



CUSTOMER CONNECT SERIES

A New Foundation for Integrations

Inside Document360 API v3

Two product stories, one connected theme



01

Interactive API Reference

A rebuilt, three-pane reference with a live Try It! console — available now for new projects, rolling out in phases.



02

Document360 API v3

OAuth 2.0, scoped API keys, 180+ endpoints across 31 resource groups, and a standards-based contract.

RUN OF SHOW



Welcome

API Reference demo

API v3 demo

Migration

Live Q&A

WHY THIS MATTERS

Developers judge your product by your docs

BEFORE

- ✗ Static, largely read-only documentation
- ✗ Try It! validates JSON syntax only — not the schema
- ✗ No way to reuse values across endpoint calls
- ✗ No AI assistance embedded in the reference
- ✗ A single, project-wide, never-expiring api_token

AFTER

- ✓ Interactive, three-pane reference readers can explore and test
- ✓ Live schema validation catches mistakes as you type
- ✓ Reusable session variables across every endpoint
- ✓ Eddy AI built into the Code, Request & Response panels
- ✓ OAuth 2.0 and scoped, revocable API keys via API v3

PART 1 OF 2



The Interactive API Reference

A faster, more capable way for developers to explore and test your APIs.

One page, three panes, zero context-switching



Navigate

Endpoint tree grouped by tag, with method labels — filterable by name.

e.g. Categories > Create a category



Read & Try

Description, parameters, schema, auth, and the inline Try It! console.

e.g. POST /v3/projects/{id}/categories



Code & Response

Ready-to-copy samples in 6 languages, plus the live response panel.

e.g. cURL, Python, JavaScript...



Live schema validation as you type



Reusable session variables



Eddy AI answers, scoped to the endpoint

Everything a developer needs, without leaving the page



Inline console

Opens on the endpoint page with Params, Authorization, Headers & Body tabs — conditional on the HTTP method.



Schema validation

Flags type errors and disallowed fields in real time — even when the JSON itself is syntactically valid.



Reusable variables

Save a response value once as a `{{placeholder}}` and reuse it across endpoints in the same session.



In-console authorization

API key, HTTP Basic, Bearer, OAuth 2.0, — multiple schemes in one session.



Eddy AI, built in

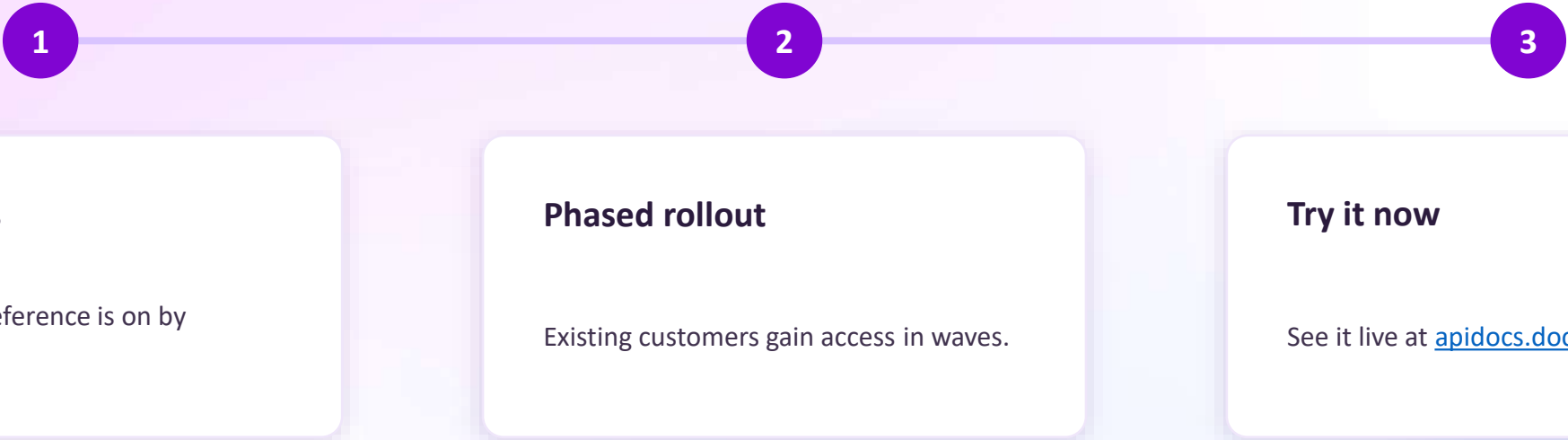
Ask Eddy AI appears on the Code, Request & Response panels — answers scoped to the current endpoint.



6-language code samples

Ready-to-copy requests in cURL, Shell, Python, Java, JavaScript, and C#.

Live today for new projects, rolling out in phases



Good to know

The redesigned experience is available on newly created projects today, and existing customers will gain access as the phased rollout continues.

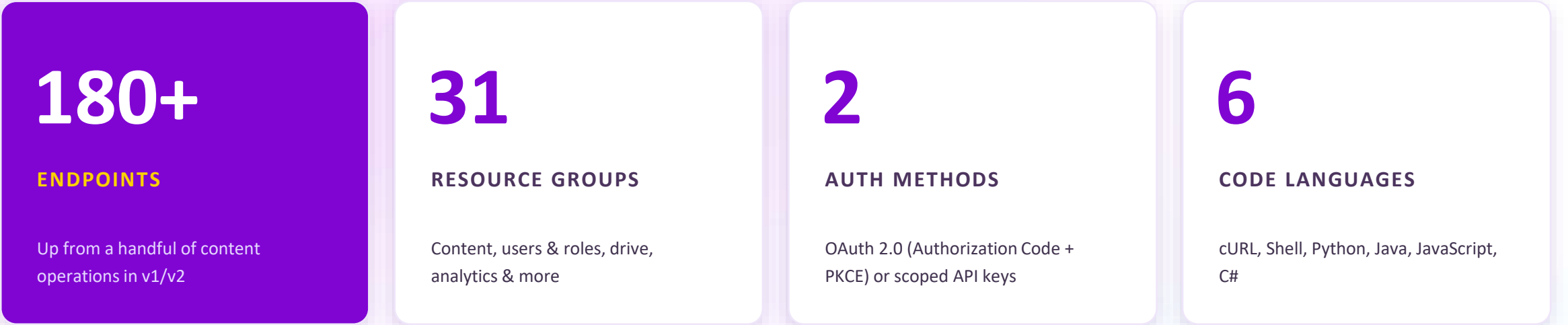
PART 2 OF 2



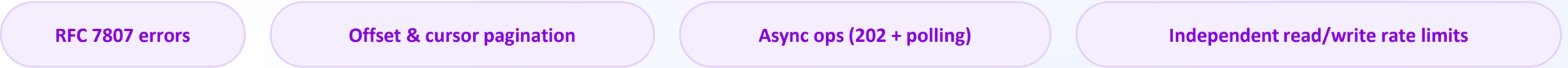
Document360 API v3

A ground-up rebuild of the public API — new auth model, more endpoints, one standard contract.

A substantially larger, more capable API surface



STANDARDS-BASED CONTRACT



v1 and v2 continue to work exactly as before — moving to v3 is entirely opt-in.

From one static token to permission-aware access



Legacy · v1/v2

- Single static api_token per project
- No expiry, no revocation, no usage tracking
- Same behavior for every requester
- camelCase query parameters
- One shared rate-limit bucket for all methods



API v3

- OAuth 2.0 (Authorization Code + PKCE) or scoped API key
- Per-key expiry, revocation & last-used tracking
- Every request filtered by the caller's own permissions
- snake_case parameters, RFC 7807 errors
- Independent read & write rate-limit buckets

A key can never exceed its creator's own access



Three fixed scopes

Portal role, content role, and content-access scope — set once at creation.



Secret shown once

The plaintext secret appears only in the creation response; only a hash is stored after.



Optional expiry

Expired keys stop authenticating immediately; revoking frees a plan quota slot.



No scope editing

Changing role or scope means creating a new key — by design, for auditability.



A leaked key can't enumerate, revoke, or delete its siblings — every /api-keys call is blocked for scoped-key requests, regardless of role.

Nothing breaks. Moving to v3 is entirely opt-in.



v1/v2 unaffected

Existing integrations keep working exactly as they do today.



Upgrade when ready

API v3 gives more endpoint coverage and built-in security controls whenever you choose to move.



Scoped by design

A narrower key returning fewer results than your old api_token is expected — v3 filters by the caller's real access.

The bottom line for the call: no forced migration, no broken integrations — v3 is there when you're ready for it.

Questions?

Thank you for joining the Customer Connect Series.



Interactive API reference

<https://apidocs.document360.com/apidocs>



API documentation

<https://apidocs.document360.com/apidocs>



Release notes

August 2026 — [12.8.1](#) & [12.8.2](#)