and publishing of internal applications and removes the dependency of writing in .Net.

It incorporates 'sentinel' functionality ensuring that written applications are monitored and if need be, restricted and quarantined; removing the risk of taking down the underlying Lync/SfB system.

NO NEED TO:

- Write long, complicated code
- Manage complex error scenarios
- Struggle with administration control

"MindLink has helped our teams share ideas & information like never before … Salespeople can use CRM to view recent trades or read the day's stock news. By disseminating information from [internal] systems, our teams are better informed, which promotes cross-selling."

REDBURN PARTNERS

MindLink

API

The MindLink API yields major Advantages...

... for Developers

- Use practically any programming language – incl. [[VB script i.e. using an Excel Macro
- Requires very few lines of code - minimum one line of code to post a message
- No need to learn complex APIs
- No need to write complex multithreaded and asynchronous code to handle common error scenarios e.g. disconnection
- Requires little understanding of underlying infrastructure or specific collaboration development skills

... for Administrators

- No direct development access to underlying chat system - reduces risk from rogue applications
- Centralised and consistent configuration across all aplications
- Reconfiguration is simple and does not require application restarts
- Throttling tools can be applied to prevent rogue actions

... for Enterprise Architects

- Web service architecture enforces decoupling of sub-systems within the enterprise
- No direct dependency on collaboration system type or version and the relying in-house applications
- Future-proof applications through versionised web services
- Low-maintenance overhead of future applications
- Clear view and control of system dependencies via API provisioning and management

Make the most of your Microsoft Infrastructure

MindLink - Built. For. Business.

MindLink is built for business (period). Every full stop is as deliberate and purposeful as our product, platform and user experience.

Skype for Business Lync Microsoft Partner

For more information contact: info@mindlinksoft.com