**Interface to Communicate Incident Details to an External Service**

**(Draft)**

**Iain Grant 11 March 2020**

**Requirements**

* URL provided by External Service for ESS to post too.
* Sysman to provide Unique Key to External Service
* ESS Department to provide Internet Connection to ESS Server for incoming request from External Service

**Workflow**

**ESS to External Service**

ESS will send an HTTP post with Incident Number and Status as example:

**http://’externalserviceurl’?IncNum=A2020111&Status=New**

**Status=New** indicates the creation of an Incident on ESS

**Status=Closed** indicate the closure of the Incident on ESS

**External Service to ESS**

External Service should request Incident Details via HTTP GET as example

Example EssServiceUrl

<http://127.0.0.1/esswebservices/essService.asmx/GetIncident>

**http://** **EssServiceUrl?IncNum=A2020111&key=’key to be provided by sysman’**

ESS will respond with JSON formatted Incident Information as example1

{

"ESSIncident": {

"IncidentNumber": "I2001220001",

"Datetime": "2020-01-21T14:22:32.047",

"Priority": "1",

"Category": "Bomb Incidents",

"SubCategory": "Exploded Bomb",

"Location": "",

"LocationNumber": "",

"Floor": "",

"LocationTelelephone": "",

"Complex": "",

"Poi": "-Select-",

"Street": "Burns Street",

"StreetNumber": "",

"Suburb": "Scientia",

"Town": "Pretoria",

"Xroad": "Kilnerton Road",

"Province": "Gauteng",

"Latitude": -25.7404,

"Longitude": 28.2493,

"Station": "CWS",

"Status": "In Progress",

"ErrorDescription": "",

"Vehicles": [{

"Reference": "Rp10"

}, {

"Reference": "Rp18"

}],

"Statistics": {

"CallTaken": "2020-01-21T14:22:32",

"CallAnswered": "2020-01-21T14:22:32",

"CallTransferred": "0001-01-01T00:00:00",

"CallAcknowledged": "2020-01-22T12:13:34.217",

"CallDespatched": "2020-03-05T12:39:14.81",

"VehArrived": "0001-01-01T00:00:00",

"LastVehLeft": "0001-01-01T00:00:00",

"CallClosed": "0001-01-01T00:00:00"

}

}

}