

COSI 2.0 Integration Guide

Overview

This guide is intended as a resource for developers interested in integrating some or all functionality of the COSI 2.0 system via API. It should be used in conjunction with our detailed API documentation (available at <https://dev.cosi2.ai> password: Hearing1!) which provides comprehensive information about all available endpoints, request/response schemas, and example payloads. Together, these resources provide the necessary information for successful integration of COSI 2.0's capabilities into external systems.

Service Accounts

Service accounts are special user accounts designed for automated system-to-system integration with the API. Unlike regular user accounts that use magic links for authentication, service accounts use permanent JWT tokens for API access.

Service accounts are created by the COSI team, who will provide a permanent access token to the developer. This token represents the system's identity and permissions within the API and must be stored securely. The token never expires, but can be revoked if needed for security purposes.

Service accounts are configured based on implementation type:

- Dedicated Instance: Service account receives Super Admin role, granting access to all resources and organizations within the dedicated instance
- Multi-tenant Instance: Service account receives Admin role for the specified organization, limiting access to only that organization's resources

Best practices:

- Store access tokens securely in environment variables or secure secrets management
- Avoid sharing tokens across different applications or environments
- Contact support for token revocation or regeneration

Authentication

The API uses JWT (JSON Web Token) bearer authentication. API requests must include the access token in the Authorization header. For example:

```
headers = {  
  "Authorization": f"Bearer {your_access_token}"  
}
```

```
response = requests.get("https://api-prod1.cosi2.ai/api/v1/clients",
headers=headers)
```

Authentication Errors:

Missing token: 401 Unauthorized {"detail": "Not authenticated"}

Invalid token: 401 Unauthorized {"detail": "Could not validate credentials"}

Expired token: 401 Unauthorized {"detail": "Token has expired"}

Malformed token: 401 Unauthorized {"detail": "Invalid token format"}

Authorization

The API implements role-based access control (RBAC) for service accounts with the following roles:

Super Admin	Full access to all resources across all organizations Can manage organizations, users, and system-wide settings Typically used for dedicated instance service accounts
Admin	Full access to resources within their assigned organization Can manage users and settings for their organization

The API documentation lists each endpoint and the roles allowed. See <https://dev.cosi2.ai>.

COSI Stages

There are two stages of a COSI. The first is the “assessment” and the second is the “outcomes”. The assessment stage is all about identifying the hearing needs that the end-user (i.e. client) has precipitated inquiring about or purchasing hearing aids. The second stage (i.e. “outcomes”) occurs a variable amount of time after being fitted or wearing hearing aids. The client is asked to evaluate how well the hearing aids have affected their previously identified needs.

Organization Type

Organizations are the top level entity the admins and end-users are associated with. There are two organization types that the COSI 2.0 application supports: In Person and Remote OTC. An organization can only be associated with one organization type and the organization type plays a major role in the usage of the API.

The In Person organization type is used when clients visit a hearing aid provider in person and is fitted with a hearing device. In this scenario the COSI assessment is sent some number of days before the initial hearing evaluation. The number of days before the evaluation that the assessment is sent is determined by a setting for the organization. If after an evaluation it is determined that hearing devices are appropriate and a fitting date is scheduled, this date is also entered into the COSI 2.0 system. A number of days after the fitting date a follow up notice is sent to the client so they can evaluate the effectiveness that their hearing devices solve their hearing needs. The number of days after the fitting date when the outcomes notice is sent is also configurable at the organization level.

The Remote OTC organization type is used when clients receive their hearing devices without attending an in person appointment. In this scenario the COSI assessment is sent some number of days after the order date of the devices. Then the outcomes notice is also sent a configurable number of days after the order date. There is no concept of a second fitting date like there is for In Person. The assessment and outcomes invitations are both sent relative to the order date. Like In Person the timing for the invitations is configurable at the organization level.

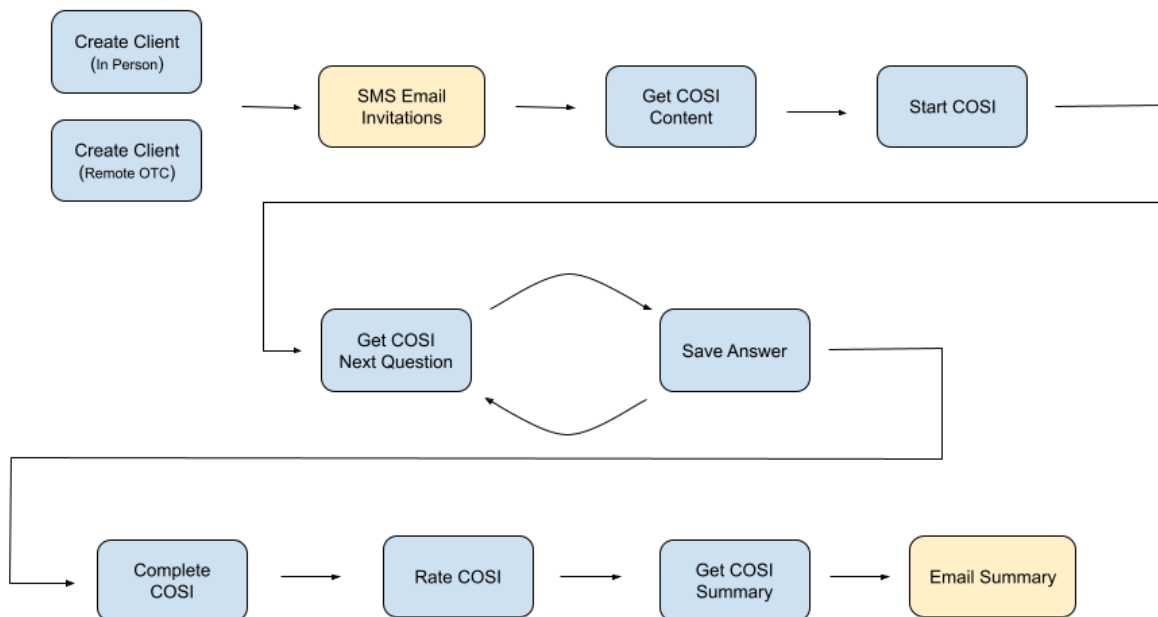
Organization Fields

The following fields are configurable for each organization:

Field	Description
Name	Organization name. Used in email/SMS communications and displayed to the end user during assessment and outcomes
Logo	Displayed to the end user during assessment and outcomes
Mail From Name	Text name (not email address) for the sender of email communications. This displays in most email clients.
Organization Type	In Person or Remote OTC
Country	United States or Australia. Determines the sending phone number for SMS communications
Primary Color	Color for buttons and other highlights during assessment and outcomes
Button Text Color	Text color for buttons during assessment and outcomes
Assessment Send Days	The number of days from the evaluation date (In Person) or order date (Remote OTC) to send the assessment invitation.

	For In Person organizations the assessment send date is done before the evaluation date so this number should be set as a negative number. Remote OTC organizations would set this as a positive number (i.e. the number of days after the order date).
Outcomes Send Days	The number of days from the fitting date (In Person) or order date (Remote OTC) to send the outcomes invitation.

COSI Assessment API Lifecycle



Create Client (In Person) - [API Reference](#)

The client record is created in the COSI system. The evaluation date is a required field for In Person organizations.

Create Client (Remote OTC) - [API Reference](#)

The client record is created in the COSI system. The order date is a required field for Remote OTC organizations.

SMS / Email Invitations

The COSI system sends email and SMS messages to the client inviting them to complete the assessment. Timing is based on organization configuration.

Get COSI Content - [API Reference](#)

Returns content that is displayed to the user during the assessment. Examples include: button/text color, intro/outro text, terms and privacy links, etc.

Start COSI - [API Reference](#)

Records the start date time of the assessment stage COSI.

Get COSI Next Question - [API Reference](#)

Gets the next COSI question to display to the user. The user is asked to describe a situation in which they have trouble hearing.

Save Answer - [API Reference](#)

Posts the user's response to the question. The caller of the API should then continually call "Get COSI Next Question" and "Save Answer" until the API returns that the last question for the situation is asked. If the user has another situation to describe then the process repeats for any number of situations.

Complete COSI - [API Reference](#)

Records the end date time of the assessment stage of the COSI.

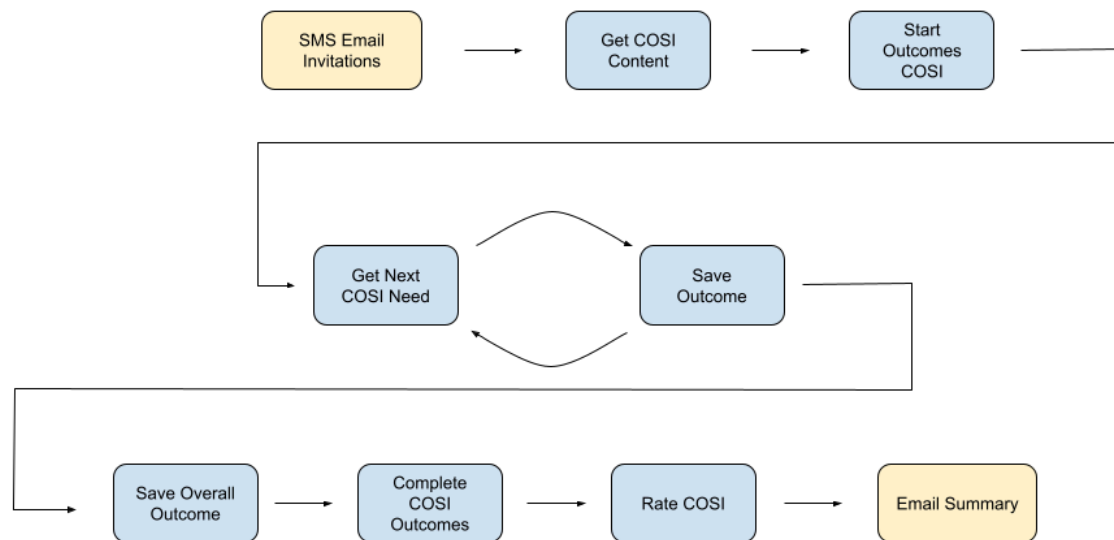
Rate COSI - [API Reference](#)

The end user is asked to rate their experience completing the assessment.

Get COSI Summary - [API Reference](#)

Returns the AI generated summary of all situations (aka needs) entered by the user.

COSI Outcomes API Lifecycle



SMS / Email Invitations

The COSI system sends email and SMS messages to the client inviting them to complete the assessment. Timing is based on organization configuration.

Get COSI Content - [API Reference](#)

Returns content that is displayed to the user during the outcomes. Examples include: button/text color, intro/outro text, terms and privacy links, etc.

Start COSI - [API Reference](#)

Records the start date time of the outcomes stage COSI.

Get Next COSI Need - [API Reference](#)

Gets the next COSI need identified by the user.

Save Outcome - [API Reference](#)

Posts the user's outcome response to the need. The caller of the API should then continually call "Get Next COSI Need" and "Save Outcome" until the API returns that the last need is asked.

Save Overall Outcome - [API Reference](#)

Posts the user's outcome response to the need. The caller of the API should then continually call "Get Next COSI Need" and "Save Outcome" until the API returns that the last need is asked.

Complete COSI - [API Reference](#)

Records the end date time of the assessment stage of the COSI.

Rate COSI - [API Reference](#)

The end user is asked to rate their experience completing the assessment.

Email Summary

The COSI system sends a summary of the COSI to the end user via email.