

Customer Feedback Service Specification Document

Version 1.1

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**Document Control**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Revised By** | **Revision**  **Date** | **Version**  **Number** | **Summary of Changes** | **Sections Affected** |
| Musa Izziddine | 12/12/2018 | 1.0 | First draft |  |
| Ahmad Abo Alshamat | 20/02/2019 | 1.1 | Adding detailed description for each parameter  Changing the length of serviceCode parameter from NUMBER(15) to NUMBER(3)  Changing the type of customerSatisfaction parameter from Long to Integer  All above changes are highlighted in Yellow |  |

**Approvals**

This document requires the approval of:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Signature** | **Date** |
| Tariq Abu Amirah | Technical Team Leader |  | 12/12/2018 |

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# **Introduction**

Customer Feedback service web service is used to execute add feedback by external entities on the smart licensing system.

This document describes customer feedback service web service functional specifications which include the service endpoint, operations, input operation parameters, operation response and applications errors.

# **Functional specifications**

Customer feedback web service will be deployed on smart licensing system.

|  |  |
| --- | --- |
| **Service name** | CustomerFeedbackService |
| **Service Description** | This service is used to do add customer feedback from different ways |
| **End Point** | http://localhost:7101/traffic/ws/resources/soap/CustomerFeedbackService |
| **WSDL** | http://localhost:7101/traffic/ws/resources/soap/CustomerFeedbackService?wsdl |

# **Service Operations**

This section describes customer feedback web service operations, input operation parameters, operation response and applications errors.

## WSDL File



## Customer feedback Operations:

* customerFeedbackOperation

## Notes and issues:

* Access to this web service is limited to the authorized clients, the web service clients has to authenticate themselves to the service provider, which lead to preventing unauthorized clients from calling the service.

## Customer feedback Operations

* 1. Customer Feedback Operation

This Operation is aimed to add the customer feedback.



### Operation Parameters

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Type** | **Length** | **Optional** | **Description** |
| externalUsername | String | 30 | No | External User Name |
| CustomerFeedbackRequestType | Complex Type | N/A | No | CustomerFeedback Request |

### Customer Feedback Request Type

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Type** | **Length** | **Optional** | **Description** |
| trafficFileNo | Long | 15 | No | Traffic file number |
| serviceCode | Integer | 3 | No | Represents the transactional Service Code which the customer wants to send his feedback on it if he was happy or sad when he used it.  Sample of Value’s options :  7 : Booking Exam Appointment  8 : Update Exam Appointment  27 : Enter exam result service |
| customerSatisfaction | Integer | 1 | No | Customer Satisfaction  Value’s options :  1 : Happy  2 : Natural  3 : Sad |
| comment | String | 512 | Yes | Customer Comment |

### Sample SOAP Request



### Sample SOAP Response



