icell/talkbox interface

# INTRODUCTION TO ICELL BUTTON SCRIPTS

ICELL Buttons are assigned a script written in a custom scripting language, that language allows the script to call various commands (to add products, accept payments etc).

Once such command is the Question command, which for example allows the script to question the cashier for input:

e.g. Result=Question(NUMBER,Enter a Number)

Would prompt the user for a number and return it to the button script.

We use the question command to show voucher information to a cashier and prompt for a response.

i.e. Result:=Question(VOUCHER,Validate Voucher,<talkbox voucher url>).

Configuration behind the scenes associates the beginning of the URL with a voucher vendor (i.e. TALKBOX) and customer (e.g. STAR).

This question pops up information about the voucher, expiry, active times and if the valid can be redeemed allows the user to do so.

# TALKBOX VOUCHER STRUCTURE

The following highlights the parts of the voucher JSON used by iCell (in green), then how it is used.

{

"id":13394911,

**"description":"The voucher entitles the customer to [\*one free drink\*] of their choice",**

"redeemed\_at":null,

"created\_at":"2021-02-12T18:22:23+11:00",

**"name":"HAPPY HOUR!",**

**"valid\_to":"2021-02-28T00:00:00+11:00",**

**"valid\_from":"2021-02-01T00:00:00+11:00",**

"string\_id":"3HNT5GBSXVDQ",

"user\_data":{

**"Trigger":"FREEDRINK"**

},

**"expires\_at":"2021-02-28T00:00:00+11:00",**

**"valid\_weekdays":[**

**"Monday",**

**"Tuesday",**

**"Wednesday",**

**"Thursday"**

**],**

**"valid\_time":[**

**"16:00",**

**"18:00"**

**],**

"**status":"violates\_weekday\_time\_restriction",**

"url":"https://talkbox.impactapp.com.au/.................",

"contact\_id":43920857,

"communication\_id":14185081,

"promotion\_id":12288739,

"external\_identifier":null

}

# THE PROCESS (for TALKBOX)

The button script will execute the voucher question command with the URL, e.g.

Question(VOUCHER,Validate Voucher,https://talkbox.api.com.au/xyz/voucher)

The question will then:

1. Determine the vendor (TALKBOX) and customer associated with the <https://talkbox.api> URL)
2. It will then do a **GET** request on the URL and decode the response into a voucher info record.
3. The question will then display the information on screen including the voucher name, description, status, valid range and active days and times… e.g.
4. If the voucher cannot be redeemed then only a ❌option will be available, the cashier then presses this and returns a false (no) to the script for processing.
5. If the voucher can be redeemed then both a ✔and ❌are available, the cashier can choose to cancel and a false (no) is returned to the script for processing.
6. If the cashier presses ✔ then a request is made to the URL again however this time it is a **PUT** request with the parameter “voucher[redeemed]” set to “1”.
7. On response to this the voucher record is updated and the “Trigger” value from the “user\_data” section of the JSON is returned to the script if successful, or a false (no) if not.

The following errors can be shown on the display:

* Invalid Voucher Format: The voucher JSON is missing key values (name, description and status)
* Voucher Has Expired: the “expires\_at” day (ignoring UTC offset and time) has passed.
* Voucher No Longer Valid: the “valid\_to” day (ignoring UTC offset and time) has passed.
* Voucher Not Yet Vaid: the “valid\_from” day (ignoring UTC offset and time) has not yet arrived.
* Voucher Already Redeemed: the “status” doesn’t show ‘redeemable’.
* Voucher Not Valid Today: Today (e.g. Tuesday) is not in the list of ”valid\_weekdays”, note that if there is no “valid\_weekdays” section the assumption is it is available every day.
* Voucher Not Valid At This Time: The current time is not in the window of times in “valid\_time”, note that if there is no “valid\_time” section then it is assumed that the voucher is available all day.