

Ticket Management API

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User Side Ticket Action

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Note : Given below Input/Output are in JSON format.

1) Create Ticket

→ User create own ticket from my account side

URL :- <http://<IP>:10080/24online/service/MyAccountService/createTicket>

Input :-

```
"tickettype":"CABLE",  
"description":"Short cable"
```

Output :-

```
Ticket created Successfully With TicketId : 638.
```

2) Search Ticket

→ User Search own ticket from my account side

URL :- <http://<IP>:10080/24online/service/MyAccountService/searchTicket>

Input :-

Output :-

```
"ticketId": 638,  
"userId": 1593,  
"username": "ankita",  
"ticketType": "CABLE",
```

```
"description": "Short cable",  
"createDate": "01/11/2019 11:36:34",  
"lastModifiedDate": "01/11/2019 11:36:34",  
"status": "OPEN",  
"assigneeid": 0,  
"assigneeName": null,  
"createdbyId": 1593,  
"isremovable": "Y"
```

3) searchTicketwithTicketDetail

→ Click on particular ticket id will be show ticket detail.

URL : <http://<IP>:10080/24online/service/MyAccountService/searchTicketwithTicketDetail>

Input :- "ticketid": "638"

Output :- "ticketData": {
 "ticketId": 638,
 "userId": 1593,
 "username": "ankita",
 "ticketType": "CABLE",
 "description": "short cable",
 "createDate": "01/11/2019 11:36:34",
 "lastModifiedDate": "01/11/2019 11:47:01",
 "status": "OPEN",
 "assigneeid": 0,
 "assigneeName": null,
 "createdbyId": 1593,
 "isremovable": "Y"

```
    },  
    "ticketDetails": [  
      {  
        "id": 357,  
        "ticketid": 638,  
        "ticketdescription": "rough cable",  
        "userid": 1593,  
        "username": "ankita",  
        "status": "OPEN",  
        "createdate": 1572589021157,  
        "lastmodifieddate": 1572589021157,  
        "assigneeid": 0,  
        "assigneeName": null  
      }  
    ]  
  }
```

4) Update Ticket

→ User Update own ticket from my account side

URL : <http://<IP>:10080/24online/service/MyAccountService/updateTicket>

Input :-

```
"ticketid": "638",  
"description": "Please give any update over my ticket"
```

Output :-

Ticket Updated Successfully

Admin Side Ticket Action

1) searchAdminTicket

At admin side using different input type you can search ticket

URL : <http://<IP>:10080/24online/service/UserService/searchAdminTicket>

(I) Just click on search button get all ticket.

Input : - "ticketid":"638"

Output :-

```
"ticketId": 638,  
  "userId": 1593,  
  "username": "ankita",  
  "ticketType": "CABLE",  
  "description": "create using web service",  
  "createDate": "01/11/2019 11:36:34",  
  "lastModifiedDate": "01/11/2019 11:50:27",  
  "status": "OPEN",  
  "assigneeid": 0,  
  "assigneeName": null,  
  "createdbyId": 1593,  
  "isremovable": "Y"
```

(II) Status wise search criteria perform on Ticket

Input :- "status":"OPEN"

OutPut :-

```
"ticketId": 638,  
  "userId": 1593,  
  "username": "ankita",  
  "ticketType": "CABLE",  
  "description": "create using web service",  
  "createDate": "01/11/2019 11:36:34",  
  "lastModifiedDate": "01/11/2019 11:50:27",  
  "status": "OPEN",  
  "assigneeid": 0,  
  "assigneeName": null,  
  "createdbyId": 1593,  
  "isremovable": "Y"
```

(III) Create date based search criteria perform on Ticket

Input :--"createdate":"2019/06/04",

"todate":"2019/07/10"

OutPut :- "ticketId": 638,

```
  "userId": 1593,  
  "username": "ankita",  
  "ticketType": "CABLE",  
  "description": "create using web service",  
  "createDate": "01/11/2019 11:36:34",  
  "lastModifiedDate": "01/11/2019 11:50:27",  
  "status": "OPEN",  
  "assigneeid": 0,  
  "assigneeName": null,  
  "createdbyId": 1593,  
  "isremovable": "Y"
```

(IV) POP/Zone based search criteria

Input :-

"popname": "Guj"

"zonename": "Ahmd"

OutPut :-

"ticketId": 638,

"userId": 1593,

"username": "ankita",

"ticketType": "CABLE",

"description": "create using web service",

"createDate": "01/11/2019 11:36:34",

"lastModifiedDate": "01/11/2019 11:50:27",

"status": "OPEN",

"assigneeid": 0,

"assigneeName": null,

"createdbyId": 1593,

"isremovable": "Y"

2) searchAdminTicketWithDetail

→ Click on particular ticket id

URL : <http://<IP>:10080/24online/service/UserService/searchAdminTicketWithDetail>

InPut :

"ticketid": "638"

Output :-

"ticketData": {

"ticketId": 638,

```
"userId": 1593,  
"username": "ankita",  
"ticketType": "CABLE",  
"description": "create using web service",  
"createDate": "01/11/2019 11:36:34",  
"lastModifiedDate": "01/11/2019 11:50:27",  
"status": "OPEN",  
"assigneeid": 0,  
"assigneename": null,  
"createdbyId": 1593,  
"isremovable": "Y"  
},  
"ticketDetails": [  
  {  
    "id": 357,  
    "ticketid": 638,  
    "ticketdescription": "rough cable",  
    "userid": 1593,  
    "username": "ankita",  
    "status": "OPEN",  
    "createdate": 1572589021157,  
    "lastmodifieddate": 1572589021157,  
    "assigneeid": 0,  
    "assigneename": null  
  },  
]
```

```
{
  "id": 358,
  "ticketid": 638,
  "ticketdescription": "Please give any update over
my ticket",
  "userid": 1593,
  "username": "ankita",
  "status": "OPEN",
  "createdate": 1572589227271,
  "lastmodifieddate": 1572589227271,
  "assigneeid": 0,
  "assigneeName": null
}
```

3) updateAdminTicket

→ Give any updation on ticket;

URL : <http://<IP>:10080/24online/service/UserService/updateAdminTicket>

Input :-

```
"ticketid": "638",
"description": "assign ticket ",
"status": "OPEN",
"role": "L1 User Type",
"assignee": "administrator"
```

Output :-

Ticket Updated Successfully.

4) getTicketUserList

→ Get user list for particular user type . In paramval is get the securitylevel of user type.

URL :- <http://<IP>:10080/24online/service/UserService/getTicketUserList>

Input : "paramval":"9"

OutPut :-

```
"administrator",  
"L1user"
```

5) getTicketConfiguration

→ Get Ticket configuration like User type etc .

URL : <http://<IP>:10080/24online/service/UserService/getTicketConfiguration>

Input : When click on role get user Configuration in dropdown

OutPut : -

```
{  
  "sysparametervalid": 10,  
  "sysparameterid": 7,  
  "alias": "TICKET_L2_USER_TYPE_1",
```

```
"paramname": "L2 User Type",
```

```
"paramval": "13",
```

```
"enable": "Y",
```

```
"createdby": 1,
```

```
"createdate": 1544034600000
```

```
},
```

```
{
```

```
"sysparametervalid": 11,
```

```
"sysparameterid": 7,
```

```
"alias": "TICKET_L2_USER_TYPE_2",
```

```
"paramname": "L2 User Type",
```

```
"paramval": "1",
```

```
"enable": "Y",
```

```
"createdby": 1,
```

```
"createdate": 1544034600000
```

```
}
```

```
],
```

```
[
```

```
{
```

```
"sysparametervalid": 12,
```

```
"sysparameterid": 8,
```

```
"alias": "TICKET_L3_USER_TYPE_1",
```

```
"paramname": "L3 User Type",
```

```
"paramval": "17",
```

```
"enable": "Y",
```

```
"createdby": 1,
```

```
        "createdate": 1544034600000
    },
    {
        "sysparametervalid": 13,
        "sysparameterid": 8,
        "alias": "TICKET_L3_USER_TYPE_2",
        "paramname": "L3 User Type",
        "paramval": "1",
        "enable": "Y",
        "createdby": 1,
        "createdate": 1544034600000
    }
],
[
    {
        "sysparametervalid": 8,
        "sysparameterid": 6,
        "alias": "TICKET_L1_USER_TYPE_1",
        "paramname": "L1 User Type",
        "paramval": "9",
        "enable": "Y",
        "createdby": 1,
        "createdate": 1544034600000
    },
    {
        "sysparametervalid": 9,
```

```
        "sysparameterid": 6,  
        "alias": "TICKET_L1_USER_TYPE_2",  
        "paramname": "L1 User Type",  
        "paramval": "9",  
        "enable": "Y",  
        "createdby": 1,  
        "createdate": 1544034600000  
    }  
]
```

6) createAdminTicket

→ Create ticket for user from admin side .

URL : <http://<IP>:10080/24online/service/UserService/createAdminTicket>

Input : -

```
    "username":"ankita",  
    "tickettype":"TECH_ISSUE",  
    "description":"Technical Error"
```

Output : - Ticket created Successfully With TicketId : 639

7) deleteTicket

URL : <http://<IP>:10080/24online/service/UserService/deleteTicket>

Input : "ticketid":"607"

Output : Ticket deleted successfully

8) ticketStatusCount

→ Ticket Status Count API developed for dashboard

URL : <http://<IP>:10080/24online/service/UserService/ticketStatusCount>

Input :

```
Output : {  
  "col_1": "Ticket Status",  
  "col_2": "Count"  
},  
{  
  "col_1": "Open",  
  "col_2": 3  
},  
{  
  "col_1": "Total",  
  "col_2": 3  
}
```

Sales Management API

1) create Lead

→ Create Lead ticket .

URL : <http://<IP>:10080/24online/service/SalesService/createLead>

Input :

```
"firstname":"test123",  
  "lastname":"abc",  
  "emailid":"a@gmail.com",  
  "contactno":"122356",  
  "address1":"ahmd",  
  "groupname":"Unlimited Usage",  
  "comment":"create",  
  "zonename":"Jaipur",  
  "usertype":"user",  
  "paymentamount":"50",  
  "source":"Social Media",  
  "preferedcalltime":"02/11/2019 14:10",  
  "clostime":"05/11/2019 14:10"
```

Output : -

Lead Ticket created Successfully With LeadTicketId:- 766

2) searchLead

→ Search Lead ticket Using different search criteria.

URL : <http://<IP>:10080/24online/service/SalesService/searchLead>

Input : Just click on search button get all lead ticket

OutPut : "leadid": 766,
"firstname": "test123",
"lastname": "abc",
"source": "Social Media",
"state": null,
"city": null,
"country": null,
"zipcode": null,
"contactno": "122356",
"emailid": "a@gmail.com",
"address1": "ahmd",
"address2": null,
"address3": null,
"comment": "create",
"longitude": null,
"latitude": null,
"preferredcalltime": "02/11/2019 14:10:00",
"paymentamount": 50,
"status": "OPEN",
"createdate": "01/11/2019 14:11:13",
"modifydate": "01/11/2019 14:11:13",
"createdby": "administrator",
"modifiedby": null,

```
"assigneeid": null,  
"assigneeid": null,  
"zoneid": 6,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closetime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"
```

```
},
```

```
{
```

```
"leadid": 765,  
"firstname": "test",  
"lastname": "TESDT",  
"source": "",  
"state": null,  
"city": null,  
"country": null,  
"zipcode": null,  
"contactno": "123456",  
"emailid": "TEST@gmail.com",  
"address1": "a",  
"address2": "",  
"address3": "",  
"comment": "create 14:09",  
"longitude": null,  
"latitude": null,  
"preferredcalltime": null,  
"paymentamount": 0,  
"status": "OPEN",
```



```
"createdate": "15/10/2019 14:13:06",  
"modifydate": "15/10/2019 14:13:06",  
"createdby": "administrator",  
"modifiedby": null,  
"assigneeid": null,  
"assigneeName": null,  
"zoneid": 4,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closetime": null,  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"  
}
```

(II) Search particular leadticket id wise

Input : "leadid": "766"

OutPut :

```
"leadid": 766,  
"firstname": "test123",  
"lastname": "abc",  
"source": "Social Media",  
"state": null,  
"city": null,  
"country": null,  
"zipcode": null,  
"contactno": "122356",  
"emailid": "a@gmail.com",  
"address1": "ahmd",
```

```
"address2": null,  
"address3": null,  
"comment": "create",  
"longitude": null,  
"latitude": null,  
"preferredcalltime": "02/11/2019 14:10:00",  
"paymentamount": 50,  
"status": "OPEN",  
"createdate": "01/11/2019 14:11:13",  
"modifydate": "01/11/2019 14:11:13",  
"createdby": "administrator",  
"modifiedby": null,  
"assigneeid": null,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closetime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"  
}
```

(III) Status based search action performed

Input : "status":"OPEN"

Output :

```
"leadid": 766,  
"firstname": "test123",  
"lastname": "abc",  
"source": "Social Media",
```

"state": null,
"city": null,
"country": null,
"zipcode": null,
"contactno": "122356",
"emailid": "a@gmail.com",
"address1": "ahmd",
"address2": null,
"address3": null,
"comment": "create",
"longitude": null,
"latitude": null,
"preferredcalltime": "02/11/2019 14:10:00",
"paymentamount": 50,
"status": "OPEN",
"createdate": "01/11/2019 14:11:13",
"modifydate": "01/11/2019 14:11:13",
"createdby": "administrator",
"modifiedby": null,
"assigneeid": null,
"assigneeName": null,
"zoneid": 6,
"userid": 1,
"serviceid": null,
"documentapproved": "N",
"accountapproved": "N",
"groupid": 1,
"closetime": "05/11/2019 14:10:00",
"completionratio": 0,
"priority": "LOW",
"isremovable": "Y"

(IV) Priority based search action perform

Input : "priority":"LOW"

Output :

```
"leadid": 766,  
"firstname": "test123",  
"lastname": "abc",  
"source": "Social Media",  
"state": null,  
"city": null,  
"country": null,  
"zipcode": null,  
"contactno": "122356",  
"emailid": "a@gmail.com",  
"address1": "ahmd",  
"address2": null,  
"address3": null,  
"comment": "create",  
"longitude": null,  
"latitude": null,  
"preferredcalltime": "02/11/2019 14:10:00",  
"paymentamount": 50,  
"status": "OPEN",  
"createdate": "01/11/2019 14:11:13",  
"modifydate": "01/11/2019 14:11:13",  
"createdby": "administrator",  
"modifiedby": null,  
"assigneeid": null,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,
```

```
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closetime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"
```

(V) Input : "contactno": "122356"

Output : "leadid": 766,

```
"firstname": "test123",  
"lastname": "abc",  
"source": "Social Media",  
"state": null,  
"city": null,  
"country": null,  
"zipcode": null,  
"contactno": "122356",  
"emailid": "a@gmail.com",  
"address1": "ahmd",  
"address2": null,  
"address3": null,  
"comment": "create",  
"longitude": null,  
"latitude": null,  
"preferredcalltime": "02/11/2019 14:10:00",  
"paymentamount": 50,  
"status": "OPEN",  
"createdate": "01/11/2019 14:11:13",  
"modifydate": "01/11/2019 14:11:13",  
"createdby": "administrator",  
"modifiedby": null,
```

```
"assigneeid": null,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closetime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"
```

(VI) Lead ticket create date search criteria

Input : "createdate": "2019/11/01",

"todate": "2019/11/01"

Output : "leadid": 766,

"firstname": "test123",

"lastname": "abc",

"source": "Social Media",

"state": null,

"city": null,

"country": null,

"zipcode": null,

"contactno": "122356",

"emailid": "a@gmail.com",

"address1": "ahmd",

"address2": null,

"address3": null,

"comment": "create",

"longitude": null,

"latitude": null,

"preferredcalltime": "02/11/2019 14:10:00",

```
"paymentamount": 50,  
"status": "OPEN",  
"createdate": "01/11/2019 14:11:13",  
"modifydate": "01/11/2019 14:11:13",  
"createdby": "administrator",  
"modifiedby": null,  
"assigneeid": null,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closerTime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"
```

(VII) Closer date wise search Lead ticket

```
Input : "fromcloserdate": "2019/11/05",  
"tocloserdate": "2019/11/05"
```

Output :

```
"leadid": 766,  
"firstname": "test123",  
"lastname": "abc",  
"source": "Social Media",  
"state": null,  
"city": null,  
"country": null,  
"zipcode": null,  
"contactno": "122356",  
"emailid": "a@gmail.com",
```

```
"address1": "ahmd",
"address2": null,
"address3": null,
"comment": "create",
"longitude": null,
"latitude": null,
"preferredcalltime": "02/11/2019 14:10:00",
"paymentamount": 50,
"status": "OPEN",
"createdate": "01/11/2019 14:11:13",
"modifydate": "01/11/2019 14:11:13",
"createdby": "administrator",
"modifiedby": null,
"assigneeid": null,
"assigneeName": null,
"zoneid": 6,
"userid": 1,
"serviceid": null,
"documentapproved": "N",
"accountapproved": "N",
"groupid": 1,
"closetime": "05/11/2019 14:10:00",
"completionratio": 0,
"priority": "LOW",
"isremovable": "Y"
```

(VIII) POP/Zone based search Criteria

```
Input : "popname":"Guj"
        "zonename":"Ahmd"
```


Output :

```
"leadid": 766,  
"firstname": "test123",  
"lastname": "abc",  
"source": "Social Media",  
"state": null,  
"city": null,  
"country": null,  
"zipcode": null,  
"contactno": "122356",  
"emailid": "a@gmail.com",  
"address1": "ahmd",  
"address2": null,  
"address3": null,  
"comment": "create",  
"longitude": null,  
"latitude": null,  
"preferredcalltime": "02/11/2019 14:10:00",  
"paymentamount": 50,  
"status": "OPEN",  
"createdate": "01/11/2019 14:11:13",  
"modifydate": "01/11/2019 14:11:13",  
"createdby": "administrator",  
"modifiedby": null,  
"assigneeid": null,  
"assigneeName": null,
```

```
"zoneid": 6,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closetime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"
```

3) searchLeadTicketwithDetail

→ Click on particular Lead ticket id .

URL : <http://<IP>:10080/24online/service/SalesService/searchLeadTicketwithDetail>

Input :

```
"Leadid": "766"
```

Output :

```
"leadTicketDetails": [  
  {  
    "leaddetailid": 1005,  
    "leadid": 766,  
    "status": "OPEN",  
    "assigneeid": null,  
    "assigneeName": null,  
    "comment": "create",
```

```
        "createdate": "01/11/2019 14:11:13",
        "createdby": "administrator",
        "userid": 1,
        "closeruntime": "05/11/2019 14:10:00",
        "completionratio": 0,
        "priority": "LOW"
    }
],
"leadTicketData": {
    "leadid": 766,
    "firstname": "test123",
    "lastname": "abc",
    "source": "Social Media",
    "state": null,
    "city": null,
    "country": null,
    "zipcode": null,
    "contactno": "122356",
    "emailid": "a@gmail.com",
    "address1": "ahmd",
    "address2": null,
    "address3": null,
    "comment": "create",
    "longitude": null,
    "latitude": null,
    "preferredcalltime": "02/11/2019 14:10:00",
```

```
"paymentamount": 50,  
"status": "OPEN",  
"createdate": "01/11/2019 14:11:13",  
"modifydate": "01/11/2019 14:11:13",  
"createdby": "administrator",  
"modifiedby": null,  
"assigneeid": null,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,  
"serviceid": null,  
"documentapproved": "N",  
"accountapproved": "N",  
"groupid": 1,  
"closerTime": "05/11/2019 14:10:00",  
"completionratio": 0,  
"priority": "LOW",  
"isremovable": "Y"  
}  
}
```

4) updateLeadTicket

→ Update lead ticket parameter like
status,assignee,comment,etc

URL : <http://<IP>:10080/24online/service/SalesService/updateLeadTicket>

Input : "leadid": "766",
"comment": "update ",
"status": "PENDING",
"role": "Account",
"Assignee": "administrator"

OutPut : Lead Ticket updated Successfully

5) getLeadConfiguration

→ get user Configuration click on role dropdown

URL : <http://<IP>:10080/24online/service/SalesService/getLeadConfiguration>

Input : When click on role get user Configuration in dropdown

Output : {
"sysparametervalid": 22,
"sysparameterid": 11,
"alias": "LEAD_USER_1",
"paramname": "Account",
"paramval": "18",
"enable": "Y",
"createdby": 1,
"createdate": 1544034600000
},
{
"sysparametervalid": 27,
"sysparameterid": 11,

```
"alias": "LEAD_USER_2",  
"paramname": "CSD",  
"paramval": "19",  
"enable": "Y",  
"createdby": 1,  
"createdate": 1548095400000  
}
```

6) getLeadUserList

→ Get user list particular role wise.

URL : <http://<IP>:10080/24online/service/SalesService/getLeadUserList>

Input : "paramval":"10"

Output :

"Administrator"

7) approveAccount

→ Approve the Account click on approve account button.

URL : <http://<IP>:10080/24online/service/SalesService/approveAccount>

Input : **"leadid":"766",**
"accountapproved":"Y"

Output : Lead Ticket updated Successfully

8) approveDocument

→ Approve the Document click on Document Approve button

URL : <http://<IP>:10080/24online/service/SalesService/approveDocument>

**Input : "leadid":"766",
"documentapproved":"Y"**

Output : Lead Ticket updated Successfully

9) generateServiceTicket

→ Generate service ticket after Approve Account and document . click on generate service ticket button.

URL : <http://<IP>:10080/24online/service/SalesService/generateServiceTicket>

Input : "leadid":"766"

Output : Service Ticket generated successfully

10) searchService

→ Search Service Ticket using different criteria.

URL : <http://<IP>:10080/24online/service/SalesService/searchService>

(I)

Input :

OutPut : "serviceid": 321,
"leadid": 766,

```
"createdate": "01/11/2019 14:59:45",  
"createdby": "administrator",  
"assigneeid": 0,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,  
"username": null,  
"password": null,  
"ip": null,  
"amount": 0,  
"comment": null,  
"status": "OPEN",  
"modifydate": "01/11/2019 14:59:45",  
"isuseraccountcreated": "N"  
}
```

(II) Pass service ticket Id for particular service ticket search

Input : "serviceid": "321"

Output :

```
"serviceid": 321,  
"leadid": 766,  
"createdate": "01/11/2019 14:59:45",  
"createdby": "administrator",  
"assigneeid": 0,  
"assigneeName": null,
```



```
"zoneid": 6,  
"userid": 1,  
"username": null,  
"password": null,  
"ip": null,  
"amount": 0,  
"comment": null,  
"status": "OPEN",  
"modifydate": "01/11/2019 14:59:45",  
"isuseraccountcreated": "N"
```

(III) Status Wise Search Service Ticket

Input : "status":"OPEN"

```
Output : "serviceid": 321,  
"leadid": 766,  
"createdate": "01/11/2019 14:59:45",  
"createdby": "administrator",  
"assigneeid": 0,  
"assigneeName": null,  
"zoneid": 6,  
"userid": 1,  
"username": null,  
"password": null,  
"ip": null,
```

```
"amount": 0,  
"comment": null,  
"status": "OPEN",  
"modifydate": "01/11/2019 14:59:45",  
"isuseraccountcreated": "N"
```

```
},
```

```
{
```

```
"serviceid": 320,  
"leadid": 764,  
"createdate": "03/10/2019 22:22:27",  
"createdby": "administrator",  
"assigneeid": 0,  
"assigneeName": null,  
"zoneid": 4,  
"userid": 1,  
"username": null,  
"password": null,  
"ip": null,  
"amount": 0,  
"comment": null,  
"status": "OPEN",  
"modifydate": "03/10/2019 22:22:27",  
"isuseraccountcreated": "N"
```

(IV) Search Service Ticket based on POP/Zone

Input : "popname":"Guj"

"zonename":"Ahmd"

Output :

"serviceid": 320,

"leadid": 764,

"createdate": "03/10/2019 22:22:27",

"createdby": "administrator",

"assigneeid": 0,

"assigneeName": null,

"zoneid": 4,

"userid": 1,

"username": null,

"password": null,

"ip": null,

"amount": 0,

"comment": null,

"status": "OPEN",

"modifydate": "03/10/2019 22:22:27",

"isuseraccountcreated": "N"

(V) Search Service Ticket based on username

Input : "UserName":"test123"

Output : "serviceid": 321,
"leadid": 766,
"createdate": "01/11/2019 14:59:45",
"createdby": "administrator",
"assigneeid": 0,
"assigneename": null,
"zoneid": 6,
"userid": 1,
"username": "test123",
"password": "test123",
"ip": null,
"amount": 0,
"comment": null,
"status": "PENDING",
"modifydate": "01/11/2019 15:08:52",
"isuseraccountcreated": "N"

11) searchServiceTicketwithDetail

→ Get particular service ticket click on particular serviceid

URL : <http://<IP>:10080/24online/service/SalesService/searchServiceTicketwithDetail>

Input : "serviceid":"321"

```
Output : {
  "servicedetailid": 254,
  "serviceid": 321,
  "createdate": "01/11/2019 14:59:45",
  "createdby": "administrator",
  "assigneeid": 0,
  "assigneeName": null,
  "comment": "update username and password",
  "status": "PENDING",
  "modifydate": "01/11/2019 15:08:52"
},
"tblServiceTicket": {
  "serviceid": 321,
  "leadid": 766,
  "createdate": "01/11/2019 14:59:45",
  "createdby": "administrator",
  "assigneeid": 0,
  "assigneeName": null,
  "zoneid": 6,
  "userid": 1,
  "username": "test123",
  "password": "test123",
  "ip": null,
  "amount": 0,
  "comment": null,
```

```
"status": "PENDING",  
"modifydate": "01/11/2019 15:08:52",  
"isuseraccountcreated": "N"  
}
```

12) updateServiceTicket

→ Update service ticket like status,comment,assign the service ticket.

URL : <http://<IP>:10080/24online/service/SalesService/updateServiceTicket>

Input : "serviceid":"321",
"comment":"update 321",
"username":"test123",
"password":"test123"

Output : Service Ticket updated Successfully

13) createUserAccount

→ Create user account after updating username and password.

URL : <http://<IP>:10080/24online/service/SalesService/createUserAccount>

Input : "serviceid":"321"

Output : User Account Created successfully

14) getServiceConfiguration

→ Get Service Ticket configuration like User type.

URL : <http://<IP>:10080/24online/service/SalesService/getServiceConfiguration>

Input : When click on role get user Configuration in dropdown

Output : "sysparametervalid": 26,
 "sysparameterid": 14,
 "alias": "REQUEST_USER_1",
 "paramname": "Noc Admin",
 "paramval": "20",
 "enable": "Y",
 "createdby": 1,
 "createdate": 1544034600000

15) getServiceUserList

→ Get user list particular role wise.

URL : <http://<IP>:10080/24online/service/SalesService/getServiceUserList>

Input : "paramval": "21"

Output : "administrator",
 "Noc Admin"