MitraQSR API details

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1. 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> |

1. 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: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>2014-04-14T23:42:40.673</b:lastChange>  <b:lastChangeUser>Appaji</b:lastChangeUser>  </b:MQDepartment>  <b:MQDepartment>  <b:allowTicketing>true</b:allowTicketing>  <b:department>Training</b:department>  <b:guidfield>4a1a1a43-a3b1-4e5a-8d59-e6e3b2f60e75</b:guidfield>  <b:lastChange>2013-06-14T12:12:04.237</b:lastChange>  <b:lastChangeUser>Sarvesh</b:lastChangeUser>  </b:MQDepartment>  </a:records>  </MQDepartmentResult>  </MQDepartmentResponse>  </s:Body>  </s:Envelope> |

1. 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> |

1. 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>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  </ReplyTickets>  </s:Body>  </s:Envelope> |

Response:

Returns list of Tickets assigned to current user with status as open.

|  |
| --- |
| <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>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>  </ReplyTicketsResult>  </ReplyTicketsResponse>  </s:Body>  </s:Envelope> </MyTicketsResult>  </MyTicketsResponse>  </s:Body>  </s:Envelope> |

1. 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> |

1. 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>harini</d4p1:password>  <d4p1:userName>Harini</d4p1:userName>  </authorization>  <newTicket xmlns:d4p1="http://schemas.datacontract.org/2004/07/MitraBO" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">  <d4p1:assignedOwner>Appaji</d4p1:assignedOwner>  <d4p1:copyToEmail>harini@pravastech.com</d4p1:copyToEmail>  <d4p1:createdDate>2014-07-23T18:43:00</d4p1:createdDate>  <d4p1:createdUser>Harini</d4p1:createdUser>  <d4p1:department>IT</d4p1:department>  <d4p1:details>Test</d4p1:details>  <d4p1:dueDate>2014-07-23T18:43:00</d4p1:dueDate>  <d4p1:guidfield>08dd2c5c-61ff-4291-834b-614d45bb84a3</d4p1:guidfield>  <d4p1:lastChange>2014-07-23T18:43:00</d4p1:lastChange>  <d4p1:lastChangeUser>Harini</d4p1:lastChangeUser>  <d4p1:priority>High</d4p1:priority>  <d4p1:replyId>0</d4p1:replyId>  <d4p1:storeId>K007102</d4p1:storeId>  <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

|  |
| --- |
| <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" />  </CreateTicketResult>  </CreateTicketResponse>  </s:Body>  </s:Envelope> <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> |

1. 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> |