

# OMNI API Documentation

Bank SulutGo ServiceDesk Omnichannel Integration

Bank SulutGo IT Team

Version: 1.0  
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Helpdesk Version: 2.4.2

## Overview

The OMNI API (Omnichannel Integration API) enables external systems to create, manage, and track support tickets in the Bank SulutGo ServiceDesk system.

## Headers

All API requests require authentication using API keys. Include your API key in the request headers:

```
Authorization: Bearer YOUR_API_KEY  
Content-Type: application/json
```

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## API Endpoints - EXTERNAL

### 1. Create Simplified Claim

**Endpoint:** POST /api/omnichannel/claims

#### Request Body

```

1 {
2   "namaNasabah": "John Doe",
3   "mediaTransaksi": "ATM",
4   "jenisTransaksi": "PEMBELIAN",
5   "nominal": 500000,
6   "nomorRekening": "1234567890",
7   "nomorKartu": "****1234",
8   "claimReason": "Transaction failed but amount was deducted",
9   "claimDate": "2024-12-19T10:30:00Z",
10  "transactionId": "TXN123456789",
11  "referenceNumber": "REF987654321",
12  "atmId": "ATM001",
13  "description": "ATM transaction failed but money was debited from account"
14 }

```

#### Field Descriptions

Field	Type	Required	Description
namaNasabah	string	Yes	Customer name
mediaTransaksi	enum	Yes	Transaction medium: ATM, QRIS, DEBIT, TOUCH, SMS
jenisTransaksi	enum	Conditional	Transaction type (required for ATM, TOUCH, SMS)
nominal	number	Yes	Transaction amount (max: 1,000,000,000)
nomorRekening	string	No	Account number
nomorKartu	string	No	Card number (masked)
claimReason	string	No	Reason for the claim
claimDate	string	No	Date of claim (ISO 8601 format)
transactionId	string	No	Transaction ID
referenceNumber	string	No	Reference number
atmId	string	No	ATM identifier
description	string	No	Additional description

#### Success Response (201)

```

1 {
2   "success": true,
3   "ticketNumber": "12345",
4   "ticketId": "cm123456789",
5   "status": "OPEN",
6   "estimatedResolution": "2024-12-22T10:30:00Z",
7   "trackingUrl": "/tickets/12345",
8   "message": "KLAIM-OMNI ticket created successfully"
9 }

```

## 2. Get Ticket Status

Endpoint: GET /api/omnichannel/tickets

Example Request

```
1 GET /api/omnichannel/tickets?ticketNumber=12346
2 Authorization: API_KEY
```

Success Response (200)

```
1 {
2     "ticketNumber": "12346",
3     "status": "IN_PROGRESS",
4     "priority": "HIGH",
5     "createdAt": "2024-12-19T10:30:00Z",
6     "updatedAt": "2024-12-19T14:22:00Z",
7     "currentAssignee": "John Tech",
8     "lastComment": {
9         "content": "We are investigating the login issue. Please try clearing app
10        cache.",
11         "author": "John Tech",
12         "timestamp": "2024-12-19T14:22:00Z"
13     }
14 }
```

### 3. Update Ticket

Endpoint: PATCH /api/omnichannel/tickets/{ticketNumber}

#### Request Body Example (Add Comment)

```
1 {
2     "action": "ADD_COMMENT",
3     "comment": "I have restarted my phone and cleared all app data, but the issue
4     persists."
5 }
```

#### Success Response Add Comment (200)

```
1 {
2     "success": true,
3     "ticketNumber": "1446",
4     "action": "ADD_COMMENT",
5     "result": {
6         "comment": {
7             "id": "cmg0is3ju000mxwunln230gi",
8             "content": "[Via Omnichannel] I have restarted my phone and cleared
9             all app data, but the issue persists.",
10            "author": "Omnichannel System",
11            "timestamp": "2025-09-26T07:27:51.547Z"
12        }
13    },
14    "message": "Ticket updated successfully"
15 }
```

#### Request Body Example (Update Status)

```
1 {
2     "action": "UPDATE_STATUS",
3     "status": "CANCELLED"
4 }
```

#### Success Response Update Status (200)

```
1 {
2     "success": true,
3     "ticketNumber": "1446",
4     "action": "UPDATE_STATUS",
5     "result": {
6         "status": "CANCELLED"
7     },
8     "message": "Ticket updated successfully"
9 }
```

## Data Types

- **Service Types:** CLAIM, COMPLAINT, INQUIRY, TECHNICAL\_SUPPORT, MOBILE\_BANKING, etc.
- **Ticket Statuses:** OPEN, CANCELLED, PENDING