Version 1.0

**Work Force Management(WFM)**

API Interface Specification

Joint Confidential

# WFM API

## Create API

Create the WO in work force management system

**Interface:** Create WFM Work Order - CRM-> WFM (WFM API)

**Scenario:** When Orders is assign to subcontractor in CRM.

**API Name: WFMCreateWO**

**Interface Parameters:**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Validation** | **Attribute Name** | **Comments** |
| 1 | authentication | - userName  - password | WFM system will share the credential for CRM system |
| 2 | data | - \*ordertype  - \*orderSeq  - \*orderNumber  - \*requestLicenses  - \*rLWO  - \*rLNote  - \*enduserFirstName  - \*enduserLastName  - \*creationDate  - \*endUserType  - \*endUserGSM  - endUserGSM2  - \*endUsertagID  - buildingNo  - goverenate  - area  - wayNumber  - \*propertyType  - \*capID  - \*fDHD  - \*fDHE  - \*splitterPort  - \*dropCableLength  - \*\*: Work Pack B  - \*status  - \*subcontractor  - \*supervisor  - \*plannedDate | \*- Mandatory information  orderSeq - primary key CRM sequence |

\*\*: Work Pack B, required fields:

|  |  |  |
| --- | --- | --- |
| **No.** | **Field Name** | **Remarks** |
| 1 | - workpack\_B\_file\_name  - workpack\_B\_file | Base64 encoded file data: supported format PDF, WORD, Excel |

## Update API

Update the WO data in work force management system

**Interface:** Update WFM Work Order - CRM-> WFM (WFM API)

**Scenario:** When any of the below field values gets modified in CRM, the modified values to be updated in WFM.

**API Name: WFMUpdateWO**

**Interface Parameters:**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Validation** | **Attribute Name** | **Comments** |
| 1 | authentication | - userName  - password | WFM system will share the credential for CRM system |
| 2 | data | - ordertype  - \*orderSeq  - orderNumber  - requestLicenses  - rLWO  - rLNote  - customerName  - customerSegment  - customerType  - mobileNo  - tagID  - buildingNo  - goverenate  - area  - wayNumber  - mobileNo2  - propertyType  - productType  - capID  - fDHD  - fDHE  - pOP  - oDFPort  - splitterPort  - dropCableLength  - \*\*: Work Pack B  - Subcontractor | \*- Mandatory information |

\*\*: Work Pack B, required fields:

|  |  |  |
| --- | --- | --- |
| **No.** | **Field Name** | **Remarks** |
| 1 | - workpack\_B\_file\_name  - workpack\_B\_file | Base64 encoded file data: supported format PDF, WORD, Excel |

## Update Status WFM

Update the Status to be passed to WFM system when CRM status updated

**Interface:** Update Status WFM - CRM-> WFM (WFM API)

**Scenario:** The Status value to be passed to WFM from CRM, when the CRM status of the workorder gets updated.

**API Name: WFMUpdateStatus**

**Interface Parameters:**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Validation** | **Attribute Name** | **Comments** |
| 1 | authentication | - userName  - password | WFM system will share the credential for CRM system |
| 2 | data | - \*orderSeq  - \*status  - \*\*previousStatus  - categories | \*- Mandatory information  \*\* - Mandatory if previous status is problematic |

## updateOrderStatus

REST API Provider need to convert as SOAP Consumer

**Interface:** Update Status WFM APP- WFM - CRM-> WFM (WFM API)

**Scenario:** The Status value to be passed to CRM from WFM APP, when the WFM APP status of the workorder gets updated.

**API Name: updateOrderStatus**

**Interface Parameters:**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Validation** | **Attribute Name** | **Comments** |
| 1 | authentication | - userName  - password | WFM system will share the credential for CRM system |
|  | data | - \*ordertype  - \*orderSeq  - \*orderNumber  - \*requestLicenses  - \*rLWO  - \*rLNote  - \*enduserFirstName  - \*enduserLastName  - \*creationDate  - \*endUserType  - \*endUserGSM  - endUserGSM2  - \*endUsertagID  - buildingNo  - goverenate  - area  - wayNumber  - \*propertyType  - \*capID  - \*fDHD  - \*fDHE  - \*splitterPort  - \*dropCableLength  - \*\*: Work Pack B  - \*status  - \*subcontractor  - \*supervisor  - \*plannedDate | \*- Mandatory information  orderSeq - primary key CRM sequence |