MASTERISS CUSTOMER SETUP SERVICE

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MasterISS Customer Setup Service

Prequisites

This webservice is made for customer setup needs to be executed by an external company. The rules are the issuer company will assign jobs in the management application, then external companies would use this service to get the list of jobs and perform them or update necessary items and then the issuer company will review them.

Note:

Message encoding is UTF8.

Authentication

Authentication is done via a key fragment token.

Details are explained in the hashing document.

Note: all hash codes are lower case.

File Encoding

Files are sent as text codes and the file size limit is 10MB. Acceptable file types are pdf, jpg, png, jpeg.

Encoding files to text is simple. Just convert the byte array aka byte[] to Base64String.

Date Format

Date is used in this format: yyyy-MM-dd

yyyy is year, MM is month and dd is day.

DateTime Format

Date is used in this format: yyyy-MM-dd HH:mm:ss

yyyy is year, MM is month, dd is day HH is hour in 24 format, mm is minutes and ss is seconds.

Common Parameters

Common Request Parameters

* ✱ Username: Your username given by the issuer company.
* ✱ Hash: Generated hash as described in the authentication section.
* ✱ Culture: Language of response: tr-tr for Turkish or en-us for English.
* ✱ Rand: A random number that should be unique while using the same key fragment.

Common Response Parameters

* ✱ ResponseMessage: Summarizes the response code & message.
  * ⌃ ErrorCode: Error code for the response.
  * ⌃ ErrorMessage: Error message for the response.
* ✱ Username: The username sent in the request.
* ✱ Culture: The culture sent in the request.
* ✱ Rand: The random number sent in the request.
* ✱ Hash: Generated hash for response. To validate this check the hashing document.

Enumerators (Pre-defined codes)

* ✱ Error Codes:

  * ⌃ Success = 0
  * ⌃ Authentication Failed = 1
  * ⌃ Invalid Start or End Date = 2
  * ⌃ Invalid Time Span = 3
  * ⌃ Invalid Task Status = 4
  * ⌃ Task Not Found = 5
  * ⌃ Missing Customer Data = 6
  * ⌃ External Webservice Error = 7
  * ⌃ Invalid Reservation Date = 8
  * ⌃ Invalid Fault Code = 9
  * ⌃ Invalid Task No = 10
  * ⌃ Invalid Task Type = 11
  * ⌃ Unchangeable Task = 12
  * ⌃ Invalid File Type = 13
  * ⌃ Invalid File Size = 14
  * ⌃ Description Is Too Long = 15
  * ⌃ Invalid Attachment Type = 16
  * ⌃ Internal Error = 199

* ✱ Fault Codes:

  * ⌃ No Fault = 1
  * ⌃ Invalid Address = 2
  * ⌃ Telekom Line Fault = 3

- Client Cancelled = 4
- Modem Fault = 5
- Telekom General Fault = 6
- Building Installation Fault = 7
- Customer Could Not Be Reached = 8
- Rendezvous Made = 9
- Setup Complete = 10
- Customer Did the Setup = 11
- Waiting For New Rendezvous = 12

* Task Types:

- Setup = 1
- Fault = 2
- Transfer = 3

* Task Statuses:

- New = 1
- In Progress = 2
- Completed = 3
- Cancelled = 4
- Halted = 5

* XDSL Types:

- ADSL = 1
- VDSL = 2

* Customer Types:
- Individual = 1
- Corporate = 2
- Foreigner = 3

* File Attachment Types:
- Contract Form = 1
- Identity Card = 2
- PSTN Form = 3
- CHURN Form = 4
- Setup Form = 5
- Transport Form = 6
- Transfer Form = 7
- Cancellation Form = 8
- Others = 199

Webservice Functions

GetKeyFragment

Generates a key fragment for the username.

Inputs:

* ★ Username (string): Your given user name.

Outputs:

* ★ (string): The generated key fragment for your user name.

GetTaskList

Gets the assigned tasks in a time period. Note that this time period can not be longer than 30 days.

Inputs:

* GetTaskListRequest:
  * StartDate (string (Date & Time)): The date from which the tasks should be loaded.
  * EndDate (string (Date & Time)): The date to which the tasks should be loaded.

Outputs:

* GetTaskListResponse:
  * TaskList (SetupTask):
    * TaskNo (long): Task code.
    * CustomerNo (string): Customer no.
    * SubscriberNo (string): Customer subscriber no.
    * Province (string): Province name.
    * City (string): City name.
    * Address (string): Customer address.
    * BBK (string): Customer BBK.
    * XDSLNo (string): Customer XDSL no.
    * PSTN (string): Customer PSTN.
    * HasModem (bool): If Customer has modem.
    * ModemName (string): Customer's modem model.
    * XDSLType (short): XDSL Type for customer.
    * CustomerPhoneNo (string): Customer's phone no.
    * ContactName (string): Customer's name.
    * CustomerType (short): Customer type.
    * ReservationDate (string (Date & Time)): Reservation date for customer.
    * TaskIssueDate (string (Date & Time)): When the task was issued.
    * LastConnectionDate (string (Date & Time)): When the customer last connected.
    * TaskType (short): Which type of task it is (Setup, Fault, etc.).
    * TaskStatus (short): Current task state.
    * Details (string): Extra details.

GetTaskDetails

Gets details of a task specified by task number.

Inputs:

* TaskNoRequest:
    ⋏ TaskNo (long): Task code from which the customer info will be shown.

Output:

The same as a single item from GetTaskList method output.

GetCustomerCredentials

Gets customer username and password for internet access.

Inputs:

- ✱ TaskNoRequest:
  - ⋏ TaskNo (long): Task code from which the customer info will be shown.

Output:

- ✱ GetCustomerCredentialResponse:
  - ⋏ Username (string): Customer's username.
  - ⋏ Password (string): Customer's password.

GetCustomerLineDetails

Gets customer's Telekom line info.

Input:

* TaskNoRequest:
  * TaskNo (long): Task code from which the customer info will be shown.

Output:

* GetCustomerLineDetailsResponse:
  * XDSLNo (string): Customer XDSL no.
  * IsActive (bool): If connection is open.
  * DownloadNoiseMargin (string): Download noise margin.
  * UploadNoiseMargin (string): Upload noise margin.
  * CurrentDownloadSpeed (string): Current download speed.
  * CurrentUploadSpeed (string): Current upload speed.
  * DownloadSpeedCapacity (string): Download speed capacity.
  * UploadSpeedCapacity (string): Upload speed capacity.
  * ShelfCardPort (string): Shelf/Card/Port info.

GetCustomerSessionInfo

Gets the customer session info.

Input:

* TaskNoRequest:
  * TaskNo (long): Task code from which the customer info will be shown.

Output:

* GetCustomerSessionInfoResponse:
  * FirstSession: The first customer session.
    * IsOnline (bool): If customer has an online session.
    * SessionId (string): Customer's last session id.
    * NASIPAddress (string): Customer's last session NAS IP address.
    * IPAddress (string): Customer's last IP address.
    * SessionTime (string (Date & Time)): Customer's first session time.
    * SessionStart (string (Date & Time)): Customer's first session start time.
  * LastSession: The last customer session.
    * IsOnline (bool): If customer has an online session.
    * SessionId (string): Customer's last session id.
    * NASIPAddress (string): Customer's last session NAS IP address.
    * IPAddress (string): Customer's last IP address.
    * SessionTime (string (Date & Time)): Customer's first session time.
    * SessionStart (string (Date & Time)): Customer's first session start time.

AddTaskStatusUpdate

Used when a task status is updated, like making a rendezvous or finishing the task, etc.

Input:

* AddTaskStatusUpdateRequest:
    - TaskNo (long): Task code.
    - FaultCode (short): Changed status code.
    - ReservationDate (string (Date & Time)): Reservation date if available.
    - Description (string): Details (max length: 450 characters).

Output:

* BasicResponse

UpdateClientLocation

Updates client GPS location.

Input:

* UpdateCustomerLocationRequest:
    * TaskNo (long): Task code.
    * Latitude (decimal): New location latitude.
    * Longitude (decimal): New location longitude.

Output:

* BasicResponse

AddCustomerAttachment

Adds an attachment file to customer.

Input:

* AddCustomerAttachmentRequest:
  * TaskNo (long): Task code.
  * FileData (string): Encoded file data as base 64 string.
  * FileType (string): File type as described in enumerators section. (ex: png)
  * AttachmentType (short): The type of attachment described in the Enums section.

Output:

* BasicResponse

GetCustomerContract

Gets the customer contract.

Input:

* TaskNoRequest:
    * TaskNo (long): Task code from which the customer info will be shown.

Output:

* GetCustomerContractResponse:
    * FileCode (string): PDF file content in Base64String format. This can be turned into byte array and then saved to a file.
    * FileName (string): File name.