



Functional Specification Document

Dispatch API

SECURITY WARNING

The information contained herein is proprietary to Dell Inc. and must not be disclosed without prior agreement with Dell. The recipient of this document, by its retention and use, agrees to protect the information contained herein.

Readers are advised that this project may be subject to the terms of a non-disclosure agreement.

1 Introduction

1.1 Overview

This document describes the functional specification for Dispatch web services interface. Dispatch API is a set of web services available for developers who want to interface with Dell using an Https/SOAP protocol. The API provides two basic operations:

- Request Operation – Create work orders for part dispatch
- Query Operation – Check status of work orders and user profile.

2 API Functionality

2.1 Register Account and User

API users have to enroll at Dell TechDirect portal (<https://techdirect.dell.com>) to obtain credentials for successful API communication. TechDirect is a self-service web portal for customers to transact dispatch activities with Dell. API users are required to complete Terms and Conditions agreements and online certifications that can only be obtained via the web portal, so enrollment is required prior to leveraging the API capability.

2.2 Check User

CheckUser() provides account level details. Account should be active and not expired for API transactions to complete.

2.3 Check Login –

CheckLogin() provides profile details. This API provides customer name, branch and track that is required to initiate a parts dispatch using the CreateDispatch() method.

2.4 Create Dispatch Requests

After successful enrollment with TechDirect portal, CreateDisapctch() can be used to initiate parts dispatch requests.

2.5 Query Dispatch Status

GetDispatchStatus() is the primary method to track status of the work order.

BulkDispatchesInquiry() provides status information for a batch of work orders.

2.6 Query Replaceable Parts

GetPartsbyServiceTag() provides the list of all replaceable parts for a particular service tag. Use this method to query the list of components that can be requested for parts dispatch.

GetPartsbyModel() provides the list of all replaceable parts for a Dell system model. Use this method to query the list of components that can be requested for parts dispatch.