

API DOCUMENT [SOCIOMILE]

Document ID	0236/API/TECH/IVO/XI/2025
Document Owner	Tech
Requester	PMO
Stakeholders	Engineering, Solution
Released Date	20 November 2025
Updated Date	-
Status	Approved
Project Name	Sociomile Integration sy
Related Document	3. system blueprint/fsd: Bank Sulut Go - Sociomile and Integration.docx

Change Log

Date	Document Version	Description
19 November 2025	V1	<ul style="list-style-type: none">- API Create Ticket for BSG Helpdesk- API Create Ticket for BSG Omnix

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A. Request Information**1. Endpoint**

Development	https://sm.s45.in/login
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Authentication

Token = B24d5b9c371171869a17a1c178bbf9e6

2. Authorization

Username	zafran@ivosights.com
password	123123

B. API Reference

1. Create Ticket Helpdesk

a. Description

Create Ticket Helpdesk

b. Request URL

Method: **POST**

Development	https://api-sm.s45.in/bank-sulut/create?client_secret_key={token}
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c. Header of Request

Parameter's name	Type	Example	Description	Format

d. Parameters of Request

Parameter's name	Type	Example	Description	Format

e. Body of Request

Parameter's name	Type	Example	Description	Mandatory
namaNasabah	text	Alex		Yes
ticketType	text	helpdesk		Yes
content	text	haloo \n selamat anda telah		Yes
email	text	helpdesk@gmail.com		No
connectID	text	permata@sample.com		Yes
mediaTransaksi	text	61c1a67a55ad7fa60195bc03		Yes

Parameter's name	Type	Example	Description	Mandatory
jenisTransaksi	text	PEMBELIAN		No
nominal	Number	200000		Yes
nomorRekening	Number	12356788		No
nomorKartu	Number	1920384458201205		No
transactionId	text	LED-001		No
claimReason	text	Barang Tidak sesuai		No
claimDate	Date	2025-10-23 16:54:08		No
branchCode	Text	001		Yes
branchName	text	Cabang Utama		Yes
atmName	text	MOBIL KELILING CAB UTAMA		Yes
atmId	text	0126		Yes
description	text	halo Tolong di bantu		No
nomorTicketHelp desk	Number	826282		Yes
noRegPengaduanCabang	Number	101892087		Yes

f. Response Parameter

Parameter's name	Type	Description
Code	Integer	Error code
Data	Array	
ticketId	String	Ticket Id Sociomile
ticket_number	Number	Ticket No Sociomile
Success	Boolean	True / false related the successful execution API.

Parameter's name	Type	Description
		True : execture success (create/update/delete) False : failed

g. Response

1) [Success] Response 1

```
{
  "success": true,
  "message": "success",
  "data": {
    "ticketId": "691d2c9e24596a3fa719fb0e",
    "ticket_number": 32197
  },
  "code": 200
}
```

2) [Error] Response 2

```
{
  "type": "error",
  "trace_id": "ecPUkJSF",
  "message": "NamaNasabah required",
  "file": "/Users/ivosights/Documents/office_project/sm-api-ng/app/Http/Controllers/Integration/BankSulutController.php",
  "line": 99,
  "status": false
}
```

2. Update Ticket Helpdesk / omnyx/voic

a. Description

Update Ticket Helpdesk / **omnyx/voic**

b. Request URL

Method: **POST**

Development	https://api-sm.s45.in/bank-sulut/update-status?client_secret_key={token}
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c. Header of Request

Parameter's name	Type	Example	Description	Format

d. Parameters of Request

Parameter's name	Type	Example	Description	Format

e. Body of Request

Parameter's name	Type	Example	Description	Mandatory
sociomile_ticket_id	text	690d950c5f287ad0ff3bd9d5		Yes
bsg_ticket_id	text	82927jklagq828		Yes
status	text	Open	['Open','InProgress','Pending','Pending Approval','On Hold','Close']	Yes

f. Response Parameter

Parameter's name	Type	Description
Code	String	Error code
ticket	Object	Data form Customer
status	Boolean	True / false related the successful execution API. True : execture success (create/update/delete) False : failed
Success	Boolean	True / false related the successful execution API. True : execture success (create/update/delete) False : failed

g. Response

3) [Success] Response 1

```
{
  "status": true,
  "ticket": {
    "data": {
      "Nomor Hanphone ": "083848593907",
      "Customer Name": "M Maulidul Arzaqi",
      "Customer Email": "zaqi@gmail.com",
      "TicketId Masking": "123456",
      "Ticket Id": "1234567891",
      "Content": " halo selamat malam semuanya ",
      "Subject": "complain pelanggan",
      "Date Created": "2025-10-23 16:54:08",
      "Date Close": "2025-10-23 17:54:08",
      "Handling Time": "10:10:09",
      "Main Category": "2024-12-19T10 :30:00Z",
      "Category Name": "complain internal ",
      "Category Id": "001",
      "Cub Category": " complain internal aja",
      "Status": "InProgress",
      "Detail Sub Category": "pelayanan lambat",
    }
  }
}
```

```

        "Detail Sub Category 2": "pelayanan lambat banget",
        "Created By Name": "maulid",
        "Created By id": "009278"
      },
      "is_escalation": true
    },
    "success": true,
  }

```

4) [Error] Response 2

```

{
  "type": "error",
  "trace_id": "ecPUkKiJ",
  "message": "sociomile_ticket_id required",
  "file": "/Users/ivosights/Documents/office_project/sm-api-
ng/app/Http/Controllers/Integration/BankSulutController.php",
  "line": 424
}

```

3. Create Ticket omnyx/voice

a. Description

Create Ticket **omnyx/voice**

b. Request URL

Method: **POST**

Development	https://api-sm.s45.in/bank-sulut/create?client_secret_key={token}
-------------	---

c. Header of Request

Parameter's name	Type	Example	Description	Format

d. Parameters of Request

Parameter's name	Type	Example	Description	Format

e. Body of Request

Parameter's name	Type	Example	Description	Mandatory
customer_hp	text	08356727289		Yes
ticketType	text	voice		Yes
content	text	haloo \n selamat anda telah		Yes
customer_email	text	omnyx@gmail.com		Yes
connectID	text	61c1a67a55ad7fa60195bc03		Yes
customer_name	text	Arzaqi		Yes
ticketId_masking	text	123456hsl		No
ticket_id	text	1234567891wkw		No
subject	text	complain pelanggan		No
date_created_at	Date	2025-10-23 16:54:08		No
date_close	Date	2025-10-23 15:40:10		No
handlingTime	text	10:10:09		No
mainCategory	Date	complain internal		No
category_name	Text	complain internal		No
category_id	text	0182G82		No
subCategory	text	complain internal aja		No

Parameter's name	Type	Example	Description	Mandatory
detailSubCategory	text	pelayanan lambat		No
detailSubCategory2	text	pelayanan lambat banget		No
created_by_name	text	zaqi		No
created_by_id	text	002928		No
first_stream_text	text	Halo Selamat siang.!!!		No

f. Response Parameter

Parameter's name	Type	Description
code	String	Error code
data	Array	
ticketId	String	Ticket Id Sociomile
ticket_number	Number	Ticket No Sociomile
success	Boolean	True / false related the successful execution API. True : execution success (create/update/delete) False : failed

g. Response

5) [Success] Response 1

```
{
  "success": true,
  "message": "success",
  "data": {
    "ticketId": "691d2c9e24596a3fa719fb0e",
    "ticket_number": 32197
  }
}
```

```
},  
  "code": 200  
}
```

6) [Error] Response 2

```
{  
  "type": "error",  
  "trace_id": "ecPUkKE2",  
  "message": "Customer_hp required",  
  "file": "/Users/ivosights/Documents/office_project/sm-api-  
ng/app/Http/Controllers/Integration/BankSulutController.php",  
  "line": 181,  
  "status": false  
}
```

Approval & Sign-Off



By signing this API Document for **sociomile integration**. All parties acknowledge that they have read, understood, and approved the contents of the API documentation

Any changes to the scope must be formally approved. This document is legally binding, and all parties commit to working together to complete the project successfully.

Jakarta, 20 November 2025

APPROVAL SHEET

By signing this sheet,.

Requestor:	Created by:	Approved by:
		
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