



# Manitou with GoTo Connect/Jive

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**Manitou®**

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## **GoTo Connect/Jive — Change in API and Permission settings**

### **A message from GoTo Connect:**

We want to inform you of two upcoming changes regarding GoTo APIs, which could affect your integrations.

They are:

- API host deprecation (api.jive.com) — Replaced by new host (api.goto.com)
- • Authentication for API tokens — API Token Migration Guide

### **GoTo Connect API Host Migration**

We are deprecating the old API host api.jive.com and migrating to a new host: api.goto.com. This transition is crucial to ensure uninterrupted service for your end users. The adjustment is needed before our upcoming deprecation timeline of August 28th, 2024, at which point those legacy endpoints will no longer function. Although there is ample time before the deprecation deadline the changes are vital to uninterrupted service for your customers, and we encourage you to implement them quickly. After August 28th, 2024, the old host will be officially decommissioned and any integrations using the old host will no longer function. We have a migration guide for the needed host change [here](#).

Assistance and Support

We understand that changes can be stressful. If you require assistance, we have a support team ([developer-support@goto.com](mailto:developer-support@goto.com)) that can help guide you through those processes. Prompt action is appreciated.

Thank you and we appreciate your continued partnership!

Sincerely,

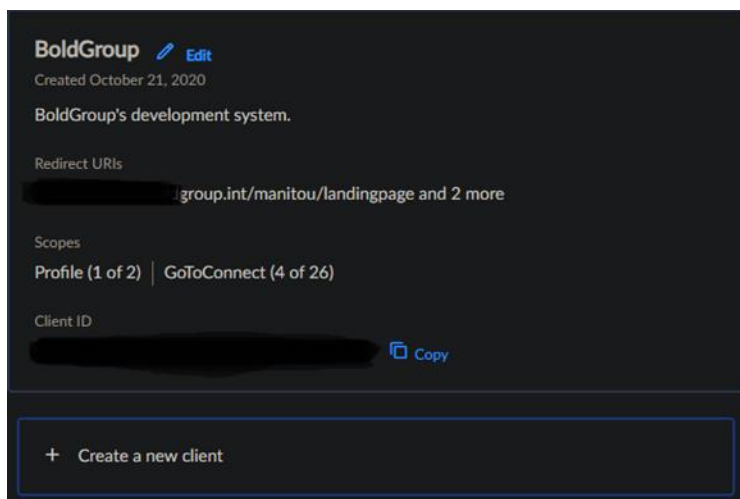
GoTo API team

## Required changes in the Manitou/GoTo Jive integration

We updated the Jive integration to use the updated API host endpoint. We also made changes so that if it is enabled in Jive, there is no longer a need to “answer” the call before it starts dialing in Jive.

There are changes that need to be updated in the development portal of Jive. Click the link to log in: <https://developer.logmeininc.com/clients>

Once logged in, click Edit on the Site:



Select the Scopes tab in the middle and expand the “Choose from granular permissions”:

The screenshot shows the 'Edit client' interface with the 'Scopes' tab selected. The interface is dark-themed. At the top, there are three tabs: 'Details', 'Scopes', and 'Advanced'. Below the tabs, there is a heading: 'Select the scopes this client will need to request. The user granting access will need those product or admin privileges.' Below this heading, there are several scope categories, each with a title, a description, and a checkbox. The 'GoToConnect' scope is highlighted with a red box and has its checkbox checked. Below the 'GoToConnect' title, there is a description: 'For initiating phone calls and other telephony services' and a dropdown menu labeled 'Choose from granular permissions'. At the bottom of the interface, there are two buttons: 'Save' and 'Cancel'.

Scope Category	Description	Privilege	Selected
Profile	For an authenticated user	Get user information Modify user details [identity:scim.me]	<input type="checkbox"/>
GoToMeeting, GoToWebinar, or GoToTraining	To create, start, and modify sessions for remote collaboration [collab:]		<input type="checkbox"/>
GoToAssist Remote Support or Service Desk	To create, start, and modify sessions for real-time support [support:]		<input type="checkbox"/>
SCIM	For automated user management [identity:scim.org]		<input type="checkbox"/>
Admin Center	To manage users across GoTo products [identity:]		<input type="checkbox"/>
GoToConnect	For initiating phone calls and other telephony services	Choose from granular permissions ▾	<input checked="" type="checkbox"/>

Before the changes, two scopes were required:

- 'calls.v2.initiate'
- 'users.v1.lines.read'

With the new changes, the following scopes are also required in addition to the existing ones:

- 'call-events.v1.notifications.manage'

- 'call-events.v1.events.read'
- 'call-control.v1.calls.control'

GoToConnect		<input checked="" type="checkbox"/>
For initiating phone calls and other telephony services		
Hide granular scopes <span>+</span>		
Control various features associated with a call [call-control.v1.calls.control]		<input checked="" type="checkbox"/>
Retrieve call events [call-events.v1.events.read]		<input checked="" type="checkbox"/>
Manage notification subscriptions for call events [call-events.v1.notifications.manage]		<input checked="" type="checkbox"/>
Manage notification subscriptions for call history [call-history.v1.notifications.manage]		<input type="checkbox"/>
Start a call on your phone line [calls.v2.initiate]		<input checked="" type="checkbox"/>
Access call history for phone lines in the PBX [cr.v1.read]		<input type="checkbox"/>
Manage notifications for faxes [fax.v1.notifications.manage]		<input type="checkbox"/>
Access faxes [fax.v1.read]		<input type="checkbox"/>
Update or delete faxes [fax.v1.write]		<input type="checkbox"/>
Manage notifications for messages and media [messaging.v1.notifications.manage]		<input type="checkbox"/>
Access your messages and media [messaging.v1.read]		<input type="checkbox"/>
Send messages and media on your behalf [messaging.v1.send]		<input type="checkbox"/>
Update or delete messages [messaging.v1.write]		<input type="checkbox"/>
Manage notification subscriptions for presence [presence.v1.notifications.manage]		<input type="checkbox"/>
Read presence for self and other users [presence.v1.read]		<input type="checkbox"/>
Write self user presence including "Do Not Disturb" [presence.v1.write]		<input type="checkbox"/>
Manage notification subscriptions for recordings [recording.v1.notifications.manage]		<input type="checkbox"/>
Retrieve call recordings and transcripts [recording.v1.read]		<input type="checkbox"/>
Retrieve your phone line information [users.v1.lines.read]		<input checked="" type="checkbox"/>
Access phone numbers within an account [voice-admin.v1.read]		<input type="checkbox"/>
Modify voice entities like phone numbers, devices and extensions [voice-admin.v1.write]		<input type="checkbox"/>
Manage notification subscriptions for voicemails [voicemail.v1.notifications.manage]		<input type="checkbox"/>
Read your voicemails [voicemail.v1.voicemails.read]		<input type="checkbox"/>
Update/Delete your voicemails [voicemail.v1.voicemails.write]		<input type="checkbox"/>
Retrieve information about web calls [webrtc.v1.read]		<input type="checkbox"/>
Perform actions on web calls (such as create, answer...) [webrtc.v1.write]		<input type="checkbox"/>