Mitra QSR API details

Index

[1. Method: Login 3](#_Toc398303514)

[2. Method: MQDepartment 4](#_Toc398303515)

[3. Method: My Tickets 5](#_Toc398303516)

[4. Method: Reply Tickets 7](#_Toc398303517)

[5. Method: My Actions 8](#_Toc398303518)

[6. Method: Create Tickets 10](#_Toc398303519)

[7. Method: Reply Ticket 12](#_Toc398303520)

[8. Method: Department Questions 14](#_Toc398303521)

[9. Method: Home Screen 16](#_Toc398303522)

[10. Method: Popup Reply 17](#_Toc398303523)

[11. Method: HomeScreenInfo 19](#_Toc398303524)

[12. Method: 23](#_Toc398303525)

# Method: Login

Description: This method validate the provided login details

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |

**Sample Request:**

|  |
| --- |
| <Envelope xmlns="http://schemas.xmlsoap.org/soap/envelope/">  <Body>  <Login xmlns="http://tempuri.org/">  <!-- Optional -->  <authorization>  <password xmlns="http://schemas.datacontract.org/2004/07/MitraQSRAPI">9balaji@</password>  <userName xmlns="http://schemas.datacontract.org/2004/07/MitraQSRAPI">Balaji</userName>  </authorization>  </Login>  </Body>  </Envelope> |

Response:

Response will contain true for “ok” node if given login details are valid

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Body>  <LoginResponse xmlns="http://tempuri.org/">  <LoginResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:lastError/>  <a:ok>true</a:ok>  <a:primaryKey i:nil="true"/>  </LoginResult>  </LoginResponse>  </s:Body>  </s:Envelope> |

# Method: MQDepartment

Description: This method return list of available departments

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| fieldsToPopulate | String | NO | List of columns to get data |
| sortOrder | String | No | Sort column while getting data |
| Filter | String | NO | Filter condition if any filter data to get  Ex: “Name |

Sample Request:

|  |
| --- |
| <Envelope xmlns="http://schemas.xmlsoap.org/soap/envelope/">  <Body>  <MQDepartment xmlns="http://tempuri.org/">  <!-- Optional -->  <authorization>  <password xmlns="http://schemas.datacontract.org/2004/07/MitraQSRAPI">9balaji@</password>  <userName xmlns="http://schemas.datacontract.org/2004/07/MitraQSRAPI">Balaji</userName>  </authorization>  <fieldsToPopulate></fieldsToPopulate>  <sortOrder></sortOrder>  <filter></filter>  </MQDepartment>  </Body>  </Envelope> |

Response:

Returns list of Departments with Name, Guidfield(which is unique value), lastchange and last modified user details

|  |
| --- |
| <s:Envelope  xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Body>  <MQDepartmentResponse  xmlns="http://tempuri.org/">  <MQDepartmentResult  xmlns:a="http://schemas.datacontract.org/2004/07/MitraQSRAPI"  xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:imageURL i:nil="true"/>  <a:lastError i:nil="true"/>  <a:queryIdentifier i:nil="true"/>  <a:recordCount>11</a:recordCount>  <a:records  xmlns:b="http://schemas.datacontract.org/2004/07/MitraBO">  <b:MQDepartment>  <b:allowTicketing>true</b:allowTicketing>  <b:department>Accounting</b:department>  <b:guidfield>8720a4b8-ca50-436b-a1a2-17e0a923d5bb</b:guidfield>  <b:lastChange>2014-09-12T16:33:16.097</b:lastChange>  <b:lastChangeUser>Microsoft SQL Server Management Studio - Query</b:lastChangeUser>  <b:mobileImage>http://mitraweb.vasbal.com/images/tag.png</b:mobileImage>  </b:MQDepartment>  </MQDepartmentResponse>  </s:Body>  </s:Envelope> |

# Method: My Tickets

Description: This method return list of tickets.

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| Status | String | NO | Passing Ticket status |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/MQTicketing</Action>  </s:Header>  <s:Body>  <MQTicketing xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  <fieldsToPopulate>ticketStatus</fieldsToPopulate>  <sortOrder>lastchange</sortOrder>  <filter>ticketStatus</filter>  </MQTicketing>  </s:Body>  </s:Envelope> |

Response:

Returns list of Tickets created by the current user based on given parameter of ticket status. If status is blank/all showing all tickets for current user.

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <MyTicketsResponse xmlns="http://tempuri.org/">  <MyTicketsResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:departmentName>Facilities</a:departmentName>  <a:lastModified>2014-07-22T22:59:01.21</a:lastModified>  <a:lastModifiedBy>Microsoft SQL Server Management Studio - Query</a:lastModifiedBy>  <a:status>Open</a:status>  <a:ticketDescription>  Following Up on the Up right Freezer that is not holding temp. Using the Walk-In freezer everytime they need to cook wedges,biscuits etc. Thanks</a:ticketDescription>  <a:ticketId>8153</a:ticketId>  <a:ticketTitle>Upright Freezer Follow - Up</a:ticketTitle>  </a:MQTickets>  </MyTicketsResult>  </MyTicketsResponse>  </s:Body>  </s:Envelope> |

# Method: Reply Tickets

Description: This method return list of tickets which are assigned to current user with OPEN status.

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/ReplyTickets</Action>  </s:Header>  <s:Body>  <ReplyTickets xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  </ReplyTickets>  </s:Body>  </s:Envelope> |

Response:

Returns list of Tickets assigned to current user with status as open with hasreply. It shows True if that ticket has any replys.

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <ReplyTicketsResponse xmlns="http://tempuri.org/">  <ReplyTicketsResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-02T08:47:02.617</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>Testing</a:TicketDescription>  <a:TicketId>51213</a:TicketId>  <a:TicketTitle>Testing</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-01T09:43:35.063</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>My Test</a:TicketDescription>  <a:TicketId>51211</a:TicketId>  <a:TicketTitle>Working</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  </ReplyTicketsResult>  </ReplyTicketsResponse>  </s:Body>  </s:Envelope> |

# Method: My Actions

Description: This method return list of tickets which are assigned to current user with close status and current user created tickets with open status

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/MyActions</Action>  </s:Header>  <s:Body>  <MyActions xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  </MyActions>  </s:Body>  </s:Envelope> |

Response:

Returns list of Tickets which are assigned to current user with close status and current user created tickets with open status with below details.

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <MyActionsResponse xmlns="http://tempuri.org/">  <MyActionsResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:departmentName>Facilities</a:departmentName>  <a:lastModified>2014-07-23T06:30:17.717</a:lastModified>  <a:lastModifiedBy>Microsoft SQL Server Management Studio - Query</a:lastModifiedBy>  <a:status>Close</a:status>  <a:ticketDescription>4/30 email from Brett, EMR repaired</a:ticketDescription>  <a:ticketId>9478</a:ticketId>  <a:ticketTitle>Bad transformer on rethermalizer </a:ticketTitle>  </a:MQTickets>  <a:MQTickets>  <a:departmentName>Facilities</a:departmentName>  <a:lastModified>2014-07-23T06:05:33.147</a:lastModified>  <a:lastModifiedBy>Microsoft SQL Server Management Studio - Query</a:lastModifiedBy>  <a:status>Open</a:status>  <a:ticketDescription>The walking cooler is not working .The temperatures is 50.is not getting down.</a:ticketDescription>  <a:ticketId>4488</a:ticketId>  <a:ticketTitle>Walking cooler is not working</a:ticketTitle>  </a:MQTickets>  </MyActionsResult>  </MyActionsResponse> |

# Method: Create Tickets

Description: This method creating new ticket

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| Assigned Owner | String | NO | Name of the person you are going to assign the ticket |
| Copy To Email | String | No | Email whom need to send a copy of this ticket details |
| Create Date | Date time | No | Current date |
| Created User | String | Yes | Current user |
| Department | String | yes | User department |
| details | String | Yes | Description adout ticket |
| dueDate | Datetime | No | Current date |
| guidfield | GUID | NO | It is generated automatically |
| LastChange | Datetime | YES | Currentdate |
| Last Change User | String | Yes | Current user |
| priority | String | Yes | Ticket Priority |
| ReplyId | INT | no | It will create automatically |
| Storeid | String | Yes | Current user Storeid |
| ticketid | Int | Yes | It will creted automatically |
| TicketStatus | String | Yes | Status of that ticket ,initially it was ‘open’ |
| Title | String | Yes | Ticket Title |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/CreateTicket</Action>  </s:Header>  <s:Body>  <CreateTicket xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  <newTicket xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraBO" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:assignedOwner i:nil="true" />  <d4p1:copyToEmail i:nil="true" />  <d4p1:createdDate>2014-09-02T19:15:00</d4p1:createdDate>  <d4p1:createdUser>Balaji</d4p1:createdUser>  <d4p1:department>IT</d4p1:department>  <d4p1:details>Testing</d4p1:details>  <d4p1:dueDate>2014-09-02T19:15:00</d4p1:dueDate>  <d4p1:guidfield>a967a7e8-28e6-4b9d-804f-f0cfd2a01420</d4p1:guidfield>  <d4p1:lastChange>2014-09-02T19:15:00</d4p1:lastChange>  <d4p1:lastChangeUser>Balaji</d4p1:lastChangeUser>  <d4p1:priority>Low</d4p1:priority>  <d4p1:replyId>0</d4p1:replyId>  <d4p1:storeId>K071002</d4p1:storeId>  <d4p1:ticketId>0</d4p1:ticketId>  <d4p1:ticketStatus>Open</d4p1:ticketStatus>  <d4p1:title>Testing</d4p1:title>  </newTicket>  </CreateTicket>  </s:Body>  </s:Envelope> <d4p1:ticketId>0</d4p1:ticketId>  <d4p1:ticketStatus>Open</d4p1:ticketStatus>  <d4p1:title>test</d4p1:title>  </newTicket>  </CreateTicket>  </s:Body>  </s:Envelope> |

Response:

Response will contain true for “ok” node if Ticket created successfully and returning TicketId

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <CreateTicketResponse xmlns="http://tempuri.org/">  <CreateTicketResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:lastError />  <a:ok>true</a:ok>  <a:primaryKey i:nil="true" />  <a:ticketId>51213</a:ticketId>  </CreateTicketResult>  </CreateTicketResponse>  </s:Body>  </s:Envelope> |

# Method: Reply Ticket

Description: This method Reply for existing ticket

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| Assigned Owner | String | NO | Name of the person you are going to assign the ticket |
| Copy To Email | String | No | Email whom need to send a copy of this ticket details |
| Create Date | Date time | No | Current date |
| Created User | String | Yes | Current user |
| Department | String | yes | User department |
| details | String | Yes | Description adout ticket |
| dueDate | Datetime | No | Current date |
| guidfield | GUID | NO | It is generated automatically |
| LastChange | Datetime | YES | Currentdate |
| Last Change User | String | Yes | Current user |
| priority | String | Yes | Ticket Priority |
| ReplyId | INT | no | It will create automatically |
| Storeid | String | Yes | Current user Storeid |
| ticketid | Int | Yes | Automatically it takes respective ticketed from Database |
| TicketStatus | String | Yes | Change ticket status From open to close |
| Title | String | Yes | Ticket Title |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/ReplyTicket</Action>  </s:Header>  <s:Body>  <ReplyTicket xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  <Ticket xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraBO" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:assignedOwner>Harini</d4p1:assignedOwner>  <d4p1:copyToEmail>harini@pravastech.com</d4p1:copyToEmail>  <d4p1:createdDate>2014-07-23T19:04:00</d4p1:createdDate>  <d4p1:createdUser>Harini</d4p1:createdUser>  <d4p1:department>IT</d4p1:department>  <d4p1:details>Test</d4p1:details>  <d4p1:dueDate>2014-07-23T19:04:00</d4p1:dueDate>  <d4p1:guidfield>257d88b0-07de-48c3-8948-64675e7b63e8</d4p1:guidfield>  <d4p1:lastChange>2014-07-23T19:04:00</d4p1:lastChange>  <d4p1:lastChangeUser>Harini</d4p1:lastChangeUser>  <d4p1:priority>low</d4p1:priority>  <d4p1:replyId>0</d4p1:replyId>  <d4p1:storeId>K007102</d4p1:storeId>  <d4p1:ticketId>0</d4p1:ticketId>  <d4p1:ticketStatus>Close</d4p1:ticketStatus>  <d4p1:title>Test</d4p1:title>  </Ticket>  </ReplyTicket>  </s:Body>  </s:Envelope> |

Response:

Response will contain true for “ok” node if Ticket updated successfully

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <ReplyTicketResponse xmlns="http://tempuri.org/">  <ReplyTicketResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:lastError />  <a:ok>true</a:ok>  <a:primaryKey i:nil="true" />  </ReplyTicketResult>  </ReplyTicketResponse>  </s:Body>  </s:Envelope> |

# Method: Department Questions

Description: This method return Questions.

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| DeptId | String | Yes | Need to pass guid value for that Department |
| StoreID | String | No | Current user Storeid |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/DepartmentQuestions</Action>  </s:Header>  <s:Body>  <DepartmentQuestions xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  <DeptId>dfefd2b5-7863-47fe-910f-63cd92f407ca</DeptId>  <storeId i:nil="true" xmlns:i="http://www.w3.org/2001/XMLSchema-instance" />  </DepartmentQuestions>  </s:Body>  </s:Envelope> |

Response:

Returns list of questions for related Department.

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <DepartmentQuestionsResponse xmlns="http://tempuri.org/">  <DepartmentQuestionsResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQDetQsn>  <a:DepartmentId>dfefd2b5-7863-47fe-910f-63cd92f407ca</a:DepartmentId>  <a:QuestionId>b10db4da-fbeb-460a-894b-96a8fac3e1c0</a:QuestionId>  <a:QuestionTitle>Mytest</a:QuestionTitle>  </a:MQDetQsn>  <a:MQDetQsn>  <a:DepartmentId>dfefd2b5-7863-47fe-910f-63cd92f407ca</a:DepartmentId>  <a:QuestionId>9b151af2-e442-4863-b73d-d094d38772e8</a:QuestionId>  <a:QuestionTitle>jmm</a:QuestionTitle>  </a:MQDetQsn>  <a:MQDetQsn>  <a:DepartmentId>dfefd2b5-7863-47fe-910f-63cd92f407ca</a:DepartmentId>  <a:QuestionId>93300594-6d30-40e0-91b2-5893acc4dc4d</a:QuestionId>  <a:QuestionTitle>wew</a:QuestionTitle>  </a:MQDetQsn>  <a:MQDetQsn>  <a:DepartmentId>dfefd2b5-7863-47fe-910f-63cd92f407ca</a:DepartmentId>  <a:QuestionId>424517e9-3935-44b3-9631-a927402ff196</a:QuestionId>  <a:QuestionTitle>Testing</a:QuestionTitle>  </a:MQDetQsn>  </DepartmentQuestionsResult>  </DepartmentQuestionsResponse>  </s:Body>  </s:Envelope> |

# Method: Home Screen

Description: This method return count of total tickets.

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/HomeScreen</Action>  </s:Header>  <s:Body>  <HomeScreen xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  </HomeScreen>  </s:Body>  </s:Envelope> </s:Body>  </s:Envelope> |

Response:

Returns description and count of tickets. Like open assigned tickets and total count of all tickets which are assigned to current user with open status, Open all and count of Open status tickets, My tickets and count of current user created tickets and close tickets and count of close status from last 7ladys

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <HomeScreenResponse xmlns="http://tempuri.org/">  <HomeScreenResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MobileHomeScreenRecord>  <a:description>Open Assigned Tickets</a:description>  <a:icount>4</a:icount>  <a:imageURL />  </a:MobileHomeScreenRecord>  <a:MobileHomeScreenRecord>  <a:description>Open All</a:description>  <a:icount>130</a:icount>  <a:imageURL />  </a:MobileHomeScreenRecord>  <a:MobileHomeScreenRecord>  <a:description>My Tickets</a:description>  <a:icount>36</a:icount>  <a:imageURL />  </a:MobileHomeScreenRecord>  <a:MobileHomeScreenRecord>  <a:description>Closed Tickets</a:description>  <a:icount>144</a:icount>  <a:imageURL />  </a:MobileHomeScreenRecord>  </HomeScreenResult>  </HomeScreenResponse>  </s:Body>  </s:Envelope> |

# Method: Popup Reply

Description: This method return Reply messages of given ticket id.

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| TicketId | int | yes | Passing TicketId |

Sample Request:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/popupReply</Action>  </s:Header>  <s:Body>  <popupReply xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  <ticketId>51199</ticketId>  </popupReply>  </s:Body>  </s:Envelope> |

Response:

Returns list of Reply messages of given ticket id.

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <popupReplyResponse xmlns="http://tempuri.org/">  <popupReplyResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQReplys>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-01T06:35:30.303</a:LastModified>  <a:LastModifiedBy>Appaji</a:LastModifiedBy>  <a:ReplyMessages>2nd test</a:ReplyMessages>  <a:Status>Open</a:Status>  <a:TicketDescription>2nd test</a:TicketDescription>  <a:TicketId>51203</a:TicketId>  <a:TicketTitle>My Test</a:TicketTitle>  </a:MQReplys>  <a:MQReplys>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-01T06:13:34.87</a:LastModified>  <a:LastModifiedBy>Appaji</a:LastModifiedBy>  <a:ReplyMessages>My test</a:ReplyMessages>  <a:Status>Open</a:Status>  <a:TicketDescription>My test</a:TicketDescription>  <a:TicketId>51202</a:TicketId>  <a:TicketTitle>My Test</a:TicketTitle>  </a:MQReplys>  </popupReplyResult>  </popupReplyResponse>  </s:Body>  </s:Envelope> |

# Method: HomeScreenInfo

Description: This method provide individual results of open ticket, close ticket, my tickets and assigned tickets

Params:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Type | Required | Description |
| Password | String | Yes | Password of current login User |
| username | String | Yes | Login user name |
| TicketsType | String | Yes | Tickettype(Open/Close/Assigned Tickets/My Tickets) |

**Sample Request: Assigned Tickets**

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/HomeScreenInfo</Action>  </s:Header>  <s:Body>  <HomeScreenInfo xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  <TicketsType>Assigned Tickets</TicketsType>  </HomeScreenInfo>  </s:Body>  </s:Envelope> |

Response:

Response list of current user assigned tickets

|  |
| --- |
| <s:Envelope  xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Body>  <HomeScreenInfoResponse  xmlns="http://tempuri.org/">  <HomeScreenInfoResult  xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp"  xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-12T15:30:56.807</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:ReplyMessages i:nil="true"/>  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>Test EMail Send</a:TicketDescription>  <a:TicketId>61250</a:TicketId>  <a:TicketTitle>Title</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  </HomeScreenInfoResult>  </HomeScreenInfoResponse>  </s:Body>  </s:Envelope> |

**Sample Request: Open Tickets**

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/HomeScreenInfo</Action>  </s:Header>  <s:Body>  <HomeScreenInfo xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  <TicketsType>Open</TicketsType>  </HomeScreenInfo>  </s:Body>  </s:Envelope> |

Response:

Response list of Open tickets

|  |
| --- |
| <s:Envelope  xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Body>  <HomeScreenInfoResponse  xmlns="http://tempuri.org/">  <HomeScreenInfoResult  xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp"  xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-12T15:30:56.807</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:ReplyMessages i:nil="true"/>  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>Test EMail Send</a:TicketDescription>  <a:TicketId>61250</a:TicketId>  <a:TicketTitle>Title</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  </HomeScreenInfoResult>  </HomeScreenInfoResponse>  </s:Body>  </s:Envelope> |

**Sample Request: Close Tickets**

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/HomeScreenInfo</Action>  </s:Header>  <s:Body>  <HomeScreenInfo xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  <TicketsType>Close</TicketsType>  </HomeScreenInfo>  </s:Body>  </s:Envelope> |

Response:

Response list of close tickets

|  |
| --- |
| <s:Envelope  xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Body>  <HomeScreenInfoResponse  xmlns="http://tempuri.org/">  <HomeScreenInfoResult  xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp"  xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-12T15:30:56.807</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:ReplyMessages i:nil="true"/>  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>Test EMail Send</a:TicketDescription>  <a:TicketId>61250</a:TicketId>  <a:TicketTitle>Title</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  </HomeScreenInfoResult>  </HomeScreenInfoResponse>  </s:Body>  </s:Envelope> |

**Sample Request: My Tickets**

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/HomeScreenInfo</Action>  </s:Header>  <s:Body>  <HomeScreenInfo xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>9balaji@</d4p1:password>  <d4p1:userName>Balaji</d4p1:userName>  </authorization>  <TicketsType>My Tickets</TicketsType>  </HomeScreenInfo>  </s:Body>  </s:Envelope> |

Response:

Response list of current user created tickets

|  |
| --- |
| <s:Envelope  xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Body>  <HomeScreenInfoResponse  xmlns="http://tempuri.org/">  <HomeScreenInfoResult  xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp"  xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-12T15:30:56.807</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:ReplyMessages i:nil="true"/>  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>Test EMail Send</a:TicketDescription>  <a:TicketId>61250</a:TicketId>  <a:TicketTitle>Title</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  </HomeScreenInfoResult>  </HomeScreenInfoResponse>  </s:Body>  </s:Envelope> |

# Method: SearchTickets

Request:

pageType Inputs: "My Tickets", "Assigned Tickets", "Open",  "Close" - Home Screen

"Reply" – Reply Tickets

"MyTickets" – Create Tickets

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/SearchTickets</Action>  </s:Header>  <s:Body>  <SearchTickets xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  <searchString>z</searchString>  <pageType>Open</pageType>  </SearchTickets>  </s:Body>  </s:Envelope> |

Response:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <SearchTicketsResponse xmlns="http://tempuri.org/">  <SearchTicketsResult xmlns:a="http://schemas.datacontract.org/2004/07/MitraBO.MitraApp" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-09-06T13:58:49.737</a:LastModified>  <a:LastModifiedBy>Ituser</a:LastModifiedBy>  <a:ReplyMessages i:nil="true" />  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>trrgc aquatic hx dev exec  screen Krugman Wendy's a was was was it Ezra</a:TicketDescription>  <a:TicketId>51229</a:TicketId>  <a:TicketTitle>IT</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  <a:MQTickets>  <a:DepartmentName>IT</a:DepartmentName>  <a:LastModified>2014-07-30T21:09:00.51</a:LastModified>  <a:LastModifiedBy>Balaji</a:LastModifiedBy>  <a:ReplyMessages i:nil="true" />  <a:Replyscount>0</a:Replyscount>  <a:Status>Open</a:Status>  <a:TicketDescription>XYZ</a:TicketDescription>  <a:TicketId>31189</a:TicketId>  <a:TicketTitle>test</a:TicketTitle>  <a:hasReply>false</a:hasReply>  </a:MQTickets>  </SearchTicketsResult>  </SearchTicketsResponse>  </s:Body>  </s:Envelope> |

# Method: AssignedToUsers

Request

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header>  <Action s:mustUnderstand="1" xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http://tempuri.org/IMitraQSRService/AssignedToUsers</Action>  </s:Header>  <s:Body>  <AssignedToUsers xmlns="http://tempuri.org/">  <authorization xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraQSRAPI" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:password>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  </AssignedToUsers>  </s:Body>  </s:Envelope> |

Respose:

|  |
| --- |
| <s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">  <s:Header />  <s:Body>  <AssignedToUsersResponse xmlns="http://tempuri.org/">  <AssignedToUsersResult xmlns:a="http://schemas.microsoft.com/2003/10/Serialization/Arrays" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <a:string>android</a:string>  <a:string>Appaji</a:string>  <a:string>Balaji</a:string>  <a:string>Harini</a:string>  <a:string>Ituser</a:string>  <a:string>Lossuser</a:string>  <a:string>Michele.Haynes</a:string>  <a:string>Sudershan</a:string>  <a:string>TestUser</a:string>  </AssignedToUsersResult>  </AssignedToUsersResponse>  </s:Body>  </s:Envelope> |