Passkey® by Lanyon

RegLink Callback Service

1 Overview

The RegLink OpenAPI includes an optional feature which allows Passkey to send a simple message to a third party application indicating when a reservation is created, modified, or canceled. This service is referred to as a "Callback" in Passkey. Callbacks for each reservation action (create, modify, or cancel) may be activated separately allowing any combination of the three to be used as needed and include attendee-specific ID's so the message can be properly processed by the external system receiving the Callback. Callbacks may be used to trigger a variety of actions based on business logic within the third party system. Callbacks are often used as a mechanism allowing a third party system to store the Passkey housing acknowledgment number which can then be used to provide attendees with a URL they can use to modify their reservation or trigger a variety of attendee-specific campaigns based upon the data returned in the Callback.

Important Note: Use of the RegLink Callback service requires a RegLink 2-Way license.

2 Technical Details

The RegLink Callback Service provides the ability for Passkey to send reservation-specific messages to an external system triggered by any change to the reservation, including its creation. Callbacks may be configured in 2 different ways – POST to a URL (REST) or web service calls.

Important Note: Passkey expects a status of 200 or "OK" on any Callback messages sent and will not process any errors or other messaging. It is up to the third party system to process the message and provide the customer any reporting if needed.

2.1.1.1.1 POST to a URL (REST)

Callback services are simple - POST to a URL. These URLs always contain all data available and the third party system is responsible to process the data provided. All Callback messages are asynchronous, which means that unless there is a connection issue or Passkey does not receive an HTTP 200 response, any other type of response from the external system is discarded.

Below is an example of header information for this type of a call:

```
POST ?r=323F2VKJ HTTP/1.1
User-Agent: Profile/MIDP-1.0 Configuration/CLDC-1.0
Content-Language: en-US
Content-Type: application/x-www-form-urlencoded
Host: beta-manage.passkey.com
Accept: text/html, image/gif, image/jpeg, *; q=.2, */*; q=.2
Connection: keep-alive
Content-Length: 0
X-Forwarded-For: 82.209.214.162
```

Callback URLs are entered into the Passkey UI on the event level. A Callback entry appears in the following format:

http://www.myreg.com/newres.asp?extacknum=[[extAckNumber]]&bridge=[[bridgeID]]&resacknum=[[resAckNum]]&status=[[resStatus]]

The resulting URL generated when an applicable callback is triggered appears in this format:

http://www.myreg.com/newres.asp?extacknum=48943548&bridge=3233XNZ2-G582&resacknum=328T24NB&status=0

Note: The parameter names used may be customized if needed.

2.1.1.1.2 Web Service call

Callback web service call details are entered into the Passkey UI on the event level. The details include endpoint, service, method and body. A Callback body should be a free format XML file. For example:

```
<?xml version="1.0" encoding="UTF-8"?>
<myService>
        <bridgeID>[[bridgeID]]</bridgeID>
        <lastName>[[lastName]]</lastName>
        <bridgeMode>[[bridgeMode]]</bridgeMode>
        <extAckNumber>[[extAckNumber]]</extAckNumber>
        <ackNumber>[[resAckNum]]</ackNumber>
        <resStatus>[[resStatus]]</resStatus>
        <masterResAckNum>[[masterResAckNum]]</masterResAckNum>
</myService>
```

When a reservation is created, modified, or cancelled the placeholders are replaced with the actual values and a web service call is used to send the XML to the configured endpoint.

```
<?xml version="1.0" encoding="UTF-8"?>
<myService>
        <bridgeID>3237CJVJ-G8C3</bridgeID>
        <lastName>Test</lastName>
        <bridgeMode>100</bridgeMode>
        <extAckNumber>987122</extAckNumber>
        <ackNumber>323F2WR3</ackNumber>
        <resStatus>0</resStatus>
        <masterResAckNum></masterResAckNum>
</myService>
```

3 Callback Service Tags Table

Tag	Description
[[bridgeID]]	The unique identifier assigned by Passkey when attendee-specific information is sent from a third party application using the RegLink Open API. Note: This tag is not available to during a Modify or Cancel reservation operation.
[[extAckNumber]]	An attendee-specific identifier assigned by a registration system to the attendee's registration record. For example, a "Registration ID". Note: This tag is not available to during a Modify or Cancel reservation operation.
[[resAckNum]]	The reservation acknowledgement (confirmation) number for the housing reservation in Passkey.
[[MasterResAckNum]]	The reservation master acknowledgement number applies to room list reservations created in Passkey. The same number is used for all reservations created within a single room list.
[[resStatus]]	The status of the reservation in Passkey, either "0" (New), "1" (Cancelled), "2" (Modified), or "3" (Modified and Cancelled).
[[lastName]]	The last name of the primary attendee on the reservation or bridge ID, depending upon the type of Callback service. If the Callback service is a Bridge Notify Link or Bridge User Link, then it uses the bridge last name. If the Callback service is an Action Link or User Link, it uses the reservation last name.
[[ResContactPhone]]	The phone number of the primary attendee on the reservation or in the bridge depending upon the type of Callback service. If the Callback service is a Bridge Notify Link or Bridge User Link, then it uses the bridge phone number. If the Callback service is an Action Link or User Link, it uses the reservation phone number.

Note: bridgeID, extAckNumber are only available for inclusion within Callbacks triggered by a new reservation. These tags are not available for Callbacks triggered by reservation modifications or cancellations and therefore the Passkey resAckNum should be stored with each attendee registration record when received.