

New Billing Project

ICP Enquiry (CEM Alert) API Specifications

Revision History

Revision	Date	Description	Author
1.0	Jun 2, 2025	List of ICP API related to CEM Alert functions for new billing system	Claudia Fung

CONTENTS

OBJECTIVES.....	4
ICP ENQUIRY API (CEM ALERT) SPECIFICATIONS	4
1. <i>Result Code Definition</i>	<i>4</i>
2. <i>Get Reminder Alerts by Customer Number</i>	<i>5</i>
3. <i>Get Reminder Alerts by Subscriber Number 1</i>	<i>8</i>
4. <i>Get Reminder Alerts by Subscriber Number 2</i>	<i>11</i>
5. <i>Get Reminder Alerts by WFL.....</i>	<i>14</i>
6. <i>Get Reminder.....</i>	<i>17</i>

Objectives

This document is to provide the list of enquiry functions to be called for CEM Alert features to prepaid and postpaid subscriber for new billing system

Refer to Reminder by CustNum.doc ; Reminder by SubrNum.doc, Reminder by SubrNum1.doc, Reminder by WFL.doc

ICP Enquiry API (CEM Alert) Specifications

1. Result Code Definition

Result Code	Severity	Code Description
0	N/A	Success
-1	N/A	Not Success. Invalid input argument is provided
	N/A	Not Success. Record cannot be found by the provided identifier
-1000 ~ -1999	N/A	Not Success. The request cannot be processed due to violation to the business logic
-2000 ~ -4999	Minor	Error. Unexpected runtime exception
-5000 ~ -8999	Major	Error. Unexpected runtime exception
-9000 ~ -99999	Fatal	Error. Dependent (south-bound) resources outage

2. Get Reminder Alerts by Customer Number

Purpose

To get the alert items list by the input of customer number for postpaid service only
Reference to <https://multapi-u.hksmartone.com:8443/epccrm/getAlertListbyCustNum>

Production Endpoints: <https://tykapi-u.hksmartone.com/icp/custProf>

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/custProf
TYK	https://tykapi-u.hksmartone.com/icp/custProf

API: /getAlertListbyCustNum

Type: REST

Method: POST

Add Key to HTTP Request Header for TYK API:

Name	Auth_ID
Value	eyJvcmcjOil2NGY2Y2l1ZmFiYzRhYWl4MGNIzDE1NTUilCjP2Ci6ljFiYzI4OGlZyZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
loginUserId	Number	User Login ID	805	
handleBy	Number	Handle By	3805	Non-RBD: same as loginUserId RBD: salesman userId
custId	String	Customer Identity	10-FZ123	
parallelRun	String	parallelRun indicator to determine the state of the workflow	<u>Postpaid parallel run – Value of 1st character</u> 0 – existing system 1 – new billing 2 – parallel run in GNV & new billing in OM <u>Prepaid parallel run – Value of 2nd character</u> 0 – existing system 1 – new billing	Mandatory

Sample Request

<pre>{ "logUserId": 805, "handleBy": 805, "custId": "10-FZ123", "parallelRun": "11" }</pre>

Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
alertList	Json Object Array	Json for Alert Item List		
alertList -> alertItemNo	String	Alert Item Number	00068	
alertList -> alertItemSeq	String	Alert Item Sequence	001	
alertList -> alertItemCode	String	Alert Item Code		
alertList -> alertItemShortCode	String	Alert Short Description		
alertList -> alertItemLink	String	Alert Item Link		
alertList -> alertItemLink2	String	Alert Item Linke 2		
alertList -> alertItemLinkProp	String	Alert Item Link Properties		
alertList -> alertItemRemindType	String	Alert Item Reminder Type	F – Frontline C – Customer	
alertList -> alertItemSensitive	String	Alert Item Sensitive	Y – Yes N – No	
alertlist -> isHighlightBox	String	Highlight Box	Y – Yes N – No	
alertList -> alertMsg	String	Alert Message		
alertList -> alertSubrList	Json Object Array	Json for Subscriber List		
alertSubrList -> custNum	String	Customer No for alert item		
alertSubrList -> subrNum	String	Subscriber No for alert item		
alertSubrList -> alertDesc	String	Alert Description for alert item		

Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Missing input parameters
-1000	N/A	Reject

Success response

```
Get the alert List with alert Subscriber List
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "alertList": [{
    "alertItemNo": "00068",
    "alertItemNo": "001",
    "alertItemCode": "",
    "alertItemShortCode": "Cross Sell Home 5GBB",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    },
    {
      "custNum": "8500120",
      "subrNum": "91234568",
      "alertDesc": ""
    }
  ],
    "alertItemNo": "00063",
    "alertItemNo": "002",
    "alertItemCode": "",
    "alertItemShortCode": "Inbound Up-Sell to 5G plan",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    }
  ]
}]
}
```

Fail response

```
{
  "resultCode": "-1",
  "resultMsg": "Missing input parameter"
}
```

3. Get Reminder Alerts by Subscriber Number 1

Purpose

To get the alert items list by the input of customer number, subscriber number

Note: this API is to handle for all programs stated by CS_ALERT.* (stored procedure)

Reference to <https://multapi-u.hksmartone.com:8443/epccrm/getAlertListbySubrNum1>

Production Endpoints: <https://tykapi-u.hksmartone.com/icp/custProf>

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/custProf
TYK	https://tykapi-u.hksmartone.com/icp/custProf

API: /getAlertListbySubrNum1

Type: REST

Method: POST

Add Key to HTTP Request Header for TYK API:

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWY1MGNI4MGNIZDE1NTU1LCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
loginUserId	Number	User Login ID	805	
handleBy	Number	Handle By	3805	Non-RBD: same as loginUserId RBD: salesman userId
custId	String	Customer Identity	10-FZ123	
parallelRun	String	parallelRun indicator to determine the state of the workflow	<u>Postpaid parallel run – Value of 1st character</u> 0 – existing system 1 – new billing 2 – parallel run in GNV & new billing in OM <u>Prepaid parallel run – Value of 2nd character</u> 0 – existing system 1 – new billing	Mandatory

Sample Request

```
{
  "loginUserId": 805,
  "handleBy": 805,
  "custId": "10-FZ123",
  "parallelRun": "11"
}
```

Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
alertList	Json Object Array	Json for Alert Item List		
alertList -> alertItemNo	String	Alert Item Number	00068	
alertList -> alertItemSeq	String	Alert Item Sequence	001	
alertList -> alertItemCode	String	Alert Item Code		
alertList -> alertItemShortCode	String	Alert Short Description		
alertList -> alertItemLink	String	Alert Item Link		
alertList -> alertItemLink2	String	Alert Item Linke 2		
alertList -> alertItemLinkProp	String	Alert Item Link Properties		
alertList -> alertItemRemindType	String	Alert Item Reminder Type	F – Frontline C – Customer	
alertList -> alertItemSensitive	String	Alert Item Sensitive	Y – Yes N – No	
alertlist -> isHighlightBox	String	Highlight Box	Y – Yes N – No	
alertList -> alertMsg	String	Alert Message		
alertList -> alertSubrList	Json Object Array	Json for Subscriber List		
alertSubrList -> custNum	String	Customer No for alert item		
alertSubrList -> subrNum	String	Subscriber No for alert item		
alertSubrList -> alertDesc	String	Alert Description for alert item		

Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Missing input parameters
-1000	N/A	Reject

Success response

```
Get the alert List with alert Subscriber List
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "alertList": [{
    "alertItemNo": "00068",
    "alertItemNo": "001",
    "alertItemCode": "",
    "alertItemShortCode": "Cross Sell Home 5GBB",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    },
    {
      "custNum": "8500120",
      "subrNum": "91234568",
      "alertDesc": ""
    }
  ],{
    "alertItemNo": "00063",
    "alertItemNo": "002",
    "alertItemCode": "",
    "alertItemShortCode": "Inbound Up-Sell to 5G plan",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    }
  ]
}]
}
```

Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "Missing input parameters"
}
```

4. Get Reminder Alerts by Subscriber Number 2

Purpose

To get the alert items list by the input of customer number, subscriber number

Note: this API is to handle for all programs stated by JAVA

Reference to <https://multapi-u.hksmartone.com:8443/epccrm/getAlertListbySubrNum2>

Production Endpoints: <https://tykapi-u.hksmartone.com/icp/custProf>

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/custProf
TYK	https://tykapi-u.hksmartone.com/icp/custProf

API: /getAlertListbySubrNum2

Type: REST

Method: POST

Add Key to HTTP Request Header for TYK API:

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWl4MGNI4MGNIZDE1NTUuLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
loginUserId	Number	User Login ID	805	
handleBy	Number	Handle By	3805	Non-RBD: same as loginUserId RBD: salesman userId
custId	String	Customer Identity	10-FZ123	
parallelRun	String	parallelRun indicator to determine the state of the workflow	<u>Postpaid parallel run – Value of 1st character</u> 0 – existing system 1 – new billing 2 – parallel run in GNV & new billing in OM <u>Prepaid parallel run – Value of 2nd character</u> 0 – existing system 1 – new billing	Mandatory

Sample Request

```
{
  "loginUserId": 805,
  "handleBy": 805,
  "custId": "10-FZ123",
  "parallelRun": "11"
}
```

Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
alertList	Json Object Array	Json for Alert Item List		
alertList -> alertItemNo	String	Alert Item Number	00068	
alertList -> alertItemSeq	String	Alert Item Sequence	001	
alertList -> alertItemCode	String	Alert Item Code		
alertList -> alertItemShortCode	String	Alert Short Description		
alertList -> alertItemLink	String	Alert Item Link		
alertList -> alertItemLink2	String	Alert Item Linke 2		
alertList -> alertItemLinkProp	String	Alert Item Link Properties		
alertList -> alertItemRemindType	String	Alert Item Reminder Type	F – Frontline C – Customer	
alertList -> alertItemSensitive	String	Alert Item Sensitive	Y – Yes N – No	
alertlist -> isHighlightBox	String	Highlight Box	Y – Yes N – No	
alertList -> alertMsg	String	Alert Message		
alertList -> alertSubrList	Json Object Array	Json for Subscriber List		
alertSubrList -> custNum	String	Customer No for alert item		
alertSubrList -> subrNum	String	Subscriber No for alert item		
alertSubrList -> alertDesc	String	Alert Description for alert item		

Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Missing input parameters
-1000	N/A	Reject

Success response

```
Get the alert List with alert Subscriber List
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "alertList": [{
    "alertItemNo": "00068",
    "alertItemNo": "001",
    "alertItemCode": "",
    "alertItemShortCode": "Cross Sell Home 5GBB",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    },
    {
      "custNum": "8500120",
      "subrNum": "91234568",
      "alertDesc": ""
    }
  ],{
    "alertItemNo": "00063",
    "alertItemNo": "002",
    "alertItemCode": "",
    "alertItemShortCode": "Inbound Up-Sell to 5G plan",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    }
  ]
}]
}
```

Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "Missing input parameters"
}
```

5. Get Reminder Alerts by WFL

Purpose

To get the alert items list by the input of customer number, WFL number

Reference to <https://multapi-u.hksmartone.com:8443/epccrm/getAlertListbyWFL>

Production Endpoints: <https://tykapi-u.hksmartone.com/icp/custProf>

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/custProf
TYK	https://tykapi-u.hksmartone.com/icp/custProf

API: /getAlertListbyWFL

Type: REST

Method: POST

Add Key to HTTP Request Header for TYK API:

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWl4MGNIzDE1NTUuILCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFIM2ZiMWUyNGJIMD AyN2FkliwiaCI6Im11cm11cjY0In0=

Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
loginUserId	Number	User Login ID	805	
handleBy	Number	Handle By	3805	Non-RBD: same as loginUserId RBD: salesman userId
custId	String	Customer Identity	10-FZ123	
parallelRun	String	parallelRun indicator to determine the state of the workflow	<u>Postpaid parallel run – Value of 1st character</u> 0 – existing system 1 – new billing 2 – parallel run in GNV & new billing in OM <u>Prepaid parallel run – Value of 2nd character</u> 0 – existing system 1 – new billing	Mandatory

Sample Request

```
{
  "loginUserId": 805,
  "handleBy": 805,
  "custId": "10-FZ123",
  "parallelRun": "11"
}
```

Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
alertList	Json Object Array	Json for Alert Item List		
alertList -> alertItemNo	String	Alert Item Number	00068	
alertList -> alertItemSeq	String	Alert Item Sequence	001	
alertList -> alertItemCode	String	Alert Item Code		
alertList -> alertItemShortCode	String	Alert Short Description		
alertList -> alertItemLink	String	Alert Item Link		
alertList -> alertItemLink2	String	Alert Item Linke 2		
alertList -> alertItemLinkProp	String	Alert Item Link Properties		
alertList -> alertItemRemindType	String	Alert Item Reminder Type	F – Frontline C – Customer	
alertList -> alertItemSensitive	String	Alert Item Sensitive	Y – Yes N – No	
alertlist -> isHighlightBox	String	Highlight Box	Y – Yes N – No	
alertList -> alertMsg	String	Alert Message		
alertList -> alertSubrList	Json Object Array	Json for Subscriber List		
alertSubrList -> custNum	String	Customer No for alert item		
alertSubrList -> subrNum	String	Subscriber No for alert item		
alertSubrList -> alertDesc	String	Alert Description for alert item		

Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Missing input parameters
-1000	N/A	Reject

Success response

Get the alert List with alert Subscriber List

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "alertList": [{
    "alertItemNo": "00068",
    "alertItemNo": "001",
    "alertItemCode": "",
    "alertItemShortCode": "Cross Sell Home 5GBB",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    },
    {
      "custNum": "8500120",
      "subrNum": "91234568",
      "alertDesc": ""
    }
  ],{
    "alertItemNo": "00063",
    "alertItemNo": "002",
    "alertItemCode": "",
    "alertItemShortCode": "Inbound Up-Sell to 5G plan",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [{
      "custNum": "8500120",
      "subrNum": "91234567",
      "alertDesc": ""
    }
  ]
}]
}
```

Fail response

Invalid input parameter combination used in the request

```
{
  "resultCode": "-1",
  "resultMsg": "Missing input parameters"
}
```


6. Get Reminder

Purpose

To get the alert items list by the input customer identity, customer number and subscriber number

Production Endpoints: <https://tykapi-u.hksmartone.com/icp/custProf>

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/custProf
TYK	https://tykapi-u.hksmartone.com/icp/custProf

API: /getReminder

Type: REST

Method: POST

Add Key to HTTP Request Header for TYK API:

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWl4MGNI4MGNIZDE1NTUuLCJpZCI6IjFiYzI4OGIzYzJMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
loginUserId	Number	User Login ID	805	
handleBy	Number	Handle By	3805	Non-RBD: same as loginUserId RBD: salesman userId
custId	String	Customer Identity	10-FZ123	
custNum	String	Customer Number	01234567	
subNum	String	Subscriber Number	91234567	
parallelRun	String	parallelRun indicator to determine the state of the workflow	<u>Postpaid parallel run – Value of 1st character</u> 0 – existing system 1 – new billing 2 – parallel run in GNV & new billing in OM <u>Prepaid parallel run – Value of 2nd character</u> 0 – existing system 1 – new billing	Mandatory

Sample Request

```
{
  "loginUserId": 805,
  "handleBy": 805,
  "custId": "10-FZ123",
  "custNum": "80124356",
  "subrNum": "91234567",
  "parallelRun": "11"
}
```

Request Combination

Below parameter combination is accepted for this call; otherwise, the error code is returned

custId	custNum	subrNum	Response
Y	Null	Null	Get all reminders under this custId (incl. idbr + all custNum + all subrNum)
Y/Null	Y	Y	Get all reminders under this subscriber (incl. idbr + this custNum + this subrNum)

Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	0 – Success 99 – Fail	
resultMsg	String	Return Error Code		
reminderList	Json Object Array	Json for Alert Item List		
reminderList-> alertItemNo	String	Alert Item Number	00068	
reminderList-> alertItemSeq	String	Alert Item Sequence	001	
reminderList-> alertItemCode	String	Alert Item Code		
reminderList-> alertItemShortCode	String	Alert Short Description		
reminderList-> alertItemLink	String	Alert Item Link		
reminderList-> alertItemLink2	String	Alert Item Linke 2		
reminderList-> alertItemLinkProp	String	Alert Item Link Properties		
reminderList-> alertItemRemindType	String	Alert Item Reminder Type	F – Frontline C – Customer	
reminderList-> alertItemSensitive	String	Alert Item Sensitive	Y – Yes N – No	
reminderList-> isHighlightBox	String	Highlight Box	Y – Yes N – No	
reminderList-> alertMsg	String	Alert Message		
reminderList-> alertSubrList	Json Object Array	Json for Subscriber List		
alertSubrList -> custNum	String	Customer No for alert item		
alertSubrList -> subrNum	String	Subscriber No for alert item		
alertSubrList -> alertDesc	String	Alert Description for alert item		

Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

Success response

Get the alert List with alert Subscriber List

```

{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "reminderList": [{
    "alertItemNo": "00065",
    "alertItemSeq": "050",
    "alertItemCode": "",
    "alertItemShortCode": "Roaming Offer",
    "alertItemLink": "",
    "alertItemLink2": "",
    "alertItemLinkProp": "",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "推薦銷售「漫遊數據多日通-特選優惠」",
    "alertSubrList": [
      {
        "custNum": "07006463",
        "subrNum": "96697103",
        "alertDesc": ""
      }
    ]
  }],{
    "alertItemNo": "00030",
    "alertItemSeq": "050",
    "alertItemCode": "CG",
    "alertItemShortCode": "Call Guard Up-Sell",
    "alertItemLink": "https://fisapp/htdocs/template.jsp?parentFolderId=10186",
    "alertItemLink2": "",
    "alertItemLinkProp": "toolbar=yes,scrollbars=yes,WIDTH=1000,HEIGHT=580,left=0",
    "alertItemRemindType": "F",
    "alertItemSensitive": "N",
    "isHighlightBox": "N",
    "alertMsg": "",
    "alertSubrList": [
      {
        "custNum": "04206778",
        "subrNum": "57205488",
        "alertDesc": "(同事展現實力好機會!!) 介紹「來電管家」, 成功後發出服務條款短訊 (熱線) / 讓客戶簽妥文件 (門市), 並更新 Contact Log"
      }
    ]
  }
}

```

Fail response

Invalid input parameter combination used in the request

```

{
  "resultCode": "-1",
  "resultMsg": "Missing input parameters"
}

```