

**FCMB Customer Complaints Management Systems(CCMS) Web API**

**Introduction**

FCMB Customer Complaints Management Systems is a restful service consumed by third party in order to create customer complaints case, prior to being uploaded to Central Bank of Nigeria.

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| Unit/Department | Business Automation |
| Service Name | **CCMS Web API** |
| Developer Name | Jacob Ajao ([Jacob.Ajao@fcmb.com](mailto:Jacob.Ajao@fcmb.com), +2347066690519) |

**Note: To successfully insert a request from the third party, a token is first generated. Thereafter the generated token is put at the header along with the bearer of the next Insert Request API.**

**Available Endpoints:**

1. echo:

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| --- | --- |
| Method Name | echo |
| Endpoint | 192.168.15.8:9001/contactcenter/ccms/echo |
| Method | GET |
| Header | No Authentication Required |
| Sample Request | 192.168.15.8:9001/contactcenter/ccms/echo |
| Sample Response | "Welcome to Customer Complaint Management Systems API Hub" |
| Remark | This is used to test/confirm the availability and accessibility of the service methods. |

1. Request for CCMS Access Token:

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| --- | --- |
| MethodName | GetToken |
| Endpoint | 192.168.15.8:9001/contactcenter/token/gettoken |
| Method | POST |
| Header | Authorization: Basic YWRtaW46YWRtaW5AMTIz  Content-Type: application/json |
| Sample Request  (Json Format) | {  "ClientID":"Genesis"  } |
| Sample Response | {  "TransRmk": "Access Token Generated Successfully.",  "TransStatus": true,  "AccessToken": "eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJ1bmlxdWVfbmFtZSI6IkdlbmVzaXMiLCJuYmYiOjE2MDA4NTAwMTcsImV4cCI6MTYwMDg1MTgxNywiaWF0IjoxNjAwODUwMDE3fQ.g52KBziXsrG0lXMwWnEdDC6Znqkp0qHweyi0k-9wxKw"  } |
| Remark | This method is invoked to Request for Token from FCMB |

1. Insert a Customer Complaint case into the FCMB Database

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| --- | --- |
| MethodName | InsertRequest |
| EndPoint | 192.168.15.8:9001/contactcenter/ccms/insertrequest |
| Method | POST |
| Header | Authorization: Bearer eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJ1bmlxdWVfbmFtZSI6IkdlbmVzaXMiLCJuYmYiOjE2MDA3Nzg4NzIsImV4cCI6MTYwMDc4MDY3MiwiaWF0IjoxNjAwNzc4ODcyfQ.0h4hPtVsGs45g1lAhKhjLE1xIT2Xq66Hjoreau8O7TI Content-Type: application/json |
| Sample Request | {  "tracknum":"1234",  "branch\_name": "ojota",  "technician": "jakes ajao",  "complainant\_name":"Alao Jacob",  "First\_name\_petitioner": "Jacob",  "Middle\_name\_petitioner": "ajao",  "Last\_name\_pet":"Oyewumi",  "acct\_num": "6531457094",  "acct\_type": "IND",  "acct\_ccy":"NGN",  "addr\_1\_complainant": "No 8, Fanikayode Street Ikeja GRA",  "addr\_2\_complainant": "No 8, Fanikayode Street Ikeja GRA",  "acct\_owner\_city":"Lagos",  "acct\_owner\_state": "Lagos",  "acct\_owner\_country": "Nigeria",    "acct\_owner\_pcode":"01",  "acct\_owner\_phnum": "070866690517",  "acct\_owner\_office\_phnum": "012584444",    "complainant\_location": "Ogba",  "complainant\_email": "ayo@yahoo.com",  "complainant\_channel":"online",  "complainant\_fininmpl": "BL",  "complainant\_category": "AB",  "complainant\_subcat":"ABO",  "comp\_subj": "Surcharged",  "comp\_desc": "I want refund",  "comp\_prayer":"Refund",  "comp\_date\_recv": "12-05-2020",  "comp\_date\_clsed": "12-06-2020",  "amt\_applicable":"2000",  "amt\_refunde": "1000",  "amt\_recovd": "1000",    "action\_taken":"Processing",  "Status": "Pending",  "bank\_remark": "Error",  "Root\_cause":"Customer made a mistake",  "Preferred\_contact\_phone": "070866690518",  "Preferred\_contact\_Email": "Error",    "Preferred\_contact\_address":"No 8, Fanikayode Street Ikeja GRA",  "UniqueIdentificationNumber": "12345678",  "client\_type": "Prime"  } |
| Sample Response | {  "TransactionRmk": "Customer Complaints Record Inserted Successfully.",  "TrackNum": "1234"  } |
| Remark | This service endpoint allows customer complaints to be inserted into the FCMB database prior to upload. |

Note:

This solution is a web API documentation. A client needs to install POSTMAN testing tool to access the service endpoint. All the methods in the service are implemented using POST method except ECHO that uses GET method.

Kindly contact the developer for further technical support.

Thank you.