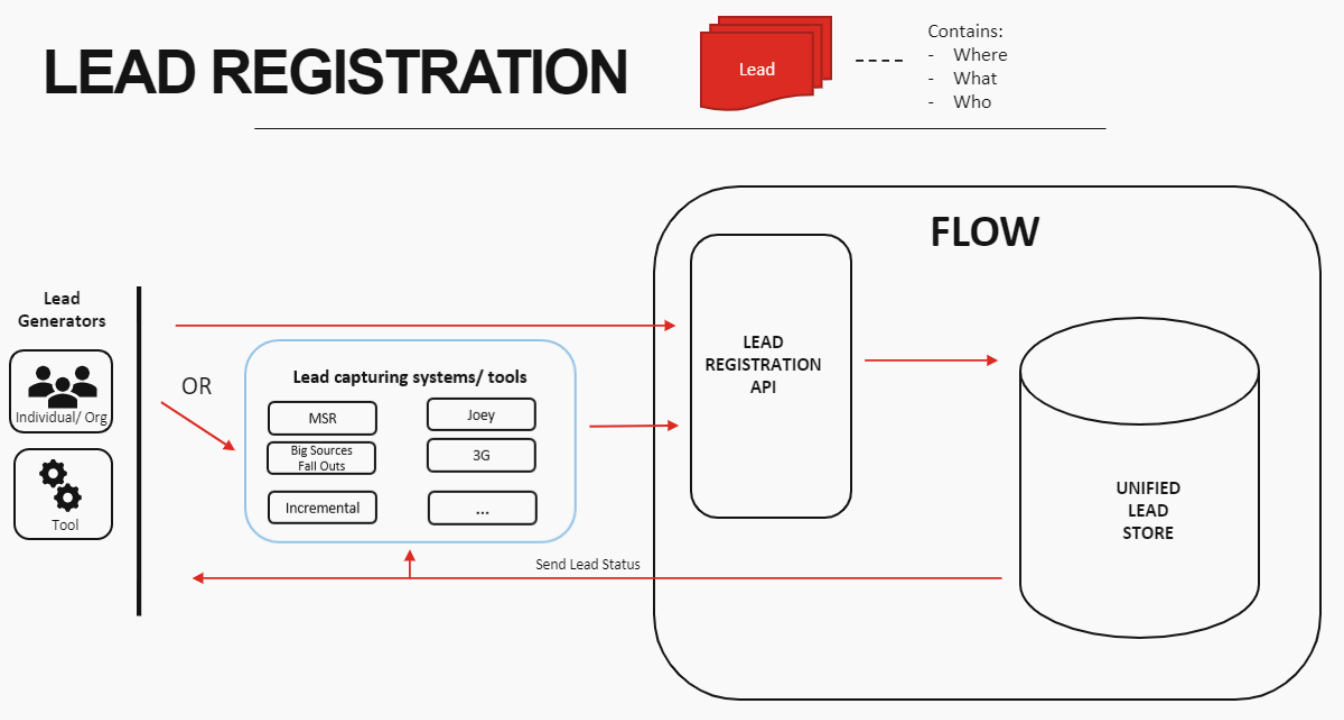
Registering Leads and receiving status

Topics:

1. Overview

A lead is a trigger to initiate any business process within FLOW. Lead generating systems e.g. MSR, Joey, etc. can directly integrate with FLOW to register leads. FLOW will process the leads and keep track of its progress. Whenever the lead status is updated, the status will be sent back to the Lead generating systems



2. How to register a Lead?

A lead can be registered with FLOW using the Create Lead API - Swagger Link

If you are using a java client to register leads use Flow Model dependency - Flow-Model

Registering lead with endpoint /flow/lead/v2.0/createLead supports the following variations:

- Different Location Providers: Register Lead with Different Location Providers
- Business Process Lead: Register Business Process Lead

Following fields need to be provided to create a Lead in FLOW using endpoint: /flow/lead/createLead

No	Field	Mandatory	Description

1.	reporterMetaData. leadReportingSystem	Yes	The system via which the lead was reported e.g. ***MSR, Joey***, etc.
2.	reporterMetaData. reportingSystemLeadID	Yes	The unique identifier for the Lead in the Lead Reporting System
3.	reporterMetaData. reporterOrg	Yes	The name of the Organization who has reported the lead
4.	reporterMetaData.reporter	No	The name or Email ID of the person who reported the issue
5.	reportedDate	Yes	Date on which the lead in reported by the user
6.	processIdentifier	Yes	The name of process modeled in FLOW (Camunda) which should handle the lead. The name should exactly match the the process name in Camunda.
7.	region	Yes	Region where the lead is located. For valid values, please check Data Dictionary
8.	country	Yes	Country where the lead is located
9.	latitude	Yes	Latitude value of the location
10.	longitude	Yes	Longitude value of the location
11.	actionType	Yes	Type of Action to be taken on the Lead e.g. *ROAD-ADD, STREET-NAME-UPDATE,* etc. For valid values, please check Data Dictionary.
12.	featureSourceURI	No	The URI which can be used to get additional information about the lead.
13.	businessPriority	Yes	If the business priority of the lead is already determined, it can be set while creating the lead.
14.	mqsPriority	No	If the MQSPriority of the lead is already determined, it can be set while creating the lead.
15.	timeToCompletion	Yes	Date/Time by which the Lead needs to be completed to meet the SLA
16.	comments	No	Comments regarding the Lead shared by the user
17.	locationProvider	No	Providers for Lead Location e.g. *Point, MortonTile, LineString* for the respective lead. Refer Location Providers Lead Registration Template for creating lead with different Location Providers.
18.	leadFeatureType	No	Feature Types for lead supported by FLOW e.g. *ROAD_ELEMENT, POI, ADDRESS, MANEUVER.* Refer Feature Type Lead Register Template for creating lead with different Location Providers.
19.	leadType	Yes	Type of Lead being created e.g. *BUSINESS_PROCESS, MAP_CHANGE*

3. Get status of Lead

In the Lead Life Cycle, Lead has one of the following Status:

- NEW
- IN_PROGRESS
- BLOCKED
- CLOSED

Whenever the status of the lead changes, the latest status of the lead will be published through a Kafka stream to respective Lead Reporting System systems. The DT team will have to write a Kafka consumer to receive the latest Lead status and in turn update it in the Lead Reporting System.

NOTE: The respective Kafka topic will be created had shared with DT upon request.