

Pipedrive Events

Last Modified on 02/12/2019 4:18 pm EST

SAP Cloud Platform Open Connectors currently supports events via **polling** or **webhooks** depending on the endpoint.

- **Polling** is a mechanism where SAP Cloud Platform Open Connectors executes the configured query every `n` minutes and captures the changed information.
- **Webhooks** are when the provider lets SAP Cloud Platform Open Connectors know what information has changed. Note that additional endpoint setup may be required prior to creating your connector instance.

Note: SAP Cloud Platform Open Connectors normalizes only the `objectId`, `objectType`, and `eventType` event data. Event data also contains raw data, which the provider returns. The raw data varies based on the endpoint.

If you would like to see more information on our Events framework, please see [Events Overview](#).

SAP Cloud Platform Open Connectors supports both Polling and Webhook events for Pipedrive.

Polling

In order to enable polling, add these extra configurations to your instance JSON:

```
"event.notification.enabled": "true",  
"event.notification.callback.url": "",  
"event.poller.configuration": ""
```

NOTE: The `objects` in the `event.poller.configuration` are the default configurations we support. Feel free to remove any objects that do not fit your needs.

instance JSON with polling events enabled:

```
{  
  "element": {  
    "key": "pipedrive"  
  },  
  "configuration": {  
    "pipedrive.email": "",  
    "pipedrive.password": "",
```

```

"event.notification.enabled": "true",
"event.notification.callback.url": "",
"event.vendor.type": "polling",
"event.poller.configuration": {
  "accounts": {
    "url": "/hubs/crm/accounts?where=update_time>'${date:yyyy-MM-dd HH:m
m:ss}'",
    "idField": "id",
    "datesConfiguration": {
      "updatedAtField": "update_time",
      "updatedAtFormat": "yyyy-MM-dd HH:mm:ss",
      "createdAtField": "add_time",
      "createdAtFormat": "yyyy-MM-dd HH:mm:ss"
    }
  },
  "contacts": {
    "url": "/hubs/crm/contacts?where=update_time>'${date:yyyy-MM-dd HH:m
m:ss}'",
    "idField": "id",
    "datesConfiguration": {
      "updatedAtField": "update_time",
      "updatedAtFormat": "yyyy-MM-dd HH:mm:ss",
      "createdAtField": "add_time",
      "createdAtFormat": "yyyy-MM-dd HH:mm:ss"
    }
  },
  "opportunities": {
    "url": "/hubs/crm/opportunities?where=update_time>'${date:yyyy-MM-dd
HH:mm:ss}'",
    "idField": "id",
    "datesConfiguration": {
      "updatedAtField": "update_time",
      "updatedAtFormat": "yyyy-MM-dd HH:mm:ss",
      "createdAtField": "add_time",
      "createdAtFormat": "yyyy-MM-dd HH:mm:ss"
    }
  }
}
},
"tags": [
  ""
],
"name": ""
}

```

Webhooks

Pipedrive requires an extra specification to be entered once a connector instance has been

created. The Pipedrive Instance ID must be 64 base encoded, then included in the webhook callback URL. This document will walk you through the entire workflow:

- create an instance
- retrieve the instance ID
- 64base Encode Instance ID
- webhook setup

Step 1. Create an Instance

To provision your Pipedrive connector, use the /instances API.

Below is an example of the provisioning API call.

- **HTTP Headers:** Authorization- User , Organization
- **HTTP Verb:** POST
- **Request URL:** /instances
- **Request Body:** Required – see below
- **Query Parameters:** none

Description: token is returned upon successful execution of this API. This token needs to be retained by the application for all subsequent requests involving this connector instance.

A sample request illustrating the /instances API is shown below.

HTTP Headers:

```
Authorization: User , Organization
```

This instance.json file must be included with your instance request. Please fill your information to provision. The “key” into SAP Cloud Platform Open Connectors Pipedrive is "pipedrive". This will need to be entered in the “key” field below depending on which connector you wish to instantiate.

```
{
  "element": {
    "key": "pipedrive"
  },
  "configuration": {
    "pipedrive.email": "",
    "pipedrive.password": "",
    "event.notification.enabled": "true",
    "event.notification.callback.url": "",
    "event.vendor.type": "webhook"
  },
  "tags": [
    ""
  ],
  "name": ""
}
```

Here is an example cURL command to create an instance using /instances API.

Example Request:

```
curl -X POST
-H 'Authorization: User , Organization '
-H 'Content-Type: application/json'
-d @instance.json
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/instances'
```

If the user does not specify a required config entry, an error will result notifying her of which entries she is missing.

Below is a successful JSON response:

```

{
  "id": 1234,
  "name": "Test",
  "token": "bHtCEV5ufn8BB6FaXn/fBxs2LBqpHvE4A0=",
  "element": {
    "id": 16,
    "name": "Pipedrive Beta",
    "key": "pipedrive",
    "description": "Add an Pipedrive Instance to connect your existing Pipedrive account to the CRM Hub, allowing you to manage contacts, accounts, opportunities etc. across multiple CRM connectors. You will need your Pipedrive account information to add an instance.",
    "image": "https://pbs.twimg.com/profile_images/501332028000702464/rDOcFppt.png",
    "active": true,
    "deleted": false,
    "typeOauth": false,
    "trialAccount": false,
    "transformationsEnabled": true,
    "authentication": {
      "type": "custom"
    },
    "hub": "crm",
    "parameters": []
  },
  "provisionInteractions": [],
  "valid": true,
  "disabled": false,
  "maxCacheSize": 0,
  "cacheTimeToLive": 0,
  "configuration": {
    "base.url": "https://api.pipedrive.com/v1",
    "pagination.offset": "true",
    "event.notification.instance.finder": null,
    "event.notification.callback.url": null,
    "pagination.max": "100",
    "pipedrive.email": "PIPEDRIVE_EMAIL",
    "event.vendor.type": "webhook",
    "pipedrive.api.token": "PIPEDRIVE_API_TOKEN",
    "pipedrive.password": "PIPEDRIVE_PASSWORD",
    "event.notification.enabled": "false"
  },
  "eventsEnabled": false,
  "cachingEnabled": false
}

```

Note: Make sure you have straight quotes in your JSON files and cURL commands. Please use plain text formatting in your code. Make sure you do not have spaces after the in the cURL

command.

Retrieve Instance ID from the create instance response.

Copy the Instance ID and go to a 64Base Encoding website.

Here is a sample site that will 64 base encode your instance ID: <https://www.base64encode.org/>.

Copy the ID, encode it, then copy the encoded ID.

Place the ID in the following URL:

```
https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/events/pipedrive/{INSERT_64BASE_ENCODED_INSTANCE_ID}
```

An example of the URL once the Instance ID has been encoded:

```
https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/events/pipedrive/MjA5MzE=
```

Log in to your Pipedrive Account.

1. Click "Settings"
2. Under Push Notifications, click "Create new notification"

| Events | URL | User | Created | Last delivery | Last HTTP status |
|--------|-----|--------------|-----------------------|---------------|------------------|
| ** | | Pipe Element | May 20, 2016 12:34 PM | 2 hours ago | 200 |

About push notifications

Push notifications can be used to get programmatic notifications about changes to your data from Pipedrive as they happen.

Pipedrive can send push notifications to any publicly accessible server. When an event triggered (e.g., new deal is added), Pipedrive will send this notification to the endpoint(s) you specify.

For testing and sandboxing purposes, we recommend using [Requestbin](#).

User defines the access level of what items are notified on. Subscription sends notifications of those items selected user can see.

URL is the HTTP endpoint where to send your preferred events.

With **event** you can filter what kind of events you want receive. For example "updated.person" will send you a detailed notification when any contact in your company has been edited. "**" will send you all possible notifications

HTTP auth user and **HTTP auth password** are optional depending on your server setup. However, to protect your data, we recommend using authenticated HTTPS requests.

Technically, Pipedrive push notifications are made as HTTP POST requests, with a JSON body.

[Push Notifications Documentation](#)

3. Select the User
4. Input the following URL with the base64 encoded Instance ID:

```
https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/events/pipedrive/{INSERT_64BASE_ENCODED_INSTANCE_ID}
```

5. Input desired events

6. Click "Save"

Create new notification ✕

User

Note that this does not filter only certain user's events — rather, this specifies the permissions under which the Push Notifications are being sent out. Push Notifications about objects the selected user is not entitled to access are not sent. If you want to receive notifications for all events, a top-level admin user can be used.

URL

Must be a full, valid, publicly accessible URL, e.g. <https://api.mywebsite.com/notification>

Events

Format: [event].[item] (use *. * for all events, or added, deleted, merged, updated)
E.g. added.organization, *.deal, updated.*, deleted.person

HTTP auth user Optional

HTTP auth password Optional

Cancel Save

Webhook Events are now implemented for Pipedrive.