



DATASHEET · CAPTURE · UNIVERSAL INTERFACE

Your ERP doesn't talk to customer service?

A JSON feed is enough, and your agent knows the status.

The universal interface mirrors orders, shipments, supplier orders and prices from your ERP, shop or WMS. By push to an ingest URL or by pulling an HTTPS JSON response. The website chat and the conversation agent then answer with this data.

AT A GLANCE

Four connections: push via the ingest URL, pull REST, JSON file and JSON records. You map fields with JSON dot-paths, and the preview maps up to 20 records without saving.

01 · WHAT IT IS ABOUT

The data sits in the ERP. The agent can read it.

Your ERP, shop or warehouse knows where every order stands. Yet the status question still lands with the team, who look it up there by hand. If your system can send or serve JSON over HTTPS, the universal interface brings its data to your agents.

INPUT

JSON over HTTPS: push to the ingest URL, or pull a response or a file

RESULT

Mirrored records with a key, a unified status and lookup fields

ANSWERS

In the website chat and on the phone, after the customer provides proof

ACCESS

Data flows to PaperOffice; nothing is written back to your system


Push to the ingest URL

Your system posts records over HTTPS, up to 500 per request. The token sits in the URL or in a header; a rotation takes effect immediately.

Pull an HTTPS JSON API

PaperOffice fetches the response on an interval. Sign-in by bearer token, API key or custom header, with secrets encrypted.

JSON file and JSON records

Fetch a JSON file over HTTPS, or store records as JSON directly in the source.

Mapping with dot-paths

Array, key and status paths, plus lookup fields for order, postal code, phone, tracking number, SKU, EAN and supplier order.

Unified shipping status

PaperOffice maps known raw values such as shipped or delivered to fixed statuses: waiting for pickup, in transit, delivery today, delivered, exception.

Preview without saving

Map up to 20 records as a test before anything reaches the mirror. Below, you see the keys that are already stored.

02 · HOW IT WORKS

Connection, mapping, preview.

You add the source in the web app, map the fields and check the result before anything is saved. Your conversation agents then answer.

1

Choose the connection

Under **Knowledge Base AI** > **Operational sources**, click **Add source** and choose push, pull REST, JSON file or JSON records. Pull needs a public HTTPS URL.

2

Map the fields

On the **Mapping** tab, set the array, key and status paths, for example data.orders and order.number, plus the lookup fields.

3

Run the preview

Preview without saving maps up to 20 records from your source. If key and status are right, save.

4

Go live

For push, add the address to your system with **Copy ingest URL**; for pull, choose **Sync now**. You set the proofs on the **Proof** tab.

TECHNICAL DATA

FEATURE	DETAILS
Connections	Push (ingest URL), pull REST (HTTPS JSON), JSON file (HTTPS), JSON records
Format and target	JSON over HTTPS, public targets on port 443, redirects disabled
Push	Up to 500 records and 8 MB per POST, up to 60 POSTs in 10 minutes per source
Pull	Up to 500 records per run, interval from 15 minutes to 7 days, plus Sync now
Collections	Orders, shipments, supplier orders, prices
Pull sign-in	Bearer token, API key or custom header, secrets stored encrypted
REST API	POST /knowledge/ops_source_add, ops_source_preview, ops_source_sync, ops_ingest

03 · IN PRACTICE

Where the interface helps every day.

Shop with its own API

An online shop serves its open orders as JSON. PaperOffice fetches them on an interval, and after order number and postal code the agent tells customers the shipping status.

Warehouse reports by push

The WMS posts the tracking number to the ingest URL with every shipment. PaperOffice takes it on arrival; large inventories come in batches of up to 500 records.

Test before go-live

IT enters a pull URL and checks 20 records with the preview. Only once key and status are right does it save and sync.

FREQUENTLY ASKED QUESTIONS

Which systems can I connect?

Any system that can send or serve JSON over HTTPS, such as an ERP, a shop or a WMS. JTL-Wawi and Holded have ready-made recipes.

Does PaperOffice write back to my system?

No. Data flows to PaperOffice exclusively. Push and pull create or update records in the mirror.

Push or pull, which fits?

Push if your system actively sends data: up to 500 records per POST. Pull if it serves a JSON response over HTTPS: one response per run with up to 500 records. Send large inventories by push in batches.

How do I map my fields?

On the **Mapping** tab with JSON dot-paths, for example `data.orders` as the array path and `order.number` as the key path. You either store the whole raw object or map individual fields.

GET STARTED

Connect your system and hand off status questions

Sign in to the web app and add a source under **Knowledge Base AI > Operational sources**. The preview shows you the result before anything is saved.

paperoffice.ai/en/ai-erp-shop-universal-interface-push-pull



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-erp-shop-universal-interface-push-pull

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