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| **VERSION NUMBER** | **DATE** | **MODIFIED BY** | **CHANGES MADE** |
| 04 | 5/28/2015 | Naveen Gopu | Baselined for CD1 |
| 05 | 7/02/2015 | Naveen Gopu | * Removed EventSubType & Language field from Input & EventSubType & EventDisplayText fields from Output |
| 06 | 8/17/2015 | Naveen Gopu | Get Event & Memo functionality merged as per CR#231,   * Introduced classification Code, RepID & Language fields in input * Introduced total Count, classification Code, Note Type & content Fields in output (see data mapping sheet) & CustomerInteractionID field moved from CustomerInteraction to Event pay load. * Removed customerInteraction details complex element. |
| 07 | 8/31/2015 | Mark Johnson | CSOM 6.0 Update  RAID 5142: ABF design will drive future change to ISD and Samples |
| 08 | 10/30/2015 | Naveen Gopu | * Event Category on input changed as repeating element * Added Role entitlement details (aka ABF – Authorized Business Functionality) which need to be passed in input |
| 08.1 | 11/06/2015 | Naveen Gopu | CSOM Version 9.7.1 Finalized for CD3D |
| 09 | 01/06/2016 | Naveen Gopu | CSOM Version 9.17.1 finalized for CD3E. Added CD3E Event Inventory URL. |
| 10 | 01/15/2016 | Naveen Gopu | CSOM Version 9.17.1 finalized for R1.5. Added eventSpecification for channelId in output. |
| 11 | 01/29/2016 | Naveen Gopu | CSOM Version 9.20.0 finalized for R1.5.   1. Mapping changed for channelId in output. 2. Introduced headerReference fields mapping 3. Added description for sorting fields in Input section & mapping doc 4. Added security error code |
| 12 | 02/18/2016 | Naveen Gopu | Changes for R1.6   1. Introduced more rep entitlements 2. CSOM version 9.24.0 finalized for R1.6 3. Added new elements under customer interaction |
| 12.1 | 03/03/2016 | Naveen Gopu | Added consolidated data mapping sheet instead of referring all events (around 200) data mappings |
| 12.2 | 03/11/2016 | Naveen Gopu | Added ABF- ACTIVITY\_HEADER\_VIEW to control the headerReference & CustomerInteraction Fields in response as per SCR 836 |
| 13.0 | 7/20/2016 | Sathish Kumar | Updated for CR-655 (AAL Redesign) |
| 13.1 | 8/4/2016 | Sathish Kumar | Renamed the operation for CR-665 |
| 13.2 | 8/8/2016 | Sathish Kumar | Updated with feedback comments |
| 13.3 | 09/14/2016 | Jayadev Boddu | Updated with EventEnterprise WSDL with CSOM 10.5.5  Removed unwanted ABFs and added new ABFs |
| Pkg2.3 | 01/25/2017 | Sathish Kumar | Updated the mapping sheet for Defect 67933. |

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| **Use Case ID:** |  |
| **Use Case Name:** | EventEnterprise.getCustomerActivities |
| **Business Use Case Reference:** | All BUCs |
| **Description:** | This service will be used by clients to fetch the activities and memos from the REEF DB for both the Customer and the Rep view of Account Activity Log. |
| **Assumptions** | 1. ESP will not hold any templates for activities in REEF. 2. ESP will not hold the label names for attributes defined under each activity. 3. In case of no date range being provided in the input search criteria, then ESP will fetch data worth of last 90 days from the REEF Repository. 4. REEF DB shall hold only 2 years’ worth of data. Data older than 2 years shall be archived into tapes and will not be available in REEF DB and hence will not be retrievable from this service. 5. ActivityType values can be passed based on the data fetched from EventEnterprise.getActivityReferenceData operation. 6. Logged in user’s ABFs needs to be sent by calling clients in header level at **header/sender/entitlements.** So that REEF sends the activities associated to those entitlements only. Out of these entitlements, ACTIVITY\_HEADER\_VIEW entitlement shall also include the data elements from HeaderReference and CustomerInteraction objects.   **Following are agreed upon ABFs for Activity logs,**   |  |  | | --- | --- | | **Entitlements** | **Comments If Any** | | ACTIVITY\_ACCOUNT\_OWNER |  | | ACTIVITY\_ACCOUNT\_MANAGER |  | | ACTIVITY\_SUBSCRIBER\_EDITOR |  | | ACTIVITY\_SUBSCRIBER\_VIEWER |  | | FRAUD\_MEMO\_VIEW |  | | VIEW\_ACTIVITY\_LOG |  | | ACTIVITY\_HEADER\_VIEW | ABF added to control HeaderReference & some fields on CustomerInteraction object. |   **Note:** Even if clients are passing both the View and Create entitlements for a rep, REEF need to consider only the View entitlement functionality for AAL.   1. If entitlement role is ACTIVITY\_SUBSCRIBER\_EDITOR or ACTIVITY\_SUBSCRIBER\_VIEWER level, calling client need to include line level searchable parameters such as MSISDN or/and lineOfServiceID 2. If ‘userRole’ is sent in body & header level, ESP need to consider the role in body with high priority. This body level role will be used by UI applications to filter out events.   **Ex:** Rep is logged in, but want to see the events at customer level (This is one of the requirement on Reb UI). So header level, ESP will be getting REP level entitlements. But at body level, ESP should get customer level entitlements. Hence when both are present, back end need to give the priority to body level entitlements (userRole).   1. Sorting shall be allowed only on the following fields;  * CUSTOMER\_ID * EVENT\_DATE * LINE\_OF\_SERVICE\_ID * FAN * MSISDN * ACTIVITY\_TYPE  1. If the calling client pass any other combinations than the ones listed in the ‘Landing Page Query’ section, then REEF shall still execute the query for that combination and return the results. 2. The ‘totalCount’ field in the response will signify the total number of records that were returned from the REEF repository, for the specific search criteria given in the input. 3. The ‘totalCount’ field shall be used by calling clients to get an idea on how many pages they need to render in order to display the entire result set. 4. When ‘sortType’ is defined as ‘EVENT\_DATE’ then the interpretation of ‘sortOrder’ is as follows;   ASC = Oldest to Latest  DESC = Latest to Oldest |
| **Dependencies** | None |
| **Actors:** | Client: Core APIs (for Reb-UI), E// WSIL (for SAP-CARE)  ESP, REEF |
| **Preconditions:** | None |
| **Inputs:** | Refer to the service level data mapping sheet. |
| **Main Flow:** | 1. Client will call this ESP service operation with appropriate search criteria input to retrieve activities and memos from the REEF repository. 2. ESP shall check if there is any ABF passed in the body (userRole), if present ESP shall use that ABF and proceed to step 4. 3. In step 2 if there is no ABF present, then ESP shall pick up the ABFs from ‘/header/sender/entitlements’ and then proceed to step 4. 4. If isFiltered = False, then ESP shall use the input fields passed in the search criteria and construct the query for the landing page and proceed to step 6. (Refer to the landing page query conditions table below). 5. If isFiltered = True, then ESP shall use the input fields passed in the search criteria and construct the query, by using the landing page query and appending the other filter conditions using the ‘AND’ clause. Then proceed to step 6. 6. ESP shall use the entitlements selected above and execute the constructed query to fetch the activities and memos from the REEF repository for that customer and send back the results to client in the response. 7. End of main flow. |
| **Alternative Flows:** | AF 1: If there are no record fetched, for the input criteria, ESP returns back with no record found message to calling client with a totalCount = 0 in response.  AF 2: If the entitlements are not present in the header, or not provided as per the ABFs configured in REEF, then ESP will return back as ‘No Data Found’ error message. |
| **Outputs** | Refer to the service level data mapping sheet. |
| **Post Conditions** | Based on the search criteria passed in the input, the required data is fetched from REEF DB and is sent back in the response to the calling client. |
| **Business Rules** | None |
| **Exceptions** | |  |  | | --- | --- | | **Error Code** | **Error Message** | | GENERAL-0000 | Unknown Backend Error | | GENERAL-0001 | Input Data Invalid | | SYSTEM-0000 | Unknown System Error | | SYSTEM-0001 | Backend Timeout | | SYSTEM-0002 | Backend Connection Error | | SECUIRTY-0002 | Insufficient permission to access the requested resource | |
| **Notes** | None |
| **WSDL** | <http://projects.internal.t-mobile.com/sites/pp/2013/PR206729/PL/Forms/AllItems.aspx?RootFolder=%2fsites%2fpp%2f2013%2fPR206729%2fPL%2f03%2e%20Design%20and%20Develop%2fSolution%20Delivery%2fMiddleware%2fTMUS%2dESP%2fPackage%202%2e2%2fWSDL&FolderCTID=&View=%7b5FD3A535%2d736C%2d4E60%2d809C%2d63EABFE002DB%7d>  WSDL : EventEnterprise |
| **Service Level Data Mapping Sheet:** | <http://projects.internal.t-mobile.com/sites/pp/2013/PR206729/PL/Forms/AllItems.aspx?RootFolder=%2fsites%2fpp%2f2013%2fPR206729%2fPL%2f03%2e%20Design%20and%20Develop%2fSolution%20Delivery%2fMiddleware%2fTMUS-ESP%2fPackage%202%2e3%2fEvents%2fBaseLined%20Mapping%20Sheets&FolderCTID=&View=%7b5FD3A535-736C-4E60-809C-63EABFE002DB%7d>  Filename: EventEnterprise.getCustomerActivities -DataMapping\_Pkg2.3\_01252017 |
| **Events Inventory List:** | <http://eit.ido.infonet.t-mobile.com/CSD/EnterpriseServices/Universe2.0/Lists/Events/R1AllEvents.aspx?Paged=TRUE&p_GroupCol1=MACIdConfigUpdated&View=%7b5A00FE65-1315-4113-9720-0D1ECAAFBF67%7d&PageFirstRow=101> |
| **Decision sheet for Activities:** | <http://projects.internal.t-mobile.com/sites/pp/2013/PR206729/PL/Forms/AllItems.aspx?RootFolder=%2fsites%2fpp%2f2013%2fPR206729%2fPL%2f03%2e%20Design%20and%20Develop%2fSolution%20Delivery%2fMiddleware%2fTMUS-ESP%2fPackage%202%2e3%2fEvents%2fBaseLined%20Mapping%20Sheets&FolderCTID=&View=%7b5FD3A535-736C-4E60-809C-63EABFE002DB%7d>  Filename: Activity Decision Sheet Pkg2.3\_01242017 |
| **Consolidated Activity Attributes Mapping Sheet:** | <http://projects.internal.t-mobile.com/sites/pp/2013/PR206729/PL/Forms/AllItems.aspx?RootFolder=%2fsites%2fpp%2f2013%2fPR206729%2fPL%2f03%2e%20Design%20and%20Develop%2fSolution%20Delivery%2fMiddleware%2fTMUS-ESP%2fPackage%202%2e3%2fEvents%2fBaseLined%20Mapping%20Sheets&FolderCTID=&View=%7b5FD3A535-736C-4E60-809C-63EABFE002DB%7d>  Filename: ActivityAttributesConsolidatedMappingSheet Pkg2.3\_01252017 |
| **Activity Entitlement Mapping Sheet:** | <http://projects.internal.t-mobile.com/sites/pp/2013/PR206729/PL/Forms/AllItems.aspx?RootFolder=%2fsites%2fpp%2f2013%2fPR206729%2fPL%2f03%2e%20Design%20and%20Develop%2fSolution%20Delivery%2fMiddleware%2fTMUS-ESP%2fPackage%202%2e3%2fEvents%2fBaseLined%20Mapping%20Sheets&FolderCTID=&View=%7b5FD3A535-736C-4E60-809C-63EABFE002DB%7d>  Filename: AccountActivityLogEntitlements\_ReferenceData\_Pkg2.3\_01242017 |
| **CSOM Master Sheet:** | <http://projects.internal.t-mobile.com/sites/pp/2013/PR206729/PL/Forms/AllItems.aspx?RootFolder=%2fsites%2fpp%2f2013%2fPR206729%2fPL%2f03%2e%20Design%20and%20Develop%2fSolution%20Delivery%2fMiddleware%2fTMUS-ESP%2fPackage%202%2e3%2fEvents%2fBaseLined%20Mapping%20Sheets&FolderCTID=&View=%7b5FD3A535-736C-4E60-809C-63EABFE002DB%7d>  Filename: REEF CSOM Master Data\_01242017 |

**Query Condition for Landing Call (IF isFiltered = False) :**

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| ABF | UI Scenario Name | CustomerId | FAN | LoSId | MSISDN | ProfileID | isHidden | isFilter | Query Condition |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW | Assisted Landing |  |  |  |  | X | FALSE | FALSE | WHERE PROFILEID = X  AND DATE = 90 days AND HIDDEN = FALSE and FILTER = FALSE |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW | Assisted Landing | X |  |  |  |  | FALSE | FALSE | WHERE CUSTOMER\_ID = X  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW |  | X |  |  |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER =FALSE |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW | NA | X | X |  |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW |  | X | X | X |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND LOSID IN (A … B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW | NA | X | X |  | X | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND MSISDN IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| VIEW\_ACTIVITY\_LOG  FRAUD\_MEMO\_VIEW | NA | X | X | X | X | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND MSISDN IN (A…B) AND LOSID IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_ACCOUNT\_OWNER  ACTIVITY\_ACCOUNT\_MANAGER |  |  |  |  |  | X | FALSE | FALSE | WHERE PROFILEID = X  AND DATE = 90 days AND HIDDEN = FALSE and FILTER = FALSE |
| ACTIVITY\_ACCOUNT\_OWNER  ACTIVITY\_ACCOUNT\_MANAGER |  | X |  |  |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_ACCOUNT\_OWNER  ACTIVITY\_ACCOUNT\_MANAGER | NA | X | X |  |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X OR FAN=NULL)  AND DATE = 90 days AND HIDDEN =FALSE AND FILTER = FALSE |
| ACTIVITY\_ACCOUNT\_OWNER  ACTIVITY\_ACCOUNT\_MANAGER |  | X | X | X |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND LOSID IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_ACCOUNT\_OWNER  ACTIVITY\_ACCOUNT\_MANAGER | NA | X | X |  | X | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND MSISDN IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_ACCOUNT\_OWNER  ACTIVITY\_ACCOUNT\_MANAGER | NA | X | X | X | X | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND MSISDN IN (A…B) AND LOSID IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_SUBSCRIBER\_EDITOR  ACTIVITY\_SUBSCRIBER\_VIEWER | NA | X | X |  | X | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND MSISDN IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_SUBSCRIBER\_EDITOR  ACTIVITY\_SUBSCRIBER\_VIEWER |  | X | X | X |  | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND LOSID IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |
| ACTIVITY\_SUBSCRIBER\_EDITOR  ACTIVITY\_SUBSCRIBER\_VIEWER | NA | X | X | X | X | X | FALSE | FALSE | WHERE PROFILEID = X OR CUSTOMER\_ID = X AND (FAN = X or FAN = NULL) AND MSISDN IN (A…B) AND LOSID IN (A…B)  AND DATE = 90 days AND HIDDEN = FALSE AND FILTER = FALSE |