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1. INTRODUCTION

This API exposes the parts of Gestionale Esempio Immobiliare that agencies most often connect to an external system: the property catalogue, the enquiry inbox (*richieste*) and the agent list. REST over HTTPS, JSON in and out, UTF-8.

What this API does not do

- It does not expose contracts, deeds, commissions or accounting data: those stay in the *Amministrazione* module.
- It does not delete anything. Enquiries and properties can be archived (*PATCH*), never removed.
- It does not support bulk import: one call per record, and see §4 before writing a loop.
- It does not send email or SMS on your behalf. Notifications are configured inside the product.

2. BASE URL AND CONVENTIONS

```
https://api.gestionale-esempio.it/v1
```

All requests must carry *Content-Type: application/json* and a valid JSON body where a body is present. Numbers use the dot as decimal separator. Dates and timestamps are ISO 8601, timestamps with the offset (+02:00 in Italian summer time). Booleans are *true/false*, never "true"/"false".

Absent optional values may be returned as *null*, and a key that is not applicable to the record type may be omitted entirely: clients must tolerate both.

Collection endpoints are paginated (*?pagina=*, *?per_pagina=*, max 100) and sorted with *?ordina=*.

3. AUTHENTICATION

Every request is authenticated with an API key, sent as a bearer token:

```
Authorization: Bearer <api_key>
```

Keys are created by an account administrator from *Amministrazione* → *Integrazioni* → *Chiavi API*. A key is displayed once, at creation, and is never retrievable afterwards: if it is lost it must be revoked and replaced.

- **Keys do not expire.** They stay valid until revoked from the same panel, and revocation takes effect within sixty seconds.
- Create **one key per integration**, with a descriptive label: revoking one never affects the others.
- A key carries the permissions of the role it was created under. One created under a read-only role receives 403 on any write call.
- Never embed a key in a web page or a mobile app: anything sent to a browser is public. Server to server only.

4. RATE LIMITING

Each key may issue **120 requests per minute** on a rolling sixty-second window. Every response carries the current state of the budget:

```
X-Limite-Chiamate: 120
X-Limite-Residuo: 97
X-Limite-Reset: 41
```

Over budget you get 429 with a *Retry-After* header in seconds: wait and retry once, since hammering a 429 extends the block. Three consecutive minutes over budget suspend the key and notify the administrator by email.

5. ENDPOINT OVERVIEW

METHOD	PATH	WHAT IT DOES	WRITES?
GET	/immobili	List properties, paginated and filterable	no
GET	/immobili/{codice}	Retrieve a single property by its agency code	no
POST	/richieste	Create an enquiry (contact card) against a property	yes
GET	/richieste/{id}	Retrieve a single enquiry	no
PATCH	/richieste/{id}	Update state, assigned agent or internal notes	yes
GET	/agenti	List active agents with their identifiers	no

Read calls may be repeated freely. Write calls are not idempotent: a repeated *POST /richieste* creates a second enquiry, and there is no de-duplication.

6. CREATE AN ENQUIRY

POST /v1/ricieste

FIELD	TYPE	REQ.	NOTES
immobile_id	string	YES	Agency property code, e.g. TV-1184. Must exist, otherwise 404
canale	string	YES	One of: modulo sito, telefono, portale, banco
cliente	object	YES	The contact card. Fields below
cliente.nome	string	YES	Full name, first and last together in one field
cliente.email	string	YES	Validated for shape only, not for deliverability
cliente.telefono	string	YES	Contact number. Enquiries without one are rejected: the agent cannot arrange the viewing
messaggio	string	NO	Free text, up to 2000 characters. Stored verbatim
ricevuta_il	string	NO	ISO 8601 with offset. Defaults to the server time of the call
agente_id	string	NO	Assign at creation time. If omitted the enquiry stays unassigned
etichette	array	NO	Up to five free labels, used by the agency filters

Example request

```
POST https://api.gestionale-esempio.it/v1/ricieste
Authorization: Bearer <api_key>
Content-Type: application/json

{
  "immobile_id": "MI-0007",
  "canale": "modulo sito",
  "cliente": {
    "nome": "Mario Rossi",
    "email": "mario.rossi@example.com",
    "telefono": "+39 02 000 0000"
  },
  "messaggio": "Sample enquiry text.",
  "ricevuta_il": "2026-03-11T15:20:00+01:00"
}
```

Example response – 201 Created

```
{
  "id": "RIC-2026-0741",
  "immobile_id": "MI-0007",
  "stato": "nuova",
  "assegnata_a": null,
  "creata_il": "2026-03-11T15:20:02+01:00"
}
```

KEEP THE ID

The id returned here is the only handle on the record: it is required by GET /ricieste/{id} and PATCH /ricieste/{id}, and it cannot be reconstructed from the enquiry contents. Store it as soon as you receive it.

stato is one of nuova, in_lavorazione, appuntamento_fissato, chiusa, archiviata. New enquiries start at nuova; assegnata_a is null unless agente_id was supplied.

7. UPDATE AN ENQUIRY

PATCH /v1/ricieste/{id} { "agente_id": "AG-04", "stato": "in_lavorazione" }

Assigning an agent, moving the enquiry along the pipeline and adding internal notes are all done here. Agent identifiers come from GET /v1/agenti (id, nome, email, attivo). Assigning to an inactive agent returns 422.

8. PROPERTIES

```
GET /v1/immobili/{codice}
```

Retrieves one property by the code the agency uses internally — the same code printed on the window card and on the listing page. This is the reliable way to attach an enquiry to the right property.

```
{
  "codice": "MI-0007",   "titolo": "Trilocale con terrazzo, zona Fiera",
  "prezzo": 168000,     "agente_riferimento": "AG-04"
}
```

The alternative — `GET /v1/immobili?ricerca=<text>` — matches free text against title and address. It suits a human-facing search box and is unsuitable for an automated match: titles are not unique, agencies routinely hold several properties described in almost identical words, and when more than one matches the endpoint returns all of them and expresses no preference.

9. STATUS CODES AND ERRORS

CODE	MEANING	WHAT THE CALLER SHOULD DO
200	OK — the read succeeded	Use the body
201	Created — the record now exists	Store the returned <code>id</code>
400	Malformed request — the body is not valid JSON	Fix the payload; do not retry as is
401	Missing or unreadable key	Check the <code>Authorization</code> header
403	Key valid but not allowed to do this	Use a key created under a role with write permission
404	The path or the record does not exist	Check the endpoint and the code you passed
422	Well-formed JSON, unacceptable content	Read <code>campo</code> and fix it at the source
429	Rate limit exceeded	Wait <code>Retry-After</code> seconds, retry once
500 · 503	Server-side failure or maintenance	Retry later; if it persists open a ticket

Errors share one envelope. `messaggio` is written in Italian and meant for the operator; `errore` is the stable machine-readable code your integration should branch on.

```
{
  "errore": "campo_obbligatorio_mancante",
  "campo": "telefono",
  "messaggio": "Il campo telefono è obbligatorio per le richieste di visita."
}
```

ERRORE	CODE	WHEN IT HAPPENS
campo_obbligatorio_mancante	422	A required field is absent or empty. <code>campo</code> names it
valore_non_ammesso	422	A field carries a value outside its allowed set
immobile_non_trovato	404	<code>immobile_id</code> does not match any property
chiave_non_valida	401	The key is unknown, revoked or mistyped
permesso_negato	403	The key's role cannot perform this operation
limite_superato	429	More than 120 calls in the rolling minute

10. SANDBOX, VERSIONING, SUPPORT

A sandbox account is available on request, answers on the same paths with a separate key, and is wiped every Sunday night. Test writes there before pointing an integration at a live agency database.

Version 1 is stable. New optional fields may be added to responses without notice, so clients must ignore keys they do not recognise rather than fail on them. Support for integrations: `integrazioni@gestionale-esempio.it`, working days 9–13 and 14–18. Include the key label (never the key itself), the endpoint, the timestamp of the call and the error envelope you received.

DOCUMENTO DIDATTICO

Facsimile di documentazione tecnica scritto per PCS LAB. Prodotto, indirizzo del server, chiavi, codici e recapiti sono di fantasia: `api.gestionale-esempio.it` non risponde e non c'è niente da collegare davvero. Serve per esercitarsi a leggere una documentazione.