

## Surajit Saha

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**From:** satish@stupa.co  
**Sent:** 18 June 2019 12:51  
**To:** Brajesh Kumar; Surajit Saha  
**Cc:** 'Subrata Mandal'  
**Subject:** RE: iFIX Updated APIs for SSC

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Brajesh,

As discussed, please update the key userid to **user\_id** and send **attachmentPath** value in **ARRAY** format – **BLANK** array. Please test and let me know.

Thanks.

Regards,  
Satish

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**From:** Brajesh Kumar <Brajesh.Kumar@larsentoubro.com>  
**Sent:** Tuesday, June 18, 2019 12:27 PM  
**To:** satish@stupa.co; Surajit Saha <Surajit.Saha@larsentoubro.com>  
**Cc:** 'Subrata Mandal' <subrata@stupa.co>  
**Subject:** RE: iFIX Updated APIs for SSC

We have tried the following also. Please confirm.

```
{"ticket_type_seq": "1", "clientId": "2", "userid": "97", "ticketTypeId": "32", "requesterInfo": "20052575: BRAJESH KUMAR: EXECUTIVE II: HO", "tName": "Test", "longDesc": "Test", "attachmentPath": {"originalName": "", "fileName": ""}, "busi_priority_id": "2", "tstatus": "1", "createdBy": "97", "categoryDtIsLt": "1#65,2#66,3#80,4#200,5#207", "sourceType": "ChatBot", "original_createdbyid": "97", "userGroupid": "66", "psDetails": {"PSNO": "20052575", "NAME": "BRAJESH KUMAR", "ISD_MOBILE": null, "MOBILE": "9769826653", "STD_CODE": null, "PHONE": "21716653", "EMAILID": "BRAJESH.KUMAR@LARSENTOUBRO.COM", "EMPLOYEE_STATUS": "ACTIVE", "DATE_OF_SEPARATION": null, "ENTITY_CODE": "LARSEN & TOUBRO LIMITED", "UNIT": "HO", "IC": "HEAD OFFICE", "SBU": "HO", "LOCATION": "MUMBAI", "GRADE": "EXECUTIVE II", "BAND": "S&E", "SM": "N", "DOJ": "15-FEB-2013", "OVERSEAS": "N", "GENDER": "Male"}}
```

Regards

Brajesh  
☎: 022 6770 1568

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**From:** Brajesh Kumar  
**Sent:** Tuesday, June 18, 2019 12:25 PM  
**To:** [satish@stupa.co](mailto:satish@stupa.co); Surajit Saha <[Surajit.Saha@larsentoubro.com](mailto:Surajit.Saha@larsentoubro.com)>  
**Cc:** 'Subrata Mandal' <[subrata@stupa.co](mailto:subrata@stupa.co)>  
**Subject:** RE: iFIX Updated APIs for SSC

Hi

Is the following json for creation ticket OK?

```
{ "ticket_type_seq": "1", "clientId": "2", "userid": "97", "ticketTypeId": "32", "requesterInfo": "20052575:BRAJESH KUMAR:EXECUTIVE II:HO", "tName": "Test", "longDesc": "Test", "attachmentPath": { "originalName": null, "fileName": null }, "busi_priority_id": "2", "status": "1", "createdBy": "97", "categoryDtIsLt": "1#65,2#66,3#80,4#200,5#207", "sourceType": "ChatBot", "original_createdbyid": "97", "userGroupid": "66", "psDetails": { "PSNO": "20052575", "NAME": "BRAJESH KUMAR", "ISD_MOBILE": null, "MOBILE": "9769826653", "STD_CODE": null, "PHONE": "21716653", "EMAILID": "BRAJESH.KUMAR@LARSENTOUBRO.COM", "EMPLOYEE_STATUS": "ACTIVE", "DATE_OF_SEPARATION": null, "ENTITY_CODE": "LARSEN & TOUBRO LIMITED", "UNIT": "HO", "IC": "HEAD OFFICE", "SBU": "HO", "LOCATION": "MUMBAI", "GRADE": "EXECUTIVE II", "BAND": "S&E", "SM": "N", "DOJ": "15-FEB-2013", "OVERSEAS": "N", "GENDER": "Male" }}
```

Please confirm as we are getting 'Bad Request' error

Regards

Brajesh

☎: 022 6770 1568

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**From:** [satish@stupa.co](mailto:satish@stupa.co) [<mailto:satish@stupa.co>]

**Sent:** Monday, June 17, 2019 8:15 PM

**To:** Surajit Saha <[Surajit.Saha@larsentoubro.com](mailto:Surajit.Saha@larsentoubro.com)>; Brajesh Kumar <[Brajesh.Kumar@larsentoubro.com](mailto:Brajesh.Kumar@larsentoubro.com)>

**Cc:** 'Subrata Mandal' <[subrata@stupa.co](mailto:subrata@stupa.co)>

**Subject:** iFIX Updated APIs for SSC

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Surajit and Brajesh,

Please find the updated APIs as discussed today:

1. **Get token by Client Id and Login Name:**

API: (GET)

[http://52.25.76.231:9005/generateToken?clientId=2&login\\_name=20052575](http://52.25.76.231:9005/generateToken?clientId=2&login_name=20052575)

**Success Response:**

```
{ "success": true, "details": { "token": "eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpZCI6OTcsImIldCI6MTU2MDc3NjAxNCwiZXhwIjoxNTYwNzc5NjE0fQ.AcOUcd_lT5pdhzTuCDHO42BzPmA2nDzQR4GvaPTZYGA", "loginName": "QVVTR1dBkY=", "id": 97, "groups": [ { "groupid": 66, "grpName": "Employee", "level": 0 } ] }
```

- Please use token value in the subsequent API calls.
- loginName value to be sent instead PSNO in subsequent API calls
- id value is to be sent for user\_id field in subsequent API calls where user\_id field is required.
- groupId value is to be sent for supportgrp\_id (view ticket API) and userGroupid (create ticket API)

NOTE: Each time you have to pass a new token while calling the CreateTicket API. For each API call to iFIX platform; please send 'token' in request header with key name 'Authorization'.

2. **User login to 'User Landing' page in iFIX: (Sample URL)**

[http://52.25.76.231:9000/#/ticket/dashboard?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpZCI6OTcsImIldCI6MTU2MDc3NjAxNCwiZXhwIjoxNTYwNzc5NjE0fQ.AcOUcd\\_lT5pdhzTuCDHO42BzPmA2nDzQR4GvaPTZYGA&clientId=2&name=](http://52.25.76.231:9000/#/ticket/dashboard?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpZCI6OTcsImIldCI6MTU2MDc3NjAxNCwiZXhwIjoxNTYwNzc5NjE0fQ.AcOUcd_lT5pdhzTuCDHO42BzPmA2nDzQR4GvaPTZYGA&clientId=2&name=)

QVVTR1dBekY=&cat1=65&cat2=66&ticket\_type1=32&ticket\_type2=33&cat3=54&cat4=55&callback=  
<https://ssc.larsentoubro.com>

## ChatBot APIs

### 3. Upload File :

<http://52.25.76.231:9005/updateFile>

**data** : {file: multipart-formdata}

**response** : {"success":true,"fileName":"favicon.ico","changedName":"favicon\_1559918412922.ico"}

### 4. Create Ticket :

<http://52.25.76.231:9005/createTicket> (Post Method)

**data:**

```
{ "ticket_type_seq":1,"clientId":2,"user_id":"97","ticketTypeId":32,"requesterInfo":"20052575:BRAJESH K  
UMAR:EXECUTIVE  
II:HO","tName":"Test","longDesc":"Test","attachmentPath":[{"originalName":"favicon.ico","fileName":"fa  
vicon_1559917979952.ico"}],"busi_priority_id":2,"tstatus":1,"createdBy":97,"categoryDtIsLt":"1#65,2#66  
,3#80,4#200,5#207","sourceType":"ChatBot","original_createdbyid":"97","userGroupId":66,"psDetails":{"  
PSNO":"20052575","NAME":"BRAJESH KUMAR","ISD_MOBILE":null,"MOBILE":"9769826653","STD_CODE  
":null,"PHONE":"21716653","EMAILID":"BRAJESH.KUMAR@LARSENTOUBRO.COM","EMPLOYEE_STATUS":  
"ACTIVE","DATE_OF_SEPARATION":null,"ENTITY_CODE":"LARSEN & TOUBRO  
LIMITED","UNIT":"HO","IC":"HEAD OFFICE","SBU":"HO","LOCATION":"MUMBAI","GRADE":"EXECUTIVE  
II","BAND":"S&E","SM":"N","DOJ":"15-FEB-2013","OVERSEAS":"N","GENDER":"Male"}}
```

**Response** : {"success":true,"id":"LTISSC2019060700234"}

**NOTE:** Incase of No attachment please pass BLANK ARRAY for **attachmentPath** parameter value

### 5. View Ticket : (GET Method)

[http://52.25.76.231:9005/getDynamicMenuTicketDtIs?user\\_id=97&ticketTypeId=32&supportgrp\\_id=66&clientId=2&menuId=1&userFilterVal=0&catFilterVal=0](http://52.25.76.231:9005/getDynamicMenuTicketDtIs?user_id=97&ticketTypeId=32&supportgrp_id=66&clientId=2&menuId=1&userFilterVal=0&catFilterVal=0)

**MenuId (Values for filter):**

- 1: Tickets By Me (My Open tickets)
- 2: Assign To Me (Action for me)
- 4: My Closed Ticket (my closed Tickets)

**Response :**

```
{ "success":true,"details":[{"id":230,"ticket_id":"LTISSC2019060100226","claimNo":null,"escalated_to_grp  
_nm":"L1 - SAP Support Group - Employee","busi_priority_id":2,"tName":"10 1 & 5  
2","createdBy":"BRAJESH KUMAR","createld":97,"createdSince":"2019-06-  
01T07:08:08.000Z","statusId":38,"status":"Closed","seq":0,"busi_impact_id":null,"priority":"Normal","req  
Info":"20052575-BRAJESH.KUMAR@LARSENTOUBRO.COM-9769826653","dDate":"2019-06-  
01T01:38:08.000Z","updateDate":"2019-06-  
01T11:52:11.000Z","updateBy":"BRAJESH KUMAR","ids":931,"createbyid":97,"longDesc":"10 1 & 5  
2","requestedDate":"2019-06-01T01:38:08.000Z","ticketCloseDate":"2019-06-  
01T11:52:11.000Z","END_INDICATOR":"1","LEVELSHORTDESC":"Employee","gid":66,"is_approved_proble  
m_ticket":"99","sub_ticket_type":0,"assignee":"BRAJESH KUMAR","aid":97,"last_cat":"CRISP  
Users","last_cat_parent":"Function","last_cat_id":"80","last_cat_parent_id":3,"BusinessEntity":"SSC
```

HelpDesk","ProcessArea":"Employee","Function":"CRISP Users","Module":"Personal Information","SubModule":"Address"]}]}

Please let me know if you have any further query on this.

Thanks.

Regards,  
Satish

**Larsen & Toubro Limited**

[www.larsentoubro.com](http://www.larsentoubro.com)

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