

**SELCO FOUNDATION**

**Incident Management**

**API Specifications**

**Submitted by:**

**PricewaterhouseCoopers Private Limited**

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# Create Ticket API

### Main information

|  |  |
| --- | --- |
| **Task** | To create ticket. |
| **Business case** | Complainant/CRM can create a ticket in the system |
| **Related documents** | NA |
| **Required Roles** | COMPLAINANT |

### Request/Response

|  |  |  |  |
| --- | --- | --- | --- |
| **API Name** | **Endpoint URL** | **Verb** | **Description** |
| Create | <https://saura-emitra.selcofoundation.org/im-services/v2/request/_create> | POST | To create ticket |
| **Headers** | Cache-Control: no-cache, no-store, max-age=0, must-revalidate  Content-Type: application/json  Strict-Transport-Security: max-age=31536000; includeSubDomains  X-Correlation-Id: bb9a1984-0981-4d74-b2c5-38176f960f73 | | |
| **Request Body** | {  "incident": {  "district": "RAICHUR",  "tenantId": "pg.wadlursubcentre",  "incidentType": "Battery",  "incidentSubtype": "BlastedShortCircuit",  "phcType": "Wadlur Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "block": "Raichur",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "source": "web",  "reporter": {  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "tenantId": "pg"  }  },  "workflow": {  "action": "APPLY",  "verificationDocuments": []  },  "RequestInfo": {  "apiId": "Rainmaker",  "authToken": "036649fd-a111-4dc3-a3ea-9e7ccf3d38f9",  "userInfo": {  "id": 193,  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "userName": "CRM Main",  "name": "CRM ",  "mobileNumber": "8982389279",  "emailId": "",  "locale": "en\_IN",  "type": "EMPLOYEE",  "roles": [  {  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "active": true,  "tenantId": "pg",  "permanentCity": "All"  },  "msgId": "1721983521882|en\_IN",  "plainAccessRequest": {}  }  } | | |
| **Response Body** | {  "responseInfo": {  "apiId": "Rainmaker",  "ver": null,  "ts": null,  "resMsgId": "uief87324",  "msgId": "1721983521882|en\_IN",  "status": "successful"  },  "IncidentWrappers": [  {  "incident": {  "incidentType": "Battery",  "incidentSubType": "BlastedShortCircuit",  "reporterType": "CRM",  "id": "e9cf2e43-68a1-4ff1-beae-b336bd1a1279",  "tenantId": "pg.wadlursubcentre",  "incidentId": "KA-RCH-7377714634-0004",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGFORASSIGNMENT",  "reporter": {  "id": 193,  "userName": "CRM Main",  "name": "CRM ",  "type": "EMPLOYEE",  "mobileNumber": "8982389279",  "emailId": "",  "roles": [  {  "id": null,  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "id": null,  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "id": null,  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "id": null,  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": true  },  "district": "RAICHUR",  "block": "Raichur",  "phcType": "Wadlur Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721983521947,  "lastModifiedTime": 1721983521947  }  },  "workflow": {  "action": "APPLY",  "assignes": null,  "comments": null,  "verificationDocuments": []  }  }  ]  } | | |

### Input parameters

#### From Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Method POST | | | | | |
| № | **Parameter** | **Data type** | **Mandatory** | **Description** | **Example** |
| 1 | incident | Array |  |  |  |
| 2 | district | Varchar |  |  | RAICHUR |
| 3 | tenantId | Varchar |  |  | pg.wadlursubcentre |
| 4 | incidentType | Varchar |  |  | Battery |
| 5 | incidentSubtype | Varchar |  |  | BlastedShortCircuit |
| 6 | phcType | Varchar |  |  | Wadlur Sub Centre |
| 7 | phcSubType | Varchar |  |  |  |
| 8 | comments | Varchar |  |  |  |
| 9 | block | Varchar |  |  |  |
| 10 | fileStoreId | Array |  |  |  |
|  |  |  |  |  |  |
| Request:  {  "incident": {  "district": "RAICHUR",  "tenantId": "pg.wadlursubcentre",  "incidentType": "Battery",  "incidentSubtype": "BlastedShortCircuit",  "phcType": "Wadlur Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "block": "Raichur",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "source": "web",  "reporter": {  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "tenantId": "pg"  }  },  "workflow": {  "action": "APPLY",  "verificationDocuments": []  },  "RequestInfo": {  "apiId": "Rainmaker",  "authToken": "036649fd-a111-4dc3-a3ea-9e7ccf3d38f9",  "userInfo": {  "id": 193,  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "userName": "CRM Main",  "name": "CRM ",  "mobileNumber": "8982389279",  "emailId": "",  "locale": "en\_IN",  "type": "EMPLOYEE",  "roles": [  {  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "active": true,  "tenantId": "pg",  "permanentCity": "All"  },  "msgId": "1721983521882|en\_IN",  "plainAccessRequest": {}  }  } | | | | | |

### Output parameters

#### From Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | apiId | Varchar |  |  | Rainmaker |
| 2 | ver | Varchar |  |  |  |
| 3 | ts | Varchar |  |  |  |
| 4 | resMsgId | Varchar |  |  | uief87324 |
| 5 | msgId | Varchar |  |  | 1721983521882|en\_IN |
| 6 | status | Varchar |  |  | successful |
|  |  |  |  |  |  |
| Response:  {  "responseInfo": {  "apiId": "Rainmaker",  "ver": null,  "ts": null,  "resMsgId": "uief87324",  "msgId": "1721983521882|en\_IN",  "status": "successful"  },  "IncidentWrappers": [  {  "incident": {  "incidentType": "Battery",  "incidentSubType": "BlastedShortCircuit",  "reporterType": "CRM",  "id": "e9cf2e43-68a1-4ff1-beae-b336bd1a1279",  "tenantId": "pg.wadlursubcentre",  "incidentId": "KA-RCH-7377714634-0004",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGFORASSIGNMENT",  "reporter": {  "id": 193,  "userName": "CRM Main",  "name": "CRM ",  "type": "EMPLOYEE",  "mobileNumber": "8982389279",  "emailId": "",  "roles": [  {  "id": null,  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "id": null,  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "id": null,  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "id": null,  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": true  },  "district": "RAICHUR",  "block": "Raichur",  "phcType": "Wadlur Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721983521947,  "lastModifiedTime": 1721983521947  }  },  "workflow": {  "action": "APPLY",  "assignes": null,  "comments": null,  "verificationDocuments": []  }  }  ]  } | | | | | |

### Data mapping

Additional paragraph if the API will have intermediary layer.

### Response codes

|  |  |  |
| --- | --- | --- |
| Responde code | Message | Meaning |
| 200 - OK |  |  |
| 400 – Bad Request | Missing argument! | Example will send this if any details are missing or there is a mismatch with our records. |
| 401 – Authentication error | Authentication error | E.g. bad or missing token. |
| 404 – Not Found |  |  |
| 503 – Service Unavailable |  | The resource is currently busy, i.e. already being processed. |
| 500 – Internal Server Error | TBC | All other exceptions |

# Update Ticket API

### Main information

|  |  |
| --- | --- |
| **Task** | To modify ticket details. |
| **Business case** | User can modify ticket details in the system |
| **Related documents** | NA |
| **Role required** | COMPLAINT\_ASSESSOR to assign and reject, COMPLAINT\_RESOLVER to resolve and send back. |

### Request/Response

|  |  |  |  |
| --- | --- | --- | --- |
| **API Name** | **Endpoint URL** | **Verb** | **Description** |
| Update | <https://saura-emitra.selcofoundation.org/im-services/v2/request/_update> | POST | To update ticket details |
| **Headers** | Cache-Control: no-cache, no-store, max-age=0, must-revalidate  Content-Type: application/json  Strict-Transport-Security: max-age=31536000; includeSubDomains  X-Correlation-Id: ac17e9d6-d70d-4c9c-af87-a42b76adef45 | | |
| **Request Body** | {  "details": {  "CS\_COMPLAINT\_DETAILS\_TICKET\_NO": "KA-RCH-002-0060",  "CS\_COMPLAINT\_DETAILS\_APPLICATION\_STATUS": "CS\_COMMON\_PENDINGFORASSIGNMENT",  "CS\_ADDCOMPLAINT\_TICKET\_TYPE": "SERVICEDEFS.AJB",  "CS\_ADDCOMPLAINT\_TICKET\_SUB\_TYPE": "SERVICEDEFS.BURNEDOTHER",  "CS\_ADDCOMPLAINT\_DISTRICT": "RAICHUR",  "CS\_ADDCOMPLAINT\_BLOCK": "Devadurga",  "CS\_ADDCOMPLAINT\_HEALTH\_CARE\_CENTRE": "Alkod Sub Centre",  "CS\_COMPLAINT\_COMMENTS": "",  "CS\_ADDCOMPLAINT\_HEALTH\_CARE\_SUB\_TYPE": "Sub Centre",  "CS\_COMPLAINT\_FILED\_DATE": "26/07/2024"  },  "workflow": {  "action": "ASSIGN",  "assignes": [  "aab69c8f-132d-409f-8b93-c88b0f2ff25c"  ],  "comments": "",  "verificationDocuments": [],  "reopenreason": null  },  "incident": {  "incidentType": "AJB",  "incidentSubType": "Burnedother",  "reporterType": "CRM",  "id": "c640ce04-c0e7-4886-9dc1-e2c1e680e320",  "tenantId": "pg.alkodsubcentre",  "incidentId": "KA-RCH-002-0060",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGFORASSIGNMENT",  "reporter": {  "id": null,  "userName": null,  "name": null,  "type": null,  "mobileNumber": null,  "emailId": null,  "roles": null,  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": null  },  "district": "RAICHUR",  "block": "Devadurga",  "phcType": "Alkod Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997595553  }  },  "audit": {  "details": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997595553  },  "incidentType": "Burnedother"  },  "RequestInfo": {  "apiId": "Rainmaker",  "authToken": "036649fd-a111-4dc3-a3ea-9e7ccf3d38f9",  "userInfo": {  "id": 193,  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "userName": "CRM Main",  "name": "CRM ",  "mobileNumber": "8982389279",  "emailId": "",  "locale": "en\_IN",  "type": "EMPLOYEE",  "roles": [  {  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "active": true,  "tenantId": "pg",  "permanentCity": "All"  },  "msgId": "1721997713748|en\_IN",  "plainAccessRequest": {}  }  } | | |
| **Response Body** | {  "responseInfo": {  "apiId": "Rainmaker",  "ver": null,  "ts": null,  "resMsgId": "uief87324",  "msgId": "1721997713748|en\_IN",  "status": "successful"  },  "IncidentWrappers": [  {  "incident": {  "incidentType": "AJB",  "incidentSubType": "Burnedother",  "reporterType": "CRM",  "id": "c640ce04-c0e7-4886-9dc1-e2c1e680e320",  "tenantId": "pg.alkodsubcentre",  "incidentId": "KA-RCH-002-0060",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGRESOLUTION",  "reporter": {  "id": 193,  "userName": "CRM Main",  "name": "CRM ",  "type": "EMPLOYEE",  "mobileNumber": "8982389279",  "emailId": "",  "roles": [  {  "id": null,  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "id": null,  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "id": null,  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "id": null,  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": true  },  "district": "RAICHUR",  "block": "Devadurga",  "phcType": "Alkod Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997713845  }  },  "workflow": {  "action": "ASSIGN",  "assignes": [  "aab69c8f-132d-409f-8b93-c88b0f2ff25c"  ],  "comments": "",  "verificationDocuments": []  }  }  ]  } | | |

### Input parameters

#### From Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Method POST | | | | | |
| № | **Parameter** | **Data type** | **Mandatory** | **Description** | **Example** |
| 1 | action | Varchar |  |  | ASSIGN |
| 2 | assignes | Varchar |  |  | aab69c8f-132d-409f-8b93-c88b0f2ff25c |
| 3 | comments | Varchar |  |  |  |
| 4 | verificationDocuments | Array |  |  |  |
| 5 | reopenreason | Varchar |  |  |  |
| 6 | incidentType | Varchar |  |  | AJB |
| 7 | incidentSubType | Varchar |  |  | Burnedother |
| 8 | reporterType | Varchar |  |  | CRM |
| 9 | id | Varchar |  |  | c640ce04-c0e7-4886-9dc1-e2c1e680e320 |
| 10 | tenantId | Varchar |  |  | pg.alkodsubcentre |
| 11 | incidentId | Varchar |  |  | KA-RCH-002-0060 |
| 12 | accountId | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 13 | reporterTenant | Varchar |  |  | pg |
| 14 | fileStoreId | Array |  |  |  |
| 15 | reopenreason | Array |  |  |  |
| 16 | applicationStatus | Varchar |  |  | PENDINGFORASSIGNMENT |
| 17 | id | Varchar |  |  |  |
| 18 | userName | Varchar |  |  |  |
| 19 | name | Varchar |  |  |  |
| 20 | type | Varchar |  |  |  |
| 21 | mobileNumber | Varchar |  |  | 8961201542 |
| 22 | emailId | Varchar |  |  | testabc@gmail.com |
| 23 | roles | Varchar |  |  |  |
| 24 | tenantId | Varchar |  |  | pg |
| 25 | uuid | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 26 | active | Varchar |  |  |  |
| 27 | district | Varchar |  |  | RAICHUR |
| 28 | block | Varchar |  |  | Devadurga |
| 29 | phcType | Varchar |  |  | Alkod Sub Centre |
| 30 | phcSubType | Varchar |  |  | Sub Centre |
| 31 | comments | Varchar |  |  |  |
| 32 | createdBy | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 33 | lastModifiedBy | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 34 | createdTime | Timestamp |  |  | 1721997595553 |
| 35 | lastModifiedTime | Timestamp |  |  | 1721997595553 |
| 36 | createdBy | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 37 | lastModifiedBy | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 38 | createdTime | Timestamp |  |  | 1721997595553 |
| 39 | lastModifiedTime | Timestamp |  |  | 1721997595553 |
| 40 | incidentType | Varchar |  |  | Burnedother |
| 41 | apiId | Varchar |  |  | Rainmaker |
| 42 | authToken | Varchar |  |  | 036649fd-a111-4dc3-a3ea-9e7ccf3d38f9 |
| 43 | id | Integer |  |  | 193 |
| 44 | uuid | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 45 | userName | Varchar |  |  | CRM Main |
| 46 | name | Varchar |  |  | CRM |
| 47 | mobileNumber | Varchar |  |  | 8982389279 |
| 48 | emailId | Varchar |  |  | Test123@gmail.com |
| 49 | locale | Varchar |  |  | en\_IN |
| 50 | type | Varchar |  |  | EMPLOYEE |
| 51 | name | Varchar |  |  | Complainant |
| 52 | code | Varchar |  |  | COMPLAINANT |
| 53 | tenantId | Varchar |  |  | pg |
| 54 | name | Varchar |  |  | Employee |
| 55 | code | Varchar |  |  | EMPLOYEE |
| 56 | tenantId | Varchar |  |  | pg |
| 57 | name | Varchar |  |  | Complaint Assessor |
| 58 | code | Varchar |  |  | COMPLAINT\_ASSESSOR |
| 59 | tenantId | Varchar |  |  | pg |
| 60 | name | Varchar |  |  | Super User |
| 61 | code | Varchar |  |  | SUPERUSER |
| 62 | tenantId | Varchar |  |  | pg |
| 63 | active | Boolean |  |  | true |
| 64 | tenantId | Varchar |  |  | pg |
| 65 | permanentCity | Varchar |  |  | All |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Request:  {  "details": {  "CS\_COMPLAINT\_DETAILS\_TICKET\_NO": "KA-RCH-002-0060",  "CS\_COMPLAINT\_DETAILS\_APPLICATION\_STATUS": "CS\_COMMON\_PENDINGFORASSIGNMENT",  "CS\_ADDCOMPLAINT\_TICKET\_TYPE": "SERVICEDEFS.AJB",  "CS\_ADDCOMPLAINT\_TICKET\_SUB\_TYPE": "SERVICEDEFS.BURNEDOTHER",  "CS\_ADDCOMPLAINT\_DISTRICT": "RAICHUR",  "CS\_ADDCOMPLAINT\_BLOCK": "Devadurga",  "CS\_ADDCOMPLAINT\_HEALTH\_CARE\_CENTRE": "Alkod Sub Centre",  "CS\_COMPLAINT\_COMMENTS": "",  "CS\_ADDCOMPLAINT\_HEALTH\_CARE\_SUB\_TYPE": "Sub Centre",  "CS\_COMPLAINT\_FILED\_DATE": "26/07/2024"  },  "workflow": {  "action": "ASSIGN",  "assignes": [  "aab69c8f-132d-409f-8b93-c88b0f2ff25c"  ],  "comments": "",  "verificationDocuments": [],  "reopenreason": null  },  "incident": {  "incidentType": "AJB",  "incidentSubType": "Burnedother",  "reporterType": "CRM",  "id": "c640ce04-c0e7-4886-9dc1-e2c1e680e320",  "tenantId": "pg.alkodsubcentre",  "incidentId": "KA-RCH-002-0060",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGFORASSIGNMENT",  "reporter": {  "id": null,  "userName": null,  "name": null,  "type": null,  "mobileNumber": null,  "emailId": null,  "roles": null,  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": null  },  "district": "RAICHUR",  "block": "Devadurga",  "phcType": "Alkod Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997595553  }  },  "audit": {  "details": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997595553  },  "incidentType": "Burnedother"  },  "RequestInfo": {  "apiId": "Rainmaker",  "authToken": "036649fd-a111-4dc3-a3ea-9e7ccf3d38f9",  "userInfo": {  "id": 193,  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "userName": "CRM Main",  "name": "CRM ",  "mobileNumber": "8982389279",  "emailId": "",  "locale": "en\_IN",  "type": "EMPLOYEE",  "roles": [  {  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "active": true,  "tenantId": "pg",  "permanentCity": "All"  },  "msgId": "1721997713748|en\_IN",  "plainAccessRequest": {}  }  } | | | | | |

### Output parameters

#### From Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| № | Parameter | Data type | Mandatory | Description | Value options |
| 1 | apiId | Varchar |  |  | Rainmaker |
| 2 | ver | Varchar |  |  |  |
| 3 | ts | Varchar |  |  |  |
| 4 | resMsgId | Varchar |  |  | uief87324 |
| 5 | msgId | Varchar |  |  | 1721983521882|en\_IN |
| 6 | status | Varchar |  |  | successful |
| 7 | incidentType | Varchar |  |  | AJB |
| 8 | incidentSubType | Varchar |  |  | Burnedother |
| 9 | reporterType | Varchar |  |  | CRM |
| 10 | id | Varchar |  |  | c640ce04-c0e7-4886-9dc1-e2c1e680e320 |
| 11 | userName | Varchar |  |  | CRM Main |
| 12 | name | Varchar |  |  | CRM |
| 13 | type | Varchar |  |  | EMPLOYEE |
| 14 | mobileNumber | Varchar |  |  | 8982389279 |
| 15 | emailId | Varchar |  |  | Test123@gmail.com |
| 16 | id | Varchar |  |  |  |
| 17 | name | Varchar |  |  | Complainant |
| 18 | code | Varchar |  |  | COMPLAINANT |
| 19 | tenantId | Varchar |  |  | pg |
| 20 | id | Varchar |  |  |  |
| 21 | name | Varchar |  |  | Employee |
| 22 | code | Varchar |  |  | EMPLOYEE |
| 23 | tenantId | Varchar |  |  | pg |
| 24 | id | Varchar |  |  |  |
| 25 | name | Varchar |  |  | Complaint Assessor |
| 26 | code | Varchar |  |  | COMPLAINT\_ASSESSOR |
| 27 | tenantId | Varchar |  |  | pg |
| 28 | id | Varchar |  |  |  |
| 29 | name | Varchar |  |  | Super User |
| 30 | code | Varchar |  |  | SUPERUSER |
| 31 | tenantId | Varchar |  |  | pg |
| 32 | tenantId | Varchar |  |  | pg |
| 33 | uuid | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 34 | active | Boolean |  |  | true |
| 35 | district | Varchar |  |  | RAICHUR |
| 36 | block | Varchar |  |  | Devadurga |
| 37 | phcType | Varchar |  |  | Alkod Sub Centre |
| 38 | phcSubType | Varchar |  |  |  |
| 39 | createdBy | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 40 | lastModifiedBy | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 41 | createdTime | Timestamp |  |  | 1721997595553 |
| 42 | lastModifiedTime | Timestamp |  |  | 1721997713845 |
| 43 | action | Varchar |  |  | ASSIGN |
| 44 | assignes | Varchar |  |  | aab69c8f-132d-409f-8b93-c88b0f2ff25c |
| 45 | comments | Varchar |  |  |  |
| 46 | verificationDocuments | Array |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Response:  {  "responseInfo": {  "apiId": "Rainmaker",  "ver": null,  "ts": null,  "resMsgId": "uief87324",  "msgId": "1721997713748|en\_IN",  "status": "successful"  },  "IncidentWrappers": [  {  "incident": {  "incidentType": "AJB",  "incidentSubType": "Burnedother",  "reporterType": "CRM",  "id": "c640ce04-c0e7-4886-9dc1-e2c1e680e320",  "tenantId": "pg.alkodsubcentre",  "incidentId": "KA-RCH-002-0060",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGRESOLUTION",  "reporter": {  "id": 193,  "userName": "CRM Main",  "name": "CRM ",  "type": "EMPLOYEE",  "mobileNumber": "8982389279",  "emailId": "",  "roles": [  {  "id": null,  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "id": null,  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "id": null,  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "id": null,  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": true  },  "district": "RAICHUR",  "block": "Devadurga",  "phcType": "Alkod Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997713845  }  },  "workflow": {  "action": "ASSIGN",  "assignes": [  "aab69c8f-132d-409f-8b93-c88b0f2ff25c"  ],  "comments": "",  "verificationDocuments": []  }  }  ]  } | | | | | |

### Data mapping

Additional paragraph if the API will have intermediary layer.

### Response codes

|  |  |  |
| --- | --- | --- |
| Responde code | Message | Meaning |
| 200 - OK |  |  |
| 400 – Bad Request | Missing argument! | Example will send this if any details are missing or there is a mismatch with our records. |
| 401 – Authentication error | Authentication error | E.g. bad or missing token. |
| 404 – Not Found |  |  |
| 503 – Service Unavailable |  | The resource is currently busy, i.e. already being processed. |
| 500 – Internal Server Error | TBC | All other exceptions |

# Search Ticket API

### Main information

|  |  |
| --- | --- |
| **Task** | To search ticket. |
| **Business case** | User can search a ticket in the system |
| **Related documents** | NA |
| **Role Required** | Accessible to all the roles- COMPLAINANT, COMPLAINT\_ASSESSOR, COMPLAINT\_RESOLVER |

### Request/Response

|  |  |  |  |
| --- | --- | --- | --- |
| **API Name** | **Endpoint URL** | **Verb** | **Description** |
| Search Ticket | https://saura-emitra-uat.selcofoundation.org/im-services/v2/request/\_search?tenantId=pg.alkodsubcentre&incidentId=KA-RCH-002-0060&\_=1721997630708 | POST | To search ticket details |
| **Headers** | Cache-Control: no-cache, no-store, max-age=0, must-revalidate  Content-Type: application/json  Strict-Transport-Security: max-age=31536000; includeSubDomains  X-Correlation-Id: e5236f9c-5fdc-46de-bbca-c904d6966846 | | |
| **Request Body** | {  "RequestInfo": {  "apiId": "Rainmaker",  "authToken": "036649fd-a111-4dc3-a3ea-9e7ccf3d38f9",  "userInfo": {  "id": 193,  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "userName": "CRM Main",  "name": "CRM ",  "mobileNumber": "8982389279",  "emailId": "",  "locale": "en\_IN",  "type": "EMPLOYEE",  "roles": [  {  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "active": true,  "tenantId": "pg",  "permanentCity": "All"  },  "msgId": "1721997630708|en\_IN",  "plainAccessRequest": {}  }  } | | |
| **Response Body** | {  "responseInfo": {  "apiId": "Rainmaker",  "ver": null,  "ts": null,  "resMsgId": "uief87324",  "msgId": "1721997630708|en\_IN",  "status": "successful"  },  "IncidentWrappers": [  {  "incident": {  "incidentType": "AJB",  "incidentSubType": "Burnedother",  "reporterType": "CRM",  "id": "c640ce04-c0e7-4886-9dc1-e2c1e680e320",  "tenantId": "pg.alkodsubcentre",  "incidentId": "KA-RCH-002-0060",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGFORASSIGNMENT",  "reporter": {  "id": null,  "userName": null,  "name": null,  "type": null,  "mobileNumber": null,  "emailId": null,  "roles": null,  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": null  },  "district": "RAICHUR",  "block": "Devadurga",  "phcType": "Alkod Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997595553  }  },  "workflow": {  "action": "APPLY",  "assignes": null,  "comments": null,  "verificationDocuments": null  }  }  ]  } | | |

### Input parameters

#### From Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Method POST | | | | | |
| № | **Parameter** | **Data type** | **Mandatory** | **Description** | **Example** |
| 1 | RequestInfo. apiId | Varchar |  |  | Rainmaker |
| 2 | RequestInfo. authToken | Varchar |  |  | 036649fd-a111-4dc3-a3ea-9e7ccf3d38f9 |
| 3 | RequestInfo. userInfo.id | integer |  |  | 193 |
| 4 | RequestInfo. userInfo. uuid | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 5 | RequestInfo. userInfo. userName | Varchar |  |  | CRM Main |
| 6 | RequestInfo. userInfo. name | Varchar |  |  | CRM |
| 7 | RequestInfo. userInfo. mobileNumber | Varchar |  |  | 8982389279 |
| 8 | RequestInfo. userInfo. emailId | Varchar |  |  | “” |
| 9 | RequestInfo. userInfo. locale | Varchar |  |  | en\_IN |
| 10 | RequestInfo. userInfo. type | Varchar |  |  | EMPLOYEE |
| 11 | RequestInfo. userInfo. roles | Array |  |  | [{  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  }] |
| 12 | RequestInfo. userInfo. active | Boolean |  |  | true |
| 13 | RequestInfo. userInfo. tenantId | Varchar |  |  | pg |
| 14 | RequestInfo. userInfo. permanentCity | Varchar |  |  | All |
| 15 | RequestInfo. msgId |  |  |  | 1721997630708|en\_IN |
| 16 | RequestInfo. plainAccessRequest | Varchar |  |  | {} |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Request:  {  "RequestInfo": {  "apiId": "Rainmaker",  "authToken": "036649fd-a111-4dc3-a3ea-9e7ccf3d38f9",  "userInfo": {  "id": 193,  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "userName": "CRM Main",  "name": "CRM ",  "mobileNumber": "8982389279",  "emailId": "",  "locale": "en\_IN",  "type": "EMPLOYEE",  "roles": [  {  "name": "Complainant",  "code": "COMPLAINANT",  "tenantId": "pg"  },  {  "name": "Employee",  "code": "EMPLOYEE",  "tenantId": "pg"  },  {  "name": "Complaint Assessor",  "code": "COMPLAINT\_ASSESSOR",  "tenantId": "pg"  },  {  "name": "Super User",  "code": "SUPERUSER",  "tenantId": "pg"  }  ],  "active": true,  "tenantId": "pg",  "permanentCity": "All"  },  "msgId": "1721997630708|en\_IN",  "plainAccessRequest": {}  }  } | | | | | |

### Output parameters

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | IncidentWrappers. Incident.incidentType | Varchar |  |  | AJB |
| 2 | IncidentWrappers. Incident.incidentSubType | Varchar |  |  | Burnedother |
| 3 | IncidentWrappers. Incident.ts reporterType | Varchar |  |  | CRM |
| 4 | IncidentWrappers. Incident.id | Varchar |  |  | c640ce04-c0e7-4886-9dc1-e2c1e680e320 |
| 5 | IncidentWrappers. Incident.tenantId | Varchar |  |  | pg.alkodsubcentre |
| 6 | IncidentWrappers. Incident.incidentId | Varchar |  |  | KA-RCH-002-0060 |
| 7 | IncidentWrappers. Incident.accountId | Varchar |  |  | 7787b32f-4cc0-4561-a943-c92d2e6f593b |
| 8 | IncidentWrappers. Incident.reporterTenant | Varchar |  |  | pg |
| 9 | IncidentWrappers. Incident.fileStoreId | Array |  |  | [] |
| 10 | IncidentWrappers. Incident.reopenreason | Array |  |  | [] |
| 11 | IncidentWrappers. Incident.applicationStatus | Varchar |  |  | PENDINGFORASSIGNMENT |
| 12 | IncidentWrappers. Incident.district | Varchar |  |  | RAICHUR |
| 13 | IncidentWrappers. Incident.block | Varchar |  |  | Devadurga |
| 14 | IncidentWrappers. Incident.phcType | Varchar |  |  | Alkod Sub Centre |
| 15 | IncidentWrappers. Incident.phcSubType | Varchar |  |  | Sub Centre |
| 16 | IncidentWrappers. Incident.comments | Varchar |  |  | “” |
| 17 | IncidentWrappers.Workflow. action | Varchar |  |  | APPLY” |
| 18 | IncidentWrappers.Workflow. comments | Varchar |  |  | “” |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Response:  {  "responseInfo": {  "apiId": "Rainmaker",  "ver": null,  "ts": null,  "resMsgId": "uief87324",  "msgId": "1721997630708|en\_IN",  "status": "successful"  },  "IncidentWrappers": [  {  "incident": {  "incidentType": "AJB",  "incidentSubType": "Burnedother",  "reporterType": "CRM",  "id": "c640ce04-c0e7-4886-9dc1-e2c1e680e320",  "tenantId": "pg.alkodsubcentre",  "incidentId": "KA-RCH-002-0060",  "accountId": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "reporterTenant": "pg",  "additionalDetail": {  "fileStoreId": [],  "reopenreason": []  },  "applicationStatus": "PENDINGFORASSIGNMENT",  "reporter": {  "id": null,  "userName": null,  "name": null,  "type": null,  "mobileNumber": null,  "emailId": null,  "roles": null,  "tenantId": "pg",  "uuid": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "active": null  },  "district": "RAICHUR",  "block": "Devadurga",  "phcType": "Alkod Sub Centre",  "phcSubType": "Sub Centre",  "comments": "",  "auditDetails": {  "createdBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "lastModifiedBy": "7787b32f-4cc0-4561-a943-c92d2e6f593b",  "createdTime": 1721997595553,  "lastModifiedTime": 1721997595553  }  },  "workflow": {  "action": "APPLY",  "assignes": null,  "comments": null,  "verificationDocuments": null  }  }  ]  } | | | | | |

### Data mapping

Additional paragraph if the API will have intermediary layer.

### Response codes

|  |  |  |
| --- | --- | --- |
| Responde code | Message | Meaning |
| 200 - OK |  |  |
| 400 – Bad Request | Missing argument! | Example will send this if any details are missing or there is a mismatch with our records. |
| 401 – Authentication error | Authentication error | E.g. bad or missing token. |
| 404 – Not Found |  |  |
| 503 – Service Unavailable |  | The resource is currently busy, i.e. already being processed. |
| 500 – Internal Server Error | TBC | All other exceptions |