



Taking Customer Questions



ENDPOINT CHANGE

Our current endpoints will be deprecated in April, we kindly ask you to check our new endpoints and make any necessary changes as soon as possible.

Customer Questions

You can receive all the questions that customers have asked our business partners via Trendyol through this service.

GET

If you send a request with the endpoint below without giving any date parameter, your question within the last week will be shown to you. If you add the startDate and endDate parameters, the maximum range that can be given will be two weeks.

The following endpoints will be retired in April, please check for new endpoints below



PROD - TO BE DEPRECATED

<https://api.trendyol.com/sapigw/suppliers/{supplierId}/questions/filter>

NEW ENDPOINTS



PROD

<https://apigw.trendyol.com/integration/qna/sellers/{sellerId}/questions/filter>



STAGE

<https://stageapigw.trendyol.com/integration/qna/sellers/ { sellerId } /questions/filter>

Recommended Endpoint

! PROD

https://api.trendyol.com/sapigw/suppliers/ { supplierId } /questions/filter?startDate= { startDate } &endDate= { endDate } &status=WAITING_FOR_ANSWER

Proposed New Endpoint

! PROD

https://apigw.trendyol.com/integration/qna/sellers/ { sellerId } /questions/filter?startDate= { startDate } &endDate= { endDate } &status=WAITING_FOR_ANSWER

Service Parameters

- **supplierId** must be sent in the request as a mandatory field

Parameter	Parameter Value	Explanation	Medicine
barcode		It can be used for questions related to a specific barcode value.	long
page		Returns only information on the specified page	int
you	Maximum 50	Specifies the maximum number of items to be listed on a page.	int
supplierId		The ID information of the relevant supplier must be sent.	long

Parameter	Parameter Value	Explanation	Medicine
endDate		Returns questions up to the specified date. Must be sent as Timestamp(milliseconds).	long
startDate		Returns questions after the specified date. Must be sent as Timestamp(milliseconds).	long
status	WAITING_FOR_ANSWER, WAITING_FOR_APPROVE, ANSWERED, REPORTED, REJECTED	It brings information about questions according to their status.	string
orderByField	LastModifiedDate	It is based on the last update date.	string
orderByField	CreatedDate	Based on the date the problem occurred	string
orderByDirection	ASC	Sorted from oldest to newest.	string
orderByDirection	DESC	Sorts from newest to oldest.	string

Sample Service

```
{
  "content": [
    {
```

```

"answer": {
  "creationDate": 0, //Cevabın verildiği tarih
  "hasPrivateInfo": true,
  "id": 0,
  "reason": "string",
  "text": "string"
},
"answeredDateMessage": "string",
"creationDate": 0,
"customerId": 0,
"id": 0, //Sorunun id'si
"imageUrl": "string",
"productName": "string",
"public": true,
"reason": "string",
"rejectedAnswer": {
  "creationDate": 0, //En son red edilen cevabın oluşturulma tarihi
  "id": 0,
  "reason": "string",
  "text": "string"
},
"rejectedDate": 0,
"reportReason": "string",
"reportedDate": 0,
"showUserName": true,
"status": "string",
"text": "string",
"userName": "string",
"webUrl": "string",
"productMainId": "1234567"
}
],
"page": 10,
"size": 2,
"totalElements": 864,
"totalPages": 432
}

```

GET

You can retrieve and process questions individually using the id value of the question returned from the service above.

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❗ **PROD - TO BE DEPRECATED**

<https://api.trendyol.com/sapigw/suppliers/{supplierId}/questions/{id}>

NEW ENDPOINTS

❗ **PROD**

<https://apigw.trendyol.com/integration/qna/sellers/{sellerId}/questions/{id}>

❗ **STAGE**

<https://stageapigw.trendyol.com/integration/qna/sellers/{sellerId}/questions/{id}>

Field Name	Explanation
customerId	It is the customer's ID value registered on trendyol.com.
answeredDateMessage	The time it takes to answer the question.
creationDate	The date the customer asked the question on trendyol.com.
imageUrl	It is the visual link value of the product the question is asked about.
productName	The name value of the product being questioned.
public	This is the value that indicates whether the question will be shown on trendyol.com or not.
reason	This is the value returned if the question is rejected.
rejectedAnswer	These are the details of the last rejected answer to the question.

Field Name	Explanation
rejectedDate	The rejection date of the issue.
reportReason	This is the explanation written when the seller reports the question. This process is only done from the Trendyol Seller Panel.
reportedDate	The date the seller reported the question.
showUserName	This is the parameter that indicates whether the customer's name is visible on trendyol.com.
status	It is the status of the problem.
text	It is the text of the question asked by the customer.
User Name	The name of the customer.