

NextGen Integration & API Upgrade Overview



NextGen Upgrade: What's Changing

As part of the move to the Betterworks NextGen platform, some integrations and APIs require a lightweight re-authentication and minor updates to ensure continued compatibility.

The goal of this upgrade is to modernize the platform while minimizing disruption to existing integrations and workflows.

What's Changing

1. Lightweight Re-Authentication

Some integrations will appear disconnected after upgrading and must be re-enabled or re-authenticated.

Depending on the integration:

- Admins may need to reconnect the integration
- Users may need to reconnect from the Goals experience
- No major reconfiguration is required in most cases

Examples include:

- Jira
- Salesforce
- Google Sheets / Excel
- Asana
- Slack / MS Teams

Reauthentication is not required for plugins. Post-migration, users are advised to reload frame for GMail/Outlook Plugins to clear any cached data

2. API Modernization

NextGen APIs now use UUIDs as the primary identifier for records instead of numeric IDs.

What this means:

- UUIDs should be used going forward
- Numeric IDs may still appear for legacy records
- Some newer records may return numeric IDs as 0
- APIs are becoming more consistent and scalable

Most existing integrations will continue working with minimal or no changes.

What's Required From You



Required Actions

To ensure compatibility with NextGen:

1.) Integrations

- Re-authenticate integrations after upgrading
- Re-enable integrations from the Admin panel if needed
- Have end users reconnect integrations where applicable

2.) APIs

- Update integrations to support UUIDs as primary identifiers
- Ensure systems do not fail when numeric IDs are 0
- Avoid relying on deprecated filters or legacy ID behavior

What Is NOT Changing

- Most existing API endpoints remain available
- Most integrations continue functioning after reconnection
- Existing migrated data remains supported
- Legacy numeric IDs may still exist for migrated records

Recommended Best Practices

We recommend:

- Using UUIDs for all new API integrations
- Avoiding dependency on numeric IDs
- Validating integrations in a test environment after migration

Next Steps

1. Review integrations currently in use
2. Re-authenticate integrations after migration
3. Validate any custom API integrations
4. Update API logic to support UUIDs where needed
5. Contact Betterworks Support with any questions

Important Notes

- Some integrations are being released in phases
- A small number of legacy filters and behaviors are no longer supported in NextGen
- Additional API documentation will be shared as customer-facing materials become available