

# Work Market's Flexible API & Webhooks

## Integrate Work Market Into Your Existing Infrastructure for a Seamless User Workflow

Work Market is the leading platform for freelance workforce management. While many businesses use our Freelance Management System (FMS) to enable their core freelance management workflows, we know companies also rely on other technology to manage their business.

For that reason, we've built a robust API and flexible Webhooks that helps facilitate data flow between Work Market and any of your respective management softwares for a seamless integration. To make it easy for you, the Work Market API uses many of the same standards as others you may be familiar with.

Work Market provides modern, standards-based API and Webhooks that allows you to:

- \* Eliminate swivel seating and prevent duplication of efforts
- \* Preserve data integrity and avoid errors caused by copying fields from other platforms manually (i.e. ensuring invoice numbers are properly transmitted)
- \* Pull data from Work Market into your proprietary platforms so you can make the data available to your clients (i.e. via a portal) and efficiently conduct custom analytics to evaluate any aspect of your freelance management
- \* Improve collaboration by standardizing management workflows and minimizing time spent navigating external platforms

## Work Market's Robust API Ecosystem

Work Market's Professional Services team relies on deep technical expertise to build—or consult on—a customized Work Market integration to help maximize your existing technology investments, prevent duplicated efforts, minimize risk caused by human error and simplify your billing & accounts payable processes.

We've built integration points for some of the most commonly-used software platforms. We have a qualified stable of developers that have an intimate knowledge of our code base and have helped integrate many of our clients in the past. Our Professional Services team can share more information about leveraging our integration team if you do not have in-house developers that can build your API.



## How It Works

Work Market has an API sandbox environment to help our clients test out their integrations. You can create your company login and set up your API access there as you would in our production environment.

Webhooks, different from the Work Market API, allow you to push info/updates/events in real-time to any connected application (these can be configured without writing any code).

Once an integration/Webhook is built, you don't have to adjust it; when you create an integration with Work Market, we'll agree that any changes or updates we make to the platform won't affect your instance, unless explicitly requested by the client.

Once the integration is completed, you'll be able to:

- \* Seamlessly push data into Work Market (i.e. assignment creation, contractor info, etc.) and pull it back out (i.e. work deliverables, check-in times, etc.)
- \* Utilize an API to automate functions in Work Market such as one-click assignment creation using information from your third-party vendors

“ We've been able to integrate Work Market into our accounting system [QuickBooks] very seamlessly. The 'Transaction Pro Importer' function in QuickBooks allows us to automatically pull reports from Work Market and import them into QuickBooks. ”

—Tom Voss, President of Tech Americas

## Integration Snapshot:

High Wire Networks, a leading technology integration firm, was using Work Market to manage its 1099 field technicians and route contract work. The company was also using Autotask to manage its internal IT functions. Recognizing an opportunity to save time and avoid the duplication of data entry, the company took advantage of the technology integration.

The integration only took a few hours to implement and didn't require any help from a developer. Shortly thereafter, High Wire began using Autotask to manage much of its assignment dispatching in Work Market. Connecting the two platforms allowed the project managers to dramatically streamline their assignment workflow and also produced the following process efficiencies:

- \* One-click push of tickets from Autotask into Work Market (can set basic attributes including title, description, pricing, location, custom field values, etc.)
- \* Updated assignment fields in Work Market can be pushed back to the original ticket in near real-time:
  - \* Details about the assigned worker
  - \* Assignment status and updates
  - \* Notes sent from the contractor
  - \* Deliverables
  - \* Time tracking details
  - \* Expense reimbursement requests
  - \* Total Cost
- \* Ability to switch systems quickly by single click access to the corresponding Work Market assignment from the Autotask ticket (and vice versa)

The integration proved incredibly helpful to High Wire Networks and allowed it to route work more efficiently and eliminate swivel seating. The powerful combination of Work Market and Autotask provide an unmatched technology solution that delivers immeasurable value.

## Integration Snapshot:

One of world's leading communication providers uses Work Market to help find and manage its 1099 contractors. The company also uses Salesforce.com to support its sales and marketing efforts.

Recognizing an opportunity to integrate the platforms and capture significant time-savings, the company enlisted the help of Work Market's Professional Services team to develop an integration. In addition to creating just one login for both platforms, the integration would also help the company streamline several management processes and operate much more efficiently.

Moreover, the integration allowed the company's dispatchers and managers to capitalize on all the benefits of Work Market's Freelance Management System (FMS) while still operating in the comfort of their own Salesforce.com instance.

The integration was configured so that employees rarely had to log into Work Market; they could manage all of their non-employee workflows directly from Salesforce.com. As a result of the integration, the company is now able to:

- \* Create and send assignments in just a couple of clicks
- \* Access real-time communications from check-ins, notes and deliverables
- \* Manage negotiations and approve worker payments

The integration has been a boon for the company. It's been able to generate considerable business value and save employees hours of time. Managers can now spend more time focusing on growing the business and less time learning a new platform.

“ Work Market’s professional services team helped us develop a seamless integration that allows us to leverage Work Market without ever having to log out of our proprietary project management. ”

—World’s Leading Video Communications Provider

Get your Work Market integration started today!  
Contact 212-229-9675 or [sales@workmarket.com](mailto:sales@workmarket.com) to schedule a free consultation  
and start capitalizing on Work Market's FMS!