

Enterprise API Documentation

LOGIN

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URI	https://servicedb.kadabra.me/login
Method	POST
Header	{ "app-secret-token" : "abc123" , }
Body	{ "email" : "email@domain.com" , "password" : "sdfsfsdfsdfsdsdreewwer" , }

The password typed by the user must be cyper by bcrypt php function.

Returns: 200 - OK if user and password matches.

Header	Status: 200 OK
Body	{ "email" : "email@domail.com" , "user-token" : "vcbcvmbcvmbvm" , "kdb-company-id" : "{ghjghjghjghj}" , }

The **user-token** must be used in ever next headers, and is valid for 8 hours, only for the same IP.

The **kdb-company-id** also must be send in next headers. It is an array, but for now, has only 1 value. The user can manager more than one Service-Center, but this is a PRO feature. For now, just take this value, and send in next headers.

Returns: 404 - Not Found if no matches.

Header	Status: 404 Not Found
Body	{ "email" : "email@domail.com" , "user-token" : "" , }

Open a New Service Order

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After the user enter the field “Customer_Name” you can open a new service order, sending an AJAX requisition, returning and showing the service order number in the appropriated <div> box.

URI	https://servicedb.kadabra.me/service-order
Method	POST
Header	{ “app-secret-token” : “abc123” , “user-token” : “vcbcvmbcvmbvm” , “kdb-company-id” : “ghjghjghjghj” , }
Body	{ “customer-name” : “John Smith” , }

Returns: 201 - Created

Header	Status: 201 Created
Body	{ “email” : “email@domail.com” , “kdb-company-id” : “ghjghjghjghj” , “service-order-id” : “12345” , “date-system-open” : “2013-01-11 10:14:09 UTC” , “user-time-zone” : “BRT” , }

This status 200 confirm the Service Order is open and saved at Data-Base. Use the Service-Order-Id, only numbers, to show it at a div box.

The date-system-open is at format YYYY-MM-DD HH:MM:SS , ever at UTC Time Zone.

The next field is the user-time-zone.

For now, you don't need convert the time-zones. It is for a next level of this project.

Other return Status is fail for open the service order. Read the message next the status code.

UPDATING SERVICE ORDER

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For each field filled, you can update the service order.

URI	https://servicedb.kadabra.me/service-order?12345
Method	PUT
Header	{ "app-secret-token" : "abc123" , "user-token" : "vcbcvmbcvmbvm" , "kdb-company-id" : "ghjghjghjghj" , }
Body	{ "customer-name" : "John Smith" , "customer-email" : "john@hotmail.com" , "customer-mobile" : "9876-3322" , "customer-phone" : "5555-3311" , "customer-address" : "2012 Saint Tropez Av. , Miami" , "product-description" : "Fan Cooler" , "product-voltage" : "127 v" , "product-serial-number" : "KVB123-321-R" , "brand-name" : "Black&Decker" , "reported-problem-description" : "Excess noise" , "buy-date" : "2012-10-04" , "buy-store-name" : "Carrefour" , "buy-invoice-number" : "001232" , }

Pass the service-order-id at the Query-String URL.

Every fields is optional. Checks and constrains will be made by Enterprise API and returns Error Messages.

Returns: 200 OK

Header	Status: 200 OK
Body	<pre>{ "service-order-id" : "12345" , "date-system-open" : "2013-01-11 10:14:09 UTC" , "user-time-zone" : "BRT" , "customer-name" : "John Smith" , "customer-email" : "john@hotmail.com" , "customer-mobile" : "9876-3322" , "customer-phone" : "5555-3311" , "customer-address" : "2012 Saint Tropez Av. , Miami" , "product-description" : "Fan Cooler" , "product-voltage" : "127 v" , "product-serial-number" : "KVB123-321- R" , "brand-name" : "Black&Decker" , "reported-problem-description" : "Excess noise" , "buy-date" : "2012-10-04" , "buy-store-name" : "Carrefour" , "buy-invoice-number" : "001232" , "status-workflow" : "10" , "status-description" : "Not yet analyzed" , }</pre>

It is a good practice to check and show back to the user the fields returned. The Enterprise API can reformat the data.

GET A SERVICE ORDER INFORMATION

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URI	<code>https://servicedb.kadabra.me/service-order?12345</code>
Method	<code>GET</code>
Header	<code>{ "app-secret-token" : "abc123" , "user-token" : "vcbcvmbcvmbvm" , "kdb-company-id" : "ghjghjghjghj" , }</code>
Body	<code>{ "service-order-id" : "12345" , "date-system-open" : "2013-01-11 10:14:09 UTC" , "user-time-zone" : "BRT" , "customer-name" : "John Smith" , "customer-email" : "john@hotmail.com" , "customer-mobile" : "9876-3322" , "customer-phone" : "5555-3311" , "customer-address" : "2012 Saint Tropez Av. , Miami" , "product-description" : "Fan Cooler" , "product-voltage" : "127 v" , "product-serial-number" : "KVB123-321-R" , "brand-name" : "Black&Decker" , "reported-problem-description" : "Excess noise" , "buy-date" : "2012-10-04" , "buy-store-name" : "Carrefour" , "buy-invoice-number" : "001232" , "status-workflow" : "10" , "status-description" : "Not yet analyzed" , }</code>

CHANGING STATUS

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The valid status-workflow codes are:

- 10 - Not yet analyzed
- 20 - Approval pending
- 30 - Not approved
- 40 - Approved
- 50 - Product is ready
- 60 - Waiting customer
- 70 - Service Order Finished

When a new Service Order is open, it receive the status 10-Not yet analyzed. Then, it goes to the tech, and returns with the Spare-Parts needs to be fixed, their prices, and the cost of the service.

We will have a screen to put this information in the system, and sum the total of the estimate budget.

After digit all the budget of the day, the user will search for all the service orders pendding the customer approval, and will call or mail to them. If receive an OK, click in “Approved” and change the status for “20 - Approved”. This product returns to tech for repair.

If receive a NOT OK, click “Not Approved” and change the status for “30 - Not Approved”. This product return to tech for close without repair.

When the product returns the user digit the service order ID, and you GET the service order information. Confirm the last status (20 or 30) and change the status to 50 - Product is Ready.

The user must call again the customer for take back the product (repaired or not). Whem the customer receive the advise, the user click status 60 - Waiting Customer.

When the customer actually take back the product, the user digit the Service Order ID, and change the status to 70 - Service Order Finished.

END OF THE PROJECT.

URI	https://servicedb.kadabra.me/service-order-status?12345
Method	PUT
Header	{ “app-secret-token” : “abc123” , “user-token” : “vcbcvmbcvmbvm” , “kdb-company-id” : “ghjghjghjghj” , }
Body	{ “status-workflow” : “20” , }

Returns: 200 OK

Header	Status: 200 OK
Body	{ “service-order-id” : “12345” , “date-system-open” : “2013-01-11 10:14:09 UTC” , “user-time-zone” : “BRT” , “customer-name” : “John Smith” , “status-workflow” : “20” , “status-description” : “Approval Pending” , }