***Frameworx Specification***

**Appointment  
API REST Specification**

**TMF646**

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# Introduction

The following document is the specification of the REST API for appointment management. It includes the model definition as well as all available operations. Possible actions are to check free slots and, then, creating, updating and retrieving appointment.

The appointment API provides a standardized mechanism to book an appointment with all the necessary appointment characteristics. First, the API consists in searching free slots based on parameters, as for example a party. Then, the appointment is created. The appointment has characteristics such as nature of appointment, place of appointment…

Appointment API performs the following operations:

• Retrieve free slots depending on filter criteria

• Create an appointment

• Cancel an appointment

• Update an appointment

• Reschedule an appointment.

# SAMPLE USE CASES

The following table maps out the use cases :

|  |
| --- |
| **Use case** |
| Free slots are checked according to criteria |
| A new appointment is created |
| An existing appointment should be updated because its status has changed or party availabilities have changed |
| An appointment or a collection of appointment should be retrieved |
| An existing appointment is cancelled |
| An existing appointment has to be rescheduled |

# RESOURCE MODEL

## Managed Entity and Task Resource Models

### APPOINTMENT resource

Structured textual way of describing what is an appointment.

An appointment is a meeting with several persons, in one place, in order to do an action (an intervention, a sale, …). This action has a root, for example a trouble ticket.

**Resource model**



**Lifecycle**

The appointment lifecycle is tracked by mean of the state field. Typical lifecycle values are : initialized, validated, cancelled, attended and missed. The state machine specifying the typical state change transitions is provided below.



|  |  |
| --- | --- |
| **State** | **Description** |
| initialised | When an appointment is created, the status is ‘initialised’ |
| validated | When an appointment is confirmed by all parties, the status is ‘validated’ |
| cancelled | When an appointment is not confirmed by at least one party, it is ‘cancelled’ |
| attended | When an appointment took place and it is OK , the status is ‘attended’ |
| missed | When an appointment took place and it is KO, the status is ‘missed’ |

**Json representation sample**

We provide below the json representation of an sample of an Appointment resource object :

|  |
| --- |
| {  "id":"21",  "href":"https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "externalId":"anExternalIDIfNeeded432113",  "category":"intervention",  "description":"A useful text to describe the appointment",  "state":"missed",  "creationDate":"2015-09-01T14:40:43.071Z",  "lastUpdate":"2015-09-01T14:40:43.071Z",  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "alarm": true,  "alarmAction":"smsToCustomer",  "attachment":[  {  "description":"Short description of the document attached to the appointment",  "href":"http://server/path/document1.pdf"  }  ],  "relatedParty": [  {  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)",  "role":"customer",  "name":"John Doe"  }  ],  "address":{  "id":"7660828",  "href" : "https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  "description":"Complete address of the appointment"  },  "relatedObject":[  {  "involvement":"problemToSolve",  "reference": "https://host:port/[troubleTicket/troubleTicket/789745465](http://xxxx/troubleTicket/789745465)"  }  ],  "note":[  {  "date":"2015-09-01T14:40:43.071Z",  "author":"Arthur Ewans",  "text":"Already called the expert "  }  ]  } |

**Field descriptions**

*Appointment* *resource*

|  |  |
| --- | --- |
| Field | Description |
| id | A string. Unique identifier of the appointment |
| href | A string. Unique URI used to access to the appointment resource |
| externalId | A string. External reference known by the customer |
| description | A string. Short free text describing the appointment |
| category | A string. Business category : intervention for example or to be more precise afterSalesIntervention, orderDeliveryIntervention,… |
| state | A string. State corresponding to appointment lifecycle |
| creationDate | A date time. Appointment creation date |
| lastUpdate | A date time. Date of last appointment update |
| startDate | A date time. Appointment beginning date |
| endDate | A date time. Appointment end date |
| alarm | A boolean. Indicates if there is a reminder |
| alarmAction | A string. Action to be invoked when an alarm is triggered for all participants (send mail, send sms,…) |
| relatedParty | A list of related party references. Parties who participate to appointment. It can be a person (customer,…) or a team of persons (intervention team,…). There are at least two parties involved in an appointment |
| relatedObject | A list of related object references. Other resources linked to the appointment. For example, it can be an orderToDeliver for an order or a problemToSolve for a trouble ticket |
| attachment | A list of attachment references. URI related to attached documents to the appointment |
| address | An address reference. Place of appointment |
| note | A list of notes. Extra information about the appointment |

*relatedParty* *sub-resource*

|  |  |
| --- | --- |
| Field | Description |
| id | A string. Unique identifier of the party |
| href | A string. Unique URI used to access to the party resource |
| role | A string. Role played by the party (customer for example) |
| name | A string. Name of the party |

*relatedObject sub-resource*

|  |  |
| --- | --- |
| Field | Description |
| involvement | A string. Related object involved |
| reference | A string. An unique URI used to access to the corresponding resource of the related object |

*attachment sub-resource*

|  |  |
| --- | --- |
| Field | Description |
| href | A string. URI related to attached document to the appointment |
| description | A string. A short description of the attached document |

*Address* *sub-resource*

|  |  |
| --- | --- |
| Field | Description |
| id | A string. Unique identifier of the appointment address |
| href | A string. Unique URI used to access to the address resource |
| description | A string. Short text giving the complete address of the appointment |

*Note sub-resource*

|  |  |
| --- | --- |
| Field | Description |
| date | A datetime. Date of the note |
| author | A string. Author name |
| text | A string. Free text |

### SEARCH TASK resource

This task resource is used to look for free slots before booking an appointment (cf. operations).

**Resource model**

****

**Lifecycle**

No state machine for the resource search task.

**Json representation samples**

We provide below the json representation of a sample **of search task input** :

|  |
| --- |
| {  "marketSegment":"B2C",  "favoriteAmpm":"pm",  "weekNumber":"38",  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "category":"intervention",  "limit":"10",  "productSpecification":{  "id":"42"  },  "address":{  "id": "7660828 " ,  "href": "https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  "description": "Complete address of the appointment"  },  "relatedParty":{  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"  }  } |

**Field descriptions**

|  |  |
| --- | --- |
| Field | Description |
| marketSegment | A string. Market segment linked to the appointment |
| favoriteAmpm | A string. Favorite moment of the day for the party : am (for slot in the morning) or pm (for slot in the afternoon) |
| weekNumber | A string. Week number where free slots are searched |
| startDate | A datetime. Beginning date of the period for free slots search |
| endDate | A datetime. End date of the period for free slots search |
| category | A string. Appointment category |
| limit | A string. Limit number of free slots to be searched |
| productSpecification | A product specification reference. Product concerned by the appointment |
| address | An address reference. Appointment place - See appointment resource for fields description of this sub-resource |
| relatedParty | A party reference. Party who is the owner of the calendar on which we want to plan an appointment (for example an intervention team) – See appointment resource for fields description of this sub-resource |

We provide below the json representation of a sample of **search task output** (a list of free slots) :

|  |
| --- |
| {  "freeSlot":[  {  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "relatedParty":{  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"  }  }  ]  } |

**Field descriptions**

|  |  |
| --- | --- |
| Field | Description |
| startDate | A datetime. Beginning date of the free slot |
| endDate | A datetime. End date of the free slot |
| relatedParty | A reference to a party. Party available during this free slot (for example an intervention team) – See appointment resource for fields description of this sub-resource |

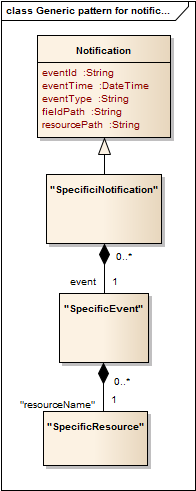
## Notification Resource Models

Five notifications are defined for this API :

* appointmentStateChangeNotification
* appointmentRescheduleNotification
* appointmentCategoryChangeNotification
* appointmentCreationNotification
* appointmentAttributeValueChangeNotification

The notification structure for all notifications in this API follow the pattern depicted by the figure below. A notification resource (depicted by "SpecificNotification" placeholder) is a sub class of a generic Notification structure containing an id of the event occurence (eventId), an event timestamp (eventTime), and the name of the notification resource (eventType).

This notification structure owns an event structure ("SpecificEvent" placeholder) linked to the resource concerned by the notification using the resource name as access field ("resourceName" placeholder).



Appointment state change notification

Notification sent when the state of an appointment is updated.

**Json representation samples**

We provide below the json representation of an example of an “appointmentStateChangeNotification” notification object :

|  |
| --- |
| {        "eventId":"00001",        "eventTime":"2013-04-19T16:42:25-04:00",        "eventType":"appointmentStateChangeNotification",        "event": {        "appointment": {  "id":"21",  "href":" https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "state":"missed"        }  }  } |

Appointment reschedule notification

Notification sent when an appointment is rescheduled.

**Json representation samples**

We provide below the json representation of an example of an “appointmentRescheduleNotification” notification object :

|  |
| --- |
| {        "eventId":"00001",        "eventTime":"2013-04-19T16:42:25-04:00",        "eventType":"appointmentRescheduleNotification",        "event": {        "appointment": {  "id":"21",  "href":" https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "startDate":"2015-09-01T14:00:00.071Z",          "endDate":"2015-09-01T16:00:00.071Z"        }  }  } |

Appointment category change notification

Notification sent when the category of an appointment is updated.

**Json representation samples**

We provide below the json representation of an example of an “appointmentCategoryChangeNotification” notification object :

|  |
| --- |
| {        "eventId":"00001",        "eventTime":"2013-04-19T16:42:25-04:00",        "eventType":"appointmentCategoryChangeNotification",        "event": {        "appointment": {  "id":"21",  "href":" https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "category":"intervention"        }  }  } |

Appointment creation notification

Notification sent when a new appointment is created.

**Json representation samples**

We provide below the json representation of an example of an “appointmentCreationNotification” notification object :

|  |
| --- |
| {        "eventId":"00001",        "eventTime":"2013-04-19T16:42:25-04:00",        "eventType":"appointmentCreationNotification",        "event": {        "appointment": {  "id":"21",  "href":" https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  {--SEE Appointment Resource sample --}        }  }  } |

Appointment attribute value change notification

Notification sent when an appointment attribute is updated.

**Json representation samples**

We provide below the json representation of an example of an “appointmentAttributeValueChangeNotification” notification object :

|  |
| --- |
| {        "eventId":"00001",        "eventTime":"2013-04-19T16:42:25-04:00",        "eventType":"appointmentAttributeValueChangeNotification",        "event": {        "appointment": {  "id":"21",  "href":"https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "alarm":"false"        }  }  } |

# API OPERATIONS

Remember the following Uniform Contract:

|  |  |  |
| --- | --- | --- |
| Operation on Entities | Uniform API Operation | Description |
| Query Entities | GET Resource | GET must be used to retrieve a representation of a resource. |
| Create Entity | POST Resource | POST must be used to create a new resource |
| Partial Update of an Entity | PATCH Resource | PATCH must be used to partially update a resource |
| Complete Update of an Entity | PUT Resource | PUT must be used to completely update a resource identified by its resource URI |
| Remove an Entity | DELETE Resource | DELETE must be used to remove a resource |
| Execute an Action on an Entity | POST on TASK Resource | POST must be used to execute Task Resources |
| Other Request Methods | POST on TASK Resource | GET and POST must not be used to tunnel other request methods. |

Filtering and attribute selection rules are described in the TMF REST Design Guidelines.

Notifications are also described in a subsequent section.

## Operations on APPOINTMENT

**Summary of operations**

1. **A party (customer service representative, customer, etc.) wants to check free periods into a calendar**

A party wants to book an appointment for a customer: the party checks free periods in a calendar.

This calendar can be one of a single person, or an aggregation of persons (a team).

In case of a team calendar, the party identification (competent/relevant team to perform an intervention) is realized via a context: a product specification (FTTH, Copper, etc.), a marketSegment (Pro / Residential), a place/localization, etc.

1. **A party wants to create an appointment**

A party books a slot, this slot will be used to realize a task (an intervention, etc.) or to meet a customer service representative.

his booking is done on an organization calendar (a team, a shop, etc.).

1. **A party wants to delete an appointment**

If, for example, the customer is not available anymore, the party can cancel the appointment.

1. **A party wants to update an appointment**

If, for example, the customer is not available anymore, the party can update the appointment by changing the slot.

1. **A party wants to find appointments with criterias**

A party can search all the appointments booked by a customer in a determined period for example.

1. **A party wants to reschedule an appointment**

Availabilities of parties have changed. The appointment must be rescheduled.

### Check free slots into a calendar (1)

POST /api/freeSlot/search

**Description**

This operation is used to retrieve relevant free slots, available to book an appointment on, and matching a set of criteria.

**Mandatory and Non Mandatory Attributes**

The following table provides the list of mandatory and non-mandatory attributes to create an appointment, including any possible rule conditions and applicable default values.

|  |  |
| --- | --- |
| **Mandatory Attributes** | **Rule** |
| marketSegment |  |
| productSpecification |  |
| address | Either id or href must be filled |
| category |  |

|  |  |
| --- | --- |
| **Non Mandatory Attributes** | **Rule** |
| startDate | StartDate is mandatory if weekNumber is empty.  If startDate is filled, endDate must be filled |
| endDate | EndDate is mandatory if weekNumber is empty.  If endDate is filled, startDate must be filled |
| weekNumber | WeekNumber is mandatory if startDate and endDate are empty |
| favoriteAmpm |  |
| relatedParty | When a party is given, either id or href must be filled |
| limit |  |

**Default Values Summary**

The following table summarizes the default values applicable to optional attributes of the resource (or sub-resources) :

|  |  |
| --- | --- |
| **Attributes** | **Default Value** |
| limit | Value to be defined by the project |

**Behavior**

* Returns HTTP/1.1 status code 200 if the request was successful
* Returns HTTP/1.1 status code 4xx if an error occured, for example to cover these functional error cases :
  + - startDate must not be in the past
    - endDate must not be in the past
    - endDate must be superior to startDate

**Usage Samples**

|  |
| --- |
| **Request** |
| POST /api/freeSlot/search  Content-type: application/json  {         "marketSegment" : "B2C",         "favoriteAmpm": "pm",         "weekNumber": "36",         "category": "intervention",         "limit": "5",         "productSpecification": {            "id":"productSpec42"         },         "address":{  "id":"7660828",  "href":"https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  “description”: “Complete address of the appointment”         },         “relatedParty” : {           “id” : “32”,           “href”:”https://host:port/partyManagement/individual/32”        }  } |
| **Response** |
| 200  Content-Type: application/json  {  “freeSlot”:[  {  “relatedParty” : {  “id”: “32”,  “href”:”https://host:port/partyManagement/individual/32”  },  „startDate”:”2015-09-01T14:00:00.071Z”,  „endDate”:”2015-09-01T16:00:00.071Z”  },  {  „relatedParty” : {  “id”:”32”,  “href”:”https://host:port/partyManagement/individual/32”  },  „startDate”:”2015-09-01T16:00:00.071Z”,  „endDate”:”2015-09-01T18:00:00.071Z”  },  {  „relatedParty” : {  “id”:”32”,  “href”:”https://host:port/partyManagement/individual/32”  },  „startDate”:”2015-09-01T14:00:00.071Z”,  „endDate”:”2015-09-01T16:00:00.071Z”  },  {  „relatedParty” : {  “id”:”32”,  “href”:”https://host:port/partyManagement/individual/32”  },  „startDate”:”2015-09-03T14:00:00.071Z”,  „endDate”:”2015-09-03T16:00:00.071Z”  },  {  „relatedParty” : {  “id”:”32”,  “href”:”https://host:port/partyManagement/individual/32”  },  “startDate”:”2015-09-05T14:00:00.071Z”,  “endDate”:”2015-09-05T16:00:00.071Z”  }  ]  } |

### Create an appointment (2)

POST /api/appointment

**Description**

After checking free slots, this operation is used to create an appointment with all its characteristics.

**Mandatory and Non Mandatory Attributes**

The following table provides the list of mandatory and non-mandatory attributes when creating an appointment, including any possible rule conditions and applicable default values.

|  |  |
| --- | --- |
| **Mandatory Attributes** | **Rule** |
| category |  |
| startDate |  |
| endDate |  |
| address | Either id or href must be filled at least |
| relatedParty | At least one party must be linked to the appointment (customer, …) |
| relatedParty.id | Either id or href must be filled at least |
| relatedParty.href | Either id or href must be filled at least |

|  |  |
| --- | --- |
| **Non Mandatory Attributes** | **Rule** |
| externalId |  |
| description |  |
| status |  |
| alarm |  |
| alarmAction | If alarm is false, alarmAction doesn’t appear |
| attachment.href |  |
| address.description |  |
| relatedParty.role |  |
| relatedParty.name |  |
| relatedObject | For example, orderToDeliver, problemToSolve for trouble ticket |
| relatedObject.involvement | If a relatedObject is selected, involvement and reference must be filled. |
| relatedObject.reference | If a relatedObject is selected, involvement and reference must be filled. |
| note |  |
| note.date |  |
| note.author |  |
| note.text |  |

**Default Values Summary**

When creating the appointment, the following table summarizes the default values applicable to optional attributes of the resource (or sub-resources) :

|  |  |
| --- | --- |
| **Attributes** | **Default Value** |
| state | initialized |

**Behavior**

* Returns HTTP/1.1 status code 201 if the request was successful
* Returns HTTP/1.1 status code 4xx if an error occurred, for example to cover these functional use cases :
  + - startDate must not be in the past
    - endDate must not be in the past
    - endDate must be superior to startDate
    - appointment on a slot already booked
    - state lifecycle is not respected

**Usage Samples**

|  |
| --- |
| **Request** |
| POST /api/appointment  Content-type: application/json  {  "externalId":"anExternalIDIfNeeded432113",  "category":"intervention",  "description":"A useful text to describe the appointment",  "state":"missed",  "creationDate":"2015-09-01T14:40:43.071Z",  "lastUpdate":"2015-09-01T14:40:43.071Z",  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "alarm": true,  "alarmAction":"smsToCustomer",  "attachment":[  {  "description":"Short description of the document attached to the appointment",  "href":"http://server/path/document1.pdf"  }  ],  "relatedParty": [  {  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)",  "role":"customer",  "name":"John Doe"  }  ],  "address":{  "id":"7660828",  "href" : "https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  "description": "Complete address of the appointment"  },  "relatedObject":[  {  "involvement":"problemToSolve",  "reference": "https://host:port/[troubleTicket/troubleTicket/789745465](http://xxxx/troubleTicket/789745465)"  }  ],  "note":[  {  "date":"2015-09-01T14:40:43.071Z",  "author":"Arthur Ewans",  "text":"Already called the expert"  }  ]  } |
| **Response** |
| 201  Content-Type: application/json  {  "id":"21",  "href":"https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "externalId":"anExternalIDIfNeeded432113",  "category":"intervention",  "description":"A useful text to describe the appointment",  "state":"missed",  "creationDate":"2015-09-01T14:40:43.071Z",  "lastUpdate":"2015-09-01T14:40:43.071Z",  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "alarm": true,  "alarmAction":"smsToCustomer",  "attachment":[  {  "description":"Short description of the document attached to the appointment",  "href":"http://server/path/document1.pdf"  }  ],  "relatedParty": [  {  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)",  "role":"customer",  "name":"John Doe"  }  ],  "address":{  "id":"7660828",  "href":"https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  "description": "Complete address of the appointment"  },  "relatedObject":[  {  "involvement":"problemToSolve",  "reference": "https://host:port/[troubleTicket/troubleTicket/789745465](http://xxxx/troubleTicket/789745465)"  }  ],  "note":[  {  "date":"2015-09-01T14:40:43.071Z",  "author":"Arthur Ewans",  "text":"Already called the expert "  }  ]  } |

### Update or cancel an appointment (3) (4)

PATCH /api/appointment/{id}

**Description**

This operation can be used to update partially an appointment if information has changed.

It also can be used to cancel an appointment by modifying its state. The new state is ‘cancelled’.

**Patchable and Non Patchable Attributes**

The tables below provide the list of patchable and not patchable attributes, including constraint rules on their usage.

|  |  |
| --- | --- |
| **Patchable attributes** | **Rule** |
| category |  |
| description |  |
| state | To manage the appointment process (cf. appointment lifecycle) |
| startDate |  |
| endDate |  |
| alarm |  |
| alarmAction |  |
| attachment.href |  |
| relatedParty | Only when the party is not the customer |
| relatedObject |  |
| note |  |

|  |  |
| --- | --- |
| **Non Patchable attributes** | **Rule** |
| Id |  |
| href |  |
| externalId |  |
| creationDate |  |
| lastUpdate |  |
| address |  |

**Behavior**

* Returns HTTP/1.1 status code 200 if the request was successful
* Returns HTTP/1.1 status code 4xx if an error occurred, for example to cover these functional use cases :
  + - startDate must not be in the past
    - endDate must not be in the past
    - endDate must be superior to startDate
    - appointment on a slot already booked
    - state lifecycle is not respected

**Usage Samples**

|  |
| --- |
| **Request** |
| PATCH /api/appointment/21  Content-Type: application/json  {  "state":"cancelled"  } |
| **Response** |
| 200  Content-Type: application/json  {  "id":"21",  "href":"https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "externalId":"anExternalIDIfNeeded432113",  "category":"intervention",  "description":"A useful text to describe the appointment",  **"state":"cancelled",**  "creationDate":"2015-09-01T14:40:43.071Z",  "lastUpdate":"2015-09-01T14:40:43.071Z",  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "alarm": true,  "alarmAction":"smsToCustomer",  "attachment":[  {  "description":"Short description of the document attached to the appointment",  "href":"http://server/path/document1.pdf"  }  ],  "relatedParty": [  {  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)",  "role":"customer",  "name":"John Doe"  }  ],  "address":{  "id":"7660828",  "href" : "https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  "description": "Complete address of the appointment"  },  "relatedObject":[  {  "involvement":"problemToSolve",  "reference": "https://host:port/[troubleTicket/troubleTicket/789745465](http://xxxx/troubleTicket/789745465)"  }  ],  "note":[  {  "date":"2015-09-01T14:40:43.071Z",  "author":"Arthur Ewan",  "text":"Already called the expert "  }  ]  } |

### Retrieve an appointment

GET /api/appointment/{id}

**Description**

This operation is used to search an appointment by its unique identifier.

**Behavior**

* Returns HTTP/1.1 status code 200 if the request was successful
* Returns HTTP/1.1 status code 404 (Not found) if the appointment does not exist.

**Usage Samples**

|  |
| --- |
| **Request** |
| GET /api/appointment/21  Accept: application-json |
| **Response** |
| 200  Content-Type: application/json  {  "id":"21",  "href":"https://host:port/appointment/[appointment/21](http://xxxx/appointment/21)",  "externalId":"anExternalIDIfNeeded432113",  "category":"intervention",  "description":"A useful text to describe the appointment",  "state":"missed",  "creationDate":"2015-09-01T14:40:43.071Z",  "lastUpdate":"2015-09-01T14:40:43.071Z",  "startDate":"2015-09-01T14:00:43.071Z",  "endDate":"2015-09-01T16:00:43.071Z",  "alarm": true,  "alarmAction":"smsToCustomer",  "attachment":[  {  "description":"Short description of the document attached to the appointment",  "href":"http://server/path/document1.pdf"  }  ],  "relatedParty": [  {  "id":"32",  "href":"https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)",  "role":"customer",  "name":"John Doe"  }  ],  "address":{  "id":"7660828",  "href" : "https://host:port/address/[address/7660828](http://xxx/address/jkfdjgkldjf)",  "description": "Complete address of the appointment"  },  "relatedObject":[  {  "involvement":"problemToSolve",  "reference": "https://host:port/[troubleTicket/troubleTicket/789745465](http://xxxx/troubleTicket/789745465)"  }  ],  "note":[  {  "date":"2015-09-01T14:40:43.071Z",  "author":"Arthur Ewan",  "text":"Already called the expert "  }  ]  } |

### List appointments (5)

GET /api/appointment? {fields=attributes}&{filtering expression}

**Description**

This operation is used to retrieve appointments corresponding to given criteria.

Filtering is allowed on all attributes.

Attribute selection is enabled on all attributes.

**Behavior**

Returns HTTP/1.1 status code 200 if the request was successful

Returns HTTP/1.1 status code 4xx if an error occurred

**Usage Samples**

|  |
| --- |
| **Request** |
| GET /api/appointment?relatedParty.id=32&relatedParty.role=customer&startDate.gt=2015-08-31&startDate.lt=2015-09-04&fields=id,category,state,startDate,endDate  Accept: application/json |
| **Response** |
| 200  Content-Type: application/json  [  {  "id" : "21",  "category" : "intervention",  "state":"Validated",  "startDate" : "2015-09-01T14:00:43.071Z",  "endDate" : "2015-09-01T16:00:43.071Z"  }  ] |

### Reschedule an appointment (6)

POST /api/freeSlot/search

**Description**

This operation is used to retrieve relevant free slots, available for rescheduling an existing appointment on.

**Mandatory and Non Mandatory Attributes**

The following table provides the list of mandatory and non mandatory attributes when creating an appointment, including any possible rule conditions and applicable default values.

|  |  |
| --- | --- |
| **Mandatory Attributes** | **Rule** |
| appointmentId |  |

**Behavior**

Returns HTTP/1.1 status code 200 if the request was successful

Returns HTTP/1.1 status code 4xx if an error occurred.

**Usage Samples**

|  |
| --- |
| **Request** |
| GET /api/freeSlot/search  Content-Type: application/json  {  "appointmentId": "36"  } |
| **Response** |
| 200  200  Content-Type: application/json  {     "freeSlot":[        {         "relatedParty" : {           "id" : "32",           "href" : "https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"        },         "startDate":"2015-09-01T14:00:00.071Z",         "endDate":"2015-09-01T16:00:00.071Z"        },        {         "relatedParty" : {           "id" : "32",           "href" : "https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"         },          "startDate":"2015-09-01T16:00:00.071Z",          "endDate":"2015-09-01T18:00:00.071Z"        },        {         "relatedParty" : {           "id" : "32",           "href" : "https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"        },          "startDate":"2015-09-01T14:00:00.071Z",          "endDate":"2015-09-01T16:00:00.071Z"        },        {         "relatedParty" : {           "id" : "32",           "href" : "https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"        },          "startDate":"2015-09-03T14:00:00.071Z",          "endDate":"2015-09-03T16:00:00.071Z"        },        {         "relatedParty" : {           "id" : "32",           "href" : "https://host:port/partyManagement/[individual/32](http://xxxxx/individual/%2032)"         },          "startDate":"2015-09-05T14:00:00.071Z",          "endDate":"2015-09-05T16:00:00.071Z"        }     ]  } |

# API NOTIFICATIONS

It is assumed that the Pub/Sub uses the Register and UnRegister mechanisms described in the REST Guidelines reproduced below.

### Register Listener

POST /hub

**Description**

Sets the communication endpoint address the service instance must use to deliver information about its health state, execution state, failures and metrics. Subsequent POST calls will be rejected by the service if it does not support multiple listeners. In this case DELETE /api/hub/{id} must be called before an endpoint can be created again.

**Behavior**

Returns HTTP/1.1 status code 204 if the request was successful.

Returns HTTP/1.1 status code 409 if request is not successful.

**Usage samples**

Here’s an example of a request for registering a listener.

|  |
| --- |
| **Request** |
| POST /api/hub  Accept: application/json  {"callback": "http://in.listener.com"} |
| **Response** |
| 201  Content-Type: application/json  Location: /api/hub/42  {"id":"42","callback":"http://in.listener.com","query":null} |

### UNRegister Listener

DELETE hub/{id}

**Description**

Clears the communication endpoint address that was set by creating the Hub.

**Behavior**

Returns HTTP/1.1 status code 204 if the request was successful.

Returns HTTP/1.1 status code 404 if the resource is not found.

**Usage samples**

Here’s an example of a request for un-registering a listener.

|  |
| --- |
| **Request** |
| DELETE /api/hub/{id}  Accept: application/json |
| **Response** |
| 204 |

### Publish event to listener

POST /client/listener

**Description**

Provides to a registered listener the description of the event that was raised.

**Behavior**

Returns HTTP/1.1 status code 201 if the service is able to set the configuration. The /client/listener url is the callback url passed when registering the listener.

**Usage samples**

An example of a notification received by the listener. In this example, “EvenType” should be replaced by one of the notification types supported by this API (detailed in Notification resources Model section) and “EVENT BODY” refers to the data structure of the given notification type.

|  |
| --- |
| **Request** |
| POST /client/listener  Accept: application/json  {  "eventType": "EventType",  "event": {  EVENT BODY  }  } |
| **Response** |
| 201  Content-Type: application/json |

For detailed examples on the general TM Forum notification mechanism, see the TMF REST Design Guidelines.

# Acknowledgments

VERSION HISTORY

|  |  |  |  |
| --- | --- | --- | --- |
| **Version Number** | **Date** | **Modified by** | **Description** |
| Version 1.0.0 | 15/04/2016 | Pierre Gauthier  TM Forum | Final version for Fx16 |
| Version 1.0.1 | 14/06/2016 | Alicja Kawecki  TM Forum | Updated cover, header, footer; minor formatting/style corrections prior to publishing for Fx16 |

## Release History

|  |  |  |  |
| --- | --- | --- | --- |
| **Release Number** | **Date** | **Release led by:** | **Description** |
| Release 1.0 | 15/04/2016 | Pierre Gauthier  TM Forum | First Release of Document |
|  |  |  |  |
|  |  |  |  |

## Contributors to Document

This document was prepared by members of the TM Forum API Program team.