**Customer Service**

We have to handle Rest-Soap API calls as a mediator (channel)

Basic flow for API call (invokeCustomerOperations – generic service)

1. Init the event (event -id)
2. Based on event, the request handler will allocate (handler-event id)
3. Request converter/creator will create the request (request template - event id)
4. API service invoker will call the service and get the response as a string (event id – web configuration)
5. Response converter/creator will take the required data
6. Response handler will take converted data and create actual response (event id)

**REST vs SOAP (client specific level)**

|  |  |
| --- | --- |
| **REST** | **SOAP** |
| For each client url/method will change | For each client url will change |
| If one service will provided by multiple client, then no need to change request structure. So generic request template will work for all the clients. | For each client have having different type of xml schema. So generic request template will not work for all the clients. |

Dummy service: (b/w point 4 to 5)

If generic dummy service for all clients means:

Dummy service: (Event id Request data)

Actual service: (request data)

Dummy service: (Event id Response data)

Actual service: (response data)