

# TeamSpirit® IM integration with Bots

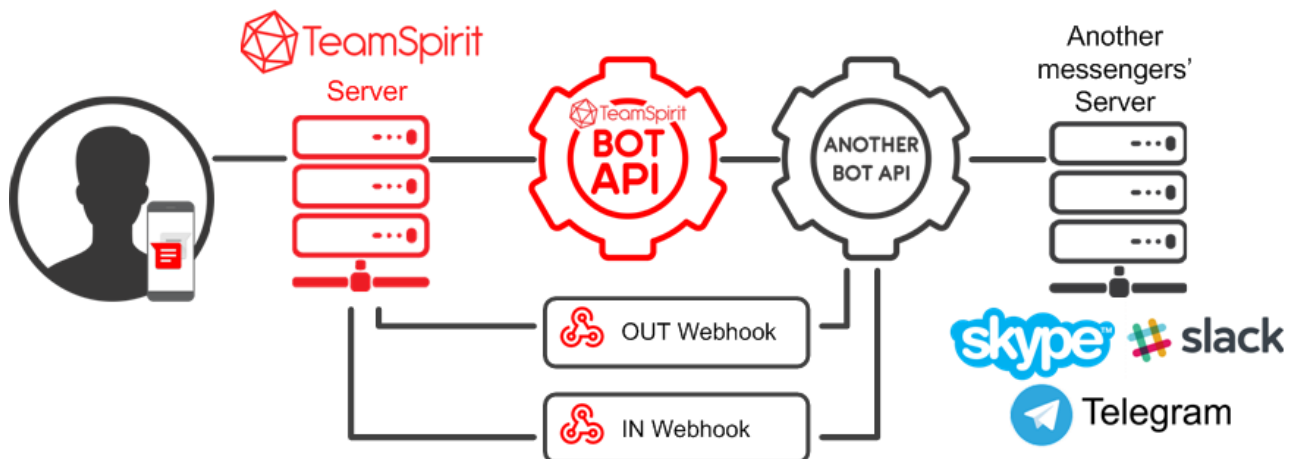
TeamSpirit.im provides API allowing quick chatbots integration into IM.

The value of bots:

- **Save time & money** by automating conversations that would otherwise require an employee to answer
- **Generate leads & revenue** via sending direct messages to gather information necessary to provide effective support
- **Guide users to better outcomes** by asking a series of qualifying questions to route users to the best place for them to find the information they want
- **Provide 'After Hours' support.** By using a robust bot when the office is closed, customers still gain access to the information they need.
- **Engage users in a unique way.** Bots offer a new, fun and interactive way to engage with brands.

TeamSpirit.im API allows:

- Make webhooks to run certain operations in external apps and services or call to server from external apps and services
- Call to TeamSpirit.im Server via TeamSpirit API



Webhook is a method of sending notifications to external app or service about specific activities (outgoing webhook) or the way to receive information by IM from external system (incoming webhook). Server generates API keys to identify and ensure security for such actions. It is made upon the request of the developer or at the moment webhook has been registered.

Incoming webhook has URL of web hook receiver at IM Server. This URL receives information from external systems for example, from web sites' request forms or from webhooks of other messengers. Outgoing webhook has web hook receiver's URL of external web server with a certain pattern of processing each type of notifications.

Webhooks can be made by developers, system administrators as well as TeamSpirit.im users. Simple cases don't require programming at all, for example, to inform group chat about web page opening.

More complicated cases require not only webhooks, but also TeamSpirit RESTful API to make fully functional bots that able to send and receive messages and files, change presence and process other data within messenger.

Using both TeamSpirit API and other messengers bots' API in a single app allowing quick and simple integration of TeamSpirit.im with other popular IMs.