GoToMeeting Integration Services APIs

Seamlessly integrate the GoToMeeting solution with your existing systems (such as your CRM, ERP or IT systems) or website.

We offer an Application Programming Interface (API) to enhance your implementation of GoToMeeting. The APIs cover the administrator/reporting and organizer features of the product. The Administrator/Reporting APIs provide you with the ability to integrate the management functions and reporting data of your GoToMeeting account with your internal account administration and reporting applications. The Organizer APIs provide you with the ability to integrate organizer functions such as scheduling, starting and managing meetings.

Using the most secure access methods, Secure Sockets Layer (SSL) protocol and strong password security protections, these APIs fully support standard web services technologies — including OAuth, REST, HTTPS and JSON — enabling you to programmatically access your GoToMeeting account securely and easily.

Administrator/Reporting API

For GoToMeeting Corporate customers with multiple users on the same account, the Administrator/Reporting APIs provide seamless integration of GoToMeeting organizer provisioning into your existing IT/administrative infrastructure. Reports for all meetings can be downloaded and stored in your long-term data repository for integration into your applications and later analysis.

Integrating GoToMeeting administration tasks and meeting history into your environment enables you to manage organizers and view all organizer meetings from within your own applications and support infrastructure. The GoToMeeting administration and reporting functions you can integrate in real time include:

- Sign up organizers (specify organizer name, email, group and status).
- Delete organizers.
- Get or set the status of organizers (active or suspended).
- Get organizer information (includes maximum number of attendees allowed in meetings).
- Retrieve scheduled and past meetings for one or more organizers.
- Retrieve the attendee history for one or more organizers.

Benefits

Streamline administration functions

The ability to add, suspend or delete an organizer in your GoToMeeting account from within your primary management systems simplifies and streamlines the entire process of account management. Administrators can control which organizers are active and instantly sign up or remove accounts when an employee's status changes. The names and email addresses stored within other IT applications, such as your Active Directory or LDAP, can be used as the naming convention for signing up organizers. Organizer names in GoToMeeting activity reports are thus consistent with those used in your other primary applications.

Analyze meeting patterns

Managers have the ability to monitor meeting schedules and active meeting status to leverage GoToMeeting activities from primary applications. Meeting data can be downloaded and merged with your applications for a more complete analysis of meeting patterns. Managers can analyze the types and lengths of meetings held, the number and names of attendees in meetings and the number and types of meetings hosted per organizer.

Centralized meeting source

Integrating GoToMeeting data into your environment can provide a single meeting data source, allowing your attendees to easily view and join meetings directly from your applications or website.

Example Implementations

The most common application of the Administrator API is to create a simpler account-management process using a single-administrator interface. Your user-authentication repository, such as LDAP or Active Directory, can be used to synchronize GoToMeeting organizer signup and deletion.

The most common application of the Reporting API is to integrate meeting information with your website.

Figure 1 shows an example of scheduled meetings retrieved by the Reporting API and listed on an internal website.

Your Company Logo Here				Your Internal Logo Here
Your company message here				
Scheduled Meetings				
ID	Subject	Date	Time	Join Now
123-456-781	HR Benefits Meeting	8/15/10	10:00AM	Meet Now CLICK HERE GoToMeeting
123-456-782	HR Benefits Meeting	8/15/10	11:00AM	Meet Now CLICK HERE GoToMeeting
123-456-783	HR Benefits Meeting	8/15/10	12:00PM	Meet Now CLICK HERE GoToMeeting

Figure 1

Organizer API

The Organizer APIs enable custom integration of meeting organizer functions. Meeting organizers can launch, schedule and manage their meetings from within other systems or internal websites and link the meeting information with your existing infrastructure.

Integrating GoToMeeting functionality and history into your environment enables you to manage and view meetings from within your own applications and support infrastructure. The GoToMeeting functions you can integrate in real time include:

- Log in or log off.
- Create meetings.
- Update meetings.
- Delete meetings.
- Start a meeting.
- End a meeting.
- Retrieve meeting history.
- Retrieve meeting attendees.

Benefits

Improve meeting management
Meeting organizers can schedule, manage and quickly get into meetings from within their primary applications and obtain a complete view of their meeting history linked with their key business information. Meeting attendee information can also be referenced and linked with your underlying CRM or HR contact forms, providing a full attendee review.

Because historical meeting data is captured and integrated with your existing systems, you can easily report on and monitor your online meeting times and attendees to better understand your meeting experiences. You can then leverage this information to improve your meeting requirements, such as eliminating unnecessary meetings, combining duplicate meetings, ensuring all required attendees are joining mandatory meetings and seeing that an appropriate amount of time is spent in meetings.

Example implementations
The most common application of the Organizer API is to integrate organizer functions and meeting data with existing support applications.

Figure 2 shows an example of organizer function integration. Organizers can create, update or remove meetings that have changed from within other applications and have the changes instantly updated in the meeting listings, ensuring that all users and scheduled attendees are informed. At the end of the GoToMeeting session, attendee information can be captured and automatically fed into your CRM or other support solution. This complete view of the meeting is then stored in your existing infrastructure for reporting and analysis.
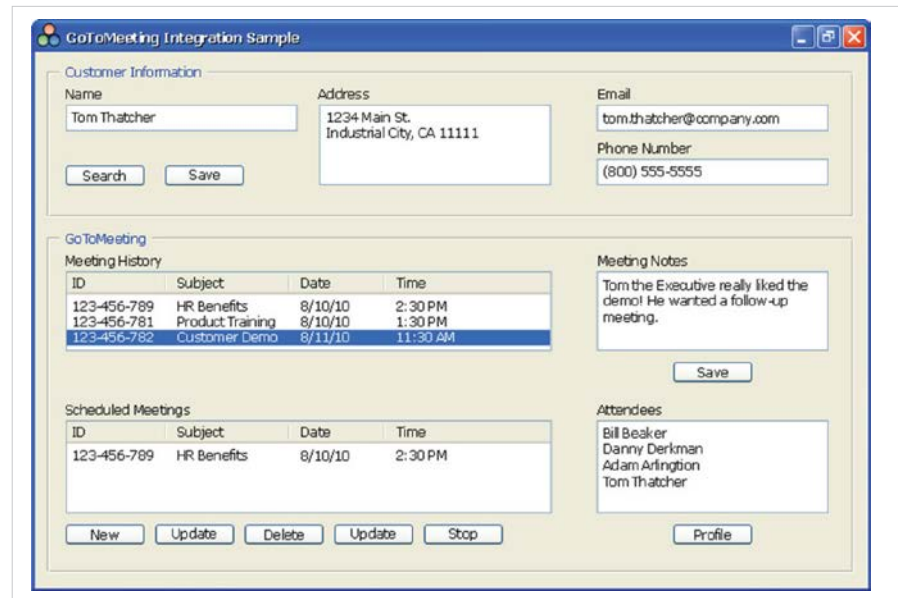
Figure 2

API Access and Support

The GoToMeeting APIs are available through our GoTo Developer Center, which provides the following benefits:

- **Self-service access:** Convenient access to all product-specific Online APIs

- **Online documentation:** Easy access to the most up-to-date information

- **Community support:** Developer forum to collaborate and share

Conclusion

The GoToMeeting Organizer APIs and Administrator/Reporting APIs help you realize increased efficiency across your support organization, allowing you to streamline your organizer and administrator tasks and locally manage your reporting data.