

## Customer Advocates AI

Customer Advocates AI enables advanced AI capabilities.

### General Information

- **Product Name:** Customer Advocates AI
- **Version:** 2.0

### Purpose

Customer Advocates AI provides advanced AI capabilities and simplifies integration with multiple AI capabilities. When consumers call our API, requests are automatically routed to the corresponding service endpoints, ensuring seamless access to powerful AI features.

Customer Advocates AI **Services:**

- **AiChat** – Conversational AI Assistant
- **AiSpeech** – Speech recognition and synthesis
- **AiLanguage** – Natural language processing and understanding
- **AiSummary** – Text summarization
- **AiSentiment** – Sentiment analysis
- **AiDocument** – Document processing and analysis
- **ObjectStorage** – Storage and retrieval of objects

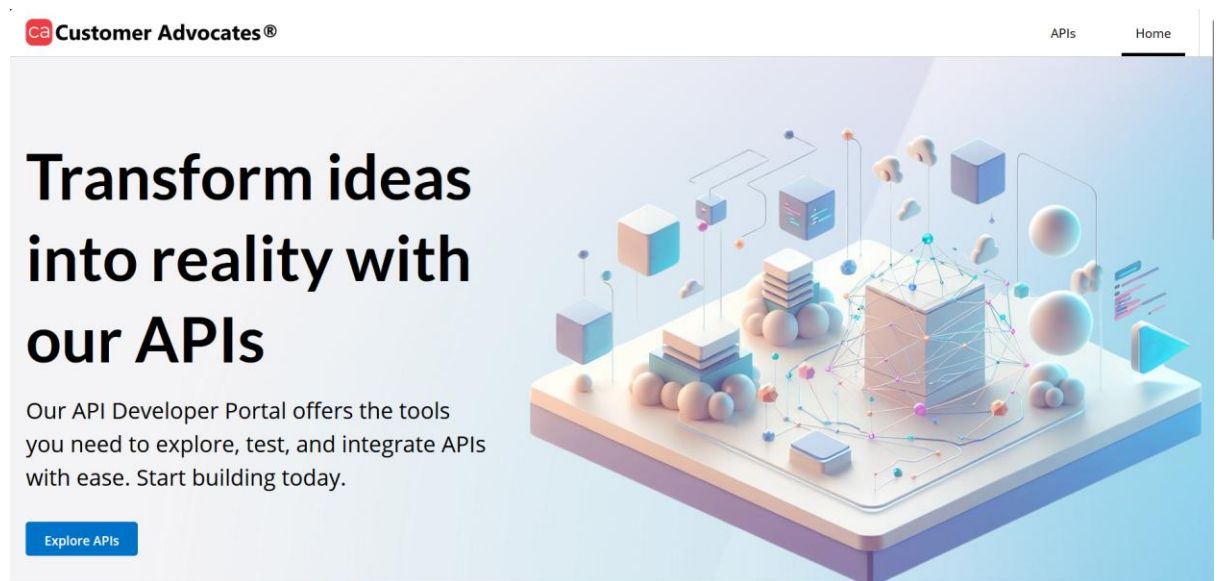
## Customer Advocates AI Developer Portal

Customer Advocates AI Developer Portal provides developers with self-service access to our API services documentation for integration, testing, authentication guidance, and usage examples. If you're interested in using our AI services, Customer Advocates AI Developer portal equips you with everything you need to get started quickly and efficiently.

The following screenshots are taken from the Customer Advocates AI Developer Portal to help you navigate and understand its features.

**New Customer Sign-up page:**

**URL: <https://developer.customeradvocates.com>**



# Customer Advocates AI Products Catalogue

## APIs

Search

Group by tag

| Name                     | Description | Type |
|--------------------------|-------------|------|
| Aspective AI API         |             | REST |
| Aspective Chat Connector |             | REST |
| Aspective Text Analyser  |             | REST |

# Customer Advocates AI Chat Connector

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APIsHome

API

Aspective Chat Connector

Operations

Search

POST

AiChat - CompleteChat

## Aspective Chat Connector

Download definition

Select definition type

### AiChat - CompleteChat

Completes a chat session asynchronously.

Sample request for getting chat completion

```
POST /AiInferenceChat/CompleteChat

{
  // List of chat messages being sent to Azure OpenAI Service
  "chatMessages":
  [
    {
      // valid values for "role": 0="System", 1="User", 2="Assistant"
      "role": "user",
      "content": "Hello, can you please help me?"
    }
  ]
}
```

Customer Advocates AI Service for Chat

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APIsHome

GET [user-storage] Retrieves a list of objects from...

POST [user-storage] Uploads an object (file) to t...

POST Analyzes a job description to extract rele...

POST Analyzes the uploaded document based ...

POST Cancels a language job using job ID

POST Cancels a specific document processor jo...

POST Cancels a specific transcription job identif...

POST Completes a chat session asynchronously...

POST Create a ticket in Dataverse

DELETE Deletes a language job using job ID

DELETE Deletes a specific transcription job identif...

GET Downloads a previously generated datas...

POST Generate a summary of a conversation w...

POST Generates a synthetic dataset based on t...

## Aspective AI API

Download definition 

Select definition type

### Completes a chat session asynchronously.

Completes a chat session asynchronously.

Sample request for getting chat completion

```
POST /AiChat/CompleteChat

{
  // List of chat messages being sent to Azure OpenAI Service
  "chatMessages":
  [
    {
      // valid values for "role": 0="System", 1="User", 2="Assistant"
      "role": "user",
      "content": "Hello, can you please help me?"
    }
  ]
}
```

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Customer Advocates AI Service for Language Analysis

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APIsHome

API

Aspective Text Analyser

Operations

Search

POST AiLanguage - BatchDetectDominantLang...

POST AiLanguage - BatchDetectLanguageEntities

POST AiLanguage - BatchDetectLanguageKeyP...

POST AiLanguage - BatchDetectLanguagePiiEnt...

POST AiLanguage - BatchDetectLanguageSenti...

POST AiLanguage - BatchDetectLanguageTextC...

POST AiLanguage - BatchLanguageTranslation

## Aspective Text Analyser

Download definition 

Select definition type

### AiLanguage - BatchLanguageTranslation

Processes a batch request to translate the text in multiple documents into the specified target language.

Example of a POST request:

```
POST /AiLanguage/BatchLanguageTranslation

{
  "targetLanguageCode": "vi"
  "documents": [
    {
      "key": "doc-1",
      "text": "I had the best day of my life.",
      "languageCode": "en"
    },
    {
      "key": "doc-2",
```

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## Account Creation

To request API access or more information, please email us at [hello@customeradvocates.com](mailto:hello@customeradvocates.com) to request a test account for your organisation.

## Authentication

Customer Advocates AI platform provides secure access to its AI-powered services and it uses OAuth 2.0 client credentials grant via the Microsoft identity platform. This non-interactive flow allows you to acquire Access Tokens, which are required to call the Customer Advocates AI API.

We provide access credentials in the following format:

- **App (Client) ID**
- **Client Secret**
- **Tenant ID**
- **API Scope – Default scope for testing purposes with limited feature access**

## Testing with Postman Collection

If you would like to test with Postman collection, please send us an email to [hello@customeradvocates.com](mailto:hello@customeradvocates.com) to request Postman Collection file that you can use for testing purposes.

**Please find below instructions for testing with Postman collection:**

### 1. Import the Collection

- Open Postman.
- Click on the **“Import”** button.
- Select the provided collection file.

### 2. Set Up Environment

- Import the environment file:  
Ensure the following environment variables are configured:
  - WebApiBaseAddress
  - TenantID
  - ClientID
  - ClientSecret
  - Scope
- Copy test files from the test-files folder to your Postman working directory (default: C:\Users\[Username]\Postman\files).

### 3. Run the Collection

- Select the imported collection.
- Go to the **Authorization** tab.
- Click **“Get New Access Token”**.
- Once authorized, click **“Use Token”**.

## Critical Testing Instructions

- Test with both **valid and invalid** data inputs.
- Ensure **all endpoints are protected**, except for /Ping.

- Test the API across **multiple platforms** (e.g., Windows, macOS).
- Validate the handling of **edge cases** and **unexpected inputs**.
- If the API returns an error, document:
  - The **error message**
  - **Steps to reproduce**
  - Email us your feedback to **hello@customeradvocates.com**

## **Legal**

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