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Service Request Public Application Programming Interfaces (APIs)

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1. Introduction

1.1 Abstract

This document outlines the basic concepts of the Service Request (SR) APIs and explains how you can use them to perform transactions on service request data and on the links between related service requests and other objects.

The SR APIs consist of PL/SQL packages of procedures you can use to manipulate Release 12 service request data without having to use the application's user interfaces.

By calling the SR APIs you do not directly update the Oracle base tables. You must never update the Oracle Applications base tables directly. You must always use the public APIs described in this document.

1.2 Scope and Application

This document is intended for Oracle Service Release 12 users, consultants, and support engineers who want to use service request APIs for manipulating service request data. It provides information about the parameters of the available public APIs and important API features.

2. Service Request APIs

This section describes APIs used for processing service request data.

2.1 Create Service Request

2.1.1 Description

Create Service Request API, as the name suggests, is used to create service request data in Oracle Service applications.

The Create Service Request API:

- Automatically assigns the service request being created to an appropriate resource if the p_auto_assign parameter is passed as “Y”.

  Automatically generates service request tasks if the p_auto_generate_tasks parameter is passed as “Y”.

- Sets the Respond By, Resolve By, and Contract Number attributes of the service request being created to those in an applicable contract if parameter p_default_contract_sla_ind is passed as “Y”. If no contract exists, the Respond By and Resolve By attributes of the service request are defaulted from the default coverage template if the coverage_template_id is passed using parameter p_default_coverage_template_id.

- Creates service request contacts and contact points if the contact and contact point details are passed using parameter p_contact.

- Creates service request notes if the notes details are passed using the parameter p_notes.

- Creates an audit record for the service request being created.

- Calls the Create Work Item API to create work items in Oracle Universal Work Queue (UWQ).

  The API creates a UWQ work item for every service request created in an open status when you
  enable the integration between service requests and the UWQ work items. Please refer to Release 12 *Oracle TeleService Implementation Guide* for details. The Create Work Item API creates a work item in the UWQ metaphor schema with all the relevant attributes

- Supports the creation of service requests for Oracle Enterprise Asset Management (EAM) assets.

  Supports usage of JTF user hooks (listed in section 2.1.3 API User Hook Support below) for custom validation.

- Raises the Service Request Created business event to simplify integration with other applications.

- Enforces data security so that only users with right privileges will be able to create the service requests.

2.1.2 Business Events

The Create Service Request API raises the Service Request Created business event (oracle.apps.cs.sr.ServiceRequest.created) on creation of a service request.

For parameters available to event subscribers, please refer to Appendix A – Service Business Events and Event Parameters.

2.1.3 API User Hook Support

The Create Service Request API supports the following JTF user hooks:

- Pre Customer User Hook
- Post Customer User Hook

2.1.4 API Signature and Parameter Description

```
CS_ServiceRequest_PUB.Create_ServiceRequest
( p_api_version                   IN                NUMBER,
  p_init_msg_list                 IN                VARCHAR2 := FND_API.G_FALSE,
  p_commit                        IN                VARCHAR2 := FND_API.G_FALSE,
  p_resp_appl_id                  IN                NUMBER          := NULL,
  p_resp_id                       IN                NUMBER          := NULL,
  p_user_id                       IN                NUMBER          := NULL,
  p_login_id                      IN                NUMBER          := NULL,
  p_org_id                        IN                NUMBER          := NULL,
  p_request_id                    IN                NUMBER          := NULL,
  p_request_number                IN                VARCHAR2        := NULL,
  p_service_request_rec           IN                SERVICE_REQUEST_REC_TYPE,
  p_notes                         IN                NOTES_TABLE,
  p_contacts                      IN                CONTACTS_TABLE,
  p_auto_assign                   IN                VARCHAR2        Default “N”,
  p_auto_generate_tasks           IN                VARCHAR2        Default “N”,
  p_default_contract_sla_ind      IN                VARCHAR2        Default “N”,
  p_default_coverage_template_id  IN        NUMBER          Default NULL
  x_sr_create_out_rec             OUT NOCOPY        SR_CREATE_OUT_REC_TYPE,
  x_return_status                 OUT NOCOPY        VARCHAR2,
  x_msg_count                     OUT NOCOPY        NUMBER,
  x_msg_data                      OUT NOCOPY        VARCHAR2)
```

Parameter Description

Parameter Name	Type	Data Type	Reqd?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API version (4.0)
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User responsibility application identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User responsibility identifier. Default – FND_GLOBAL.RESP_ID
P_user_id	IN	NUMBER	Y	User identifier. Default – FND_GLOBAL.USER_ID
P_login_id	IN	NUMBER	N	Login session identifier. Default – FND_GLOBAL.LOGIN_ID
P_org_id	IN	NUMBER	N	Operating unit identifier. Default – NULL
P_request_id	IN	NUMBER	N	Unique service request identifier. Default – NULL
P_request_number	IN	VARCHAR2	N	Service request number. Default – NULL
P_service_request_rec	IN	ServiceRequest_Rec_Type	Y	PL/SQL record type with attributes entered by users when creating the service request. Please see section 2.7.1 below for more details.
P_notes	IN	Notes_Table	N	PL/SQL table type that has necessary information to create service request notes. Please refer to section 2.7.2 below for more details.
P_contacts	IN	Contact_Table	N	PL/SQL table type that has necessary contact information to create service request contacts. Please refer section 2.7.3 below for more details.
P_auto_assign	IN	VARCHAR2	N	Indicates to auto assign the service request by using assignment manager engine. Default – "N"
P_auto_generate_tasks	IN	VARCHAR2	N	Indicates to auto generate task creation to resolve the service request. Default – "N"
P_default_contract_sla_ind	IN	VARCHAR2	N	Indicates to set the response by, resolve by dates using associated contract or default coverage template. Default – "N"
P_default_coverage_template_id	IN	NUMBER	N	Coverage template identifier that will be used to set the Respond by and Resolve by dates of the service request when a contract is absent. Default – NULL
X_return_status	OUT	VARCHAR2		Return status of the API request
X_msg_count	OUT	NUMBER		Count of the messages returned by the API
X_msg_data	OUT	VARCHAR2		A concatenated error/warning message string.
X_sr_create_out_rec	OUT			A PL/SQL record type out parameter with an SR attribute. This parameter may be required by the calling program. Please refer section 2.7.4 below for more details.

2.2 Update Service Request

2.2.1 Description

You can use the Update Service Request API to update most of the service request attributes, except attributes such as customer and service request number.

The Update Service Request API:

- Automatically closes service request tasks when the service request is closed if parameter P_AUTO_CLOSE_CHILD_ENTITIES is passed as “Y”.
- Updates or creates a contact point when details of the contact point are passed using parameter P_CONTACT.
- Creates service request note while updating a service request when the note details are passed using parameter P_NOTES.
- Creates an audit of the service request being updated.
- Calls the Update Work Item API to update Oracle Universal Work Queue work items. The Update Work item API checks if any of the following service request attributes are updated and updates the corresponding work item:
  - Customer ID
  - Expected Resolution Date
  - Group ID
  - Owner Group Type
  - Owner ID
  - Owner Type
  - Respond By Date
  - Responded on Date
  - Service Request Severity
  - Service Request Status
  - Summary
- Supports the use of JTF user hooks as described in the User Hooks Support section. This permits API users to perform custom validation without altering the API functionality.
- Raises the business events listed in the business event section when service requests are updated. This simplifies application integration.
- Enforces data security so that only users with the correct privileges are able to update the service request.

2.2.2 Business Events

The Update Service Request API raises the “Service Request Updated” event (oracle.apps.cs.sr.ServiceRequest.updated) when the service request is updated.

Additional events raised through the Service Request Update API are:

- oracle.apps.cs.sr.ServiceRequest.statuschanged
- oracle.apps.cs.sr.ServiceRequest.reassigned
- oracle.apps.cs.sr.ServiceRequest.newcontactadded

For details, please refer to 4. Appendix A – Service Business Events and Event Parameters.

2.2.3 User Hook Support

The Update Service Request API supports the use of following JTF user hooks:

- Pre Customer User Hook
- Post Customer User Hook

2.2.4 API Specification and Parameter Description

API Signature

```
CS_ServiceRequest_PUB Update_ServiceRequest
( p_api_version                 IN              NUMBER,
  p_init_msg_list               IN              VARCHAR2        := FND_API.G_FALSE,
  p_commit                      IN              VARCHAR2        := FND_API.G_FALSE,
  p_resp_appl_id                IN              NUMBER          := NULL,
  p_resp_id                     IN              NUMBER          := NULL,
  p_request_id                  IN              NUMBER          := NULL,
  p_request_number              IN              VARCHAR2        := NULL,
  p_audit_comments              IN              VARCHAR2        := NULL,
  p_object_version_number       IN              NUMBER,
  p_last_updated_by             IN              NUMBER,
  p_last_update_login           IN              NUMBER          := NULL,
  p_last_update_date            IN              DATE,
  p_service_request_rec         IN              SERVICE_REQUEST_REC_TYPE,
  p_notes                       IN              NOTES_TABLE,
  p_contacts                    IN              CONTACTS_TABLE,
  p_called_by_workflow          IN              VARCHAR2        := FND_API.G_FALSE,
  p_workflow_process_id         IN              NUMBER          := NULL,
  p_auto_assign                 IN              VARCHAR2        Default “N”,
  p_validate_sr_closure         IN              VARCHAR2        Default “N”,
  p_auto_close_child_entities   IN              VARCHAR2        Default “N”,
  x_sr_update_out_rec           OUT NOCOPY      SR_UPDATE_OUT_REC_TYPE,
  x_return_status               OUT NOCOPY      VARCHAR2,
  x_msg_count                   OUT NOCOPY      NUMBER,
  x_msg_data                    OUT NOCOPY      VARCHAR2,);
```

Parameter Description

Parameter Name	Type	Data Type	Reqd ?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API version (4.0)
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User responsibility application identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User responsibility identifier Default – FND_GLOBAL.RESP_ID
P_request_id	IN	NUMBER	N	Unique service request identifier. Default – NULL
P_request_number	IN	NUMBER	N	Service request number. Default – NULL
P_audit_comment	IN	VARCHAR2	N	Used for audit service request. Default – NULL
P_object_version_number	IN	NUMBER	Y	Version number of the service request.
P_Last_updated_by	IN	NUMBER	Y	Identifier of the user who has last updated the service request.
P_Last_update_login	IN	NUMBER	N	Login Identifier of the user who has last updated the service request. Default – NULL
P_Last_update_date	IN	DATE		Date on which the service request was last updated.
P_Service_Request_Rec	IN	Service_Request_Rec_Type	Y	PL/SQL record type that has all the attributes users can provide to create service request. Please see section 2.7.1 below for more details.
P_Notes	IN	Notes_Table	N	PL/SQL table type that has necessary information to create service request notes. Please refer section 2.7.2 below for more details.
P_Contacts	IN	Contacts_Table	N	PL/SQL table type that has necessary contact information to create service request contacts. Please refer section 2.7.3 below for more details.
P_Called_by_workflow	IN	VARCHAR2	N	Specify whether this API is being called by the active workflow process for the service request Default – FND_API.G_FALSE
P_Workflow_process_id	IN	NUMBER	N	The workflow process ID of the active workflow process. Default – NULL
P_Auto_Assign	IN	VARCHAR2	N	Indicates to auto assign the service request by using assignment manager engine. Default – "N"
P_Validate_SR_Closure	IN	VARCHAR2	N	Allows users to automatically close the child entities on closing the service request. Default – "N"
P_Auto_Close_Child_Entities	IN	VARCHAR2	N	Allows users to automatically close the child entities on closing the service request. Default – "N"
P_default_contract_sla_ind	IN	VARCHAR2	N	Indicates to set the response by, resolve by dates using associated contract or default coverage template. Default – "N"
X_SR_Update_Out_Rec	OUT	SR_UPDATE_REC_TYPE		A PL/SQL record type out parameter returned by the API with an SR attribute. Please refer section 2.7.5 for details.
X_Return_Status	OUT	VARCHAR2		Return status of the API request.
X_Msg_Count	OUT	NUMBER		Count of the messages returned by the API.
X_Msg_Data	OUT	VARCHAR2		A concatenated error/warning message string.

2.3 Update Service Request Status

2.3.1 Description

The Update Service Request Status API is a light-weight API for updating the service request status. The Update Service Request API:

- Closes service request tasks when the service request is closed if the parameter P_AUTO_CLOSE_CHILD_ENTITIES is passed as “Y”.
- Propagates status updates from the service request to related service requests.
- Calls the Update Work Item API to update Oracle Universal Work Queue work items.
- Creates an audit of the service request being updated.
- Enforces data security so that only users with right privileges will be able to update the service request status.

2.3.2 Business Events

Update Status API raises following events on updating service request status.

- oracle.apps.cs.sr.ServiceRequest.statuschanged
- oracle.apps.cs.sr.ServiceRequest.updated

For details, please refer to 4. Appendix A – Service Business Events and Event Parameters.

2.3.3 User Hook Support

None.

2.3.4 API Specification and Parameter Description

API Signature

```
CS_ServiceRequest_PUB Update_Status
 ( p_api_version                 IN              NUMBER,
   p_init_msg_list               IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
   p_commit                      IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
   p_resp_appl_id                IN              NUMBER          := NULL,
   p_resp_id             IN              NUMBER          := NULL,
   p_user_id                     IN              NUMBER          := NULL
   p_login_id                    IN              NUMBER          := FND_API.G_MISS_NUM,
   p_request_id                  IN              NUMBER          := NULL,
   p_request_number              IN              VARCHAr2        := NULL
   p_object_version_number       IN              NUMBER,
   p_status_id                   IN              NUMBER,
   p_status                      IN              VARCHAR2        := NULL
   p_closed_date                 IN              DATE            DEFAULT FND_API.G_MISS_DATE,
   p_audit_comments   IN                         VARCHAR2        DEFAULT NULL,
   p_called_by_workflow          IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
   p_workflow_process_id         IN              NUMBER          DEFAULT NULL,
   p_comments                    IN              VARCHAR2        DEFAULT NULL,
   p_public_comment_flag         IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
   p_validate_sr_closure         IN              VARCHAR2        DEFAULT “N”,
   p_auto_close_child_entities   IN              VARCHAR2        DEFAULT  “N”,
   x_interaction_id              OUT   NOCOPY    NUMBER ,
   x_return_status               OUT   NOCOPY    VARCHAR2,
   x_msg_count                   OUT   NOCOPY    NUMBER,
   x_msg_data                    OUT   NOCOPY    VARCHAR2);
```

Parameter Description

Parameter Name	Type	Data Type	Reqd?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API version (4.0)
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User responsibility application identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User responsibility identifier. Default – FND_GLOBAL.RESP_ID
P_user_id	IN	NUMBER	Y	User identifier. Default – FND_GLOBAL.USER_ID
P_login_id	IN	NUMBER	N	Login session identifier. Default – FND_GLOBAL.LOGIN_ID
P_request_id	IN	NUMBER	Y	Unique service request identifier.
P_Request_Number	IN	VARCHAR2	N	Service request number. Default – NULL
P_object_version_number	IN	NUMBER	Y	New version number of the updated object.
P_Status_Id	IN	NUMBER	Y	Service request status identifier.
P_Status	IN	VARCHAR2	N	Service request status (display name). Default – NULL
P_Closed_Date	IN	DATE	N	Date the service request was closed. Default – FND_API.G_MISS_DATE
P_audit_comment	IN	VARCHAR2	N	Used for service request audits. Default – NULL
P_Called_by_workflow	IN	VARCHAR2	N	Specifies if an active Oracle Workflow process is calling this API. Default – FND_API.G_FALSE
P_Workflow_process_id	IN	NUMBER	N	The Oracle Workflow process ID of the active process. Default – NULL
P_Comment	IN	VARCHAR2	N	This parameter is obsolete. Do not use. Default – NULL
P_Public_Comment_Flag	IN	VARCHAR2	N	Indicates if the service request comment is public (can be viewed by anyone). Default – FND_API.G_FALSE
P_Validate_SR_Closure	IN	VARCHAR2	N	Tells users if the service request can be closed. Default – "N".
P_Auto_Close_Child_Entities	IN	VARCHAR2	N	Allows users to automatically close any child entities when closing the service request. Default – "N"
X_Interaction_Id	OUT	NUMBER		Not used.
X_Return_Status	OUT	VARCHAR2		Return status of the API request.
X_Msg_Count	OUT	NUMBER		Count of the messages returned by the API.
X_Msg_Date	OUT	VARCHAR2		A concatenated error/warning message string.

2.4 Update Service Request Owner

2.4.1 Description

The Update Service Request Owner API is a light-weight API for updating the service request owner.
You can use this API to update the individual as well as the group owner of the service request. The API validates the owner being updated.

The Update Service Request API:

- Updates the Oracle Universal Work Queue work items.
- Creates an audit of the service request being updated.
- Enforces data security so that only users with the correct privileges can update the service request.

2.4.2 Business Events

The Update Owner API raises the following events when the service request owner is updated:

- oracle.apps.cs.sr.ServiceRequest.reassigned
- oracle.apps.cs.sr.ServiceRequest.updated.

For details, please refer to 4. Appendix A – Service Business Events and Event Parameters.

2.4.3 User Hook Support

None.

2.4.4 API Signature and Parameter Description

API Signature

```
CS_ServiceRequest_PUB.Update_Owner
  ( p_api_version                 IN              NUMBER,
    p_init_msg_list               IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
    p_commit                      IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
    p_resp_appl_id          IN              NUMBER          := NULL,
    p_resp_id                     IN              NUMBER          := NULL,
    p_user_id                     IN              NUMBER          := NULL
    p_login_id                    IN              NUMBER          := FND_API.G_MISS_NUM,
    p_request_id                  IN              NUMBER          := NULL,
   p_request_number               IN              VARCHAr2        := NULL
    p_object_version_number       IN              NUMBER,
    p_owner_id                    IN              NUMBER,
    p_owner_group_id              IN              NUMBER,
    p_resource_type               IN              VARCHAR2,
    p_audit_comments              IN              VARCHAR2        DEFAULT NULL,
    p_called_by_workflow          IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
    p_workflow_process_id         IN              NUMBER          DEFAULT NULL,
    p_comments                    IN              VARCHAR2        DEFAULT NULL,
    p_public_comment_flag         IN              VARCHAR2        DEFAULT FND_API.G_FALSE,
    x_interaction_id              OUT  NOCOPY     NUMBER,
    x_return_status               OUT   NOCOPY    VARCHAR2,
    x_msg_count                   OUT   NOCOPY    NUMBER,
    x_msg_data                    OUT   NOCOPY    VARCHAR2 );
```

Parameter Description

Parameter Name	Type	Data Type	Reqd?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API version (4.0)
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User responsibility application identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User responsibility identifier. Default – FND_GLOBAL.RESP_ID
P_user_id	IN	NUMBER	Y	User Identifier. Default – FND_GLOBAL.USER_ID
P_login_id	IN	NUMBER	N	Login session identifier. Default – FND_GLOBAL.LOGIN_ID
P_request_id	IN	NUMBER	Y	Unique service request identifier.
P_Request_Number	IN	VARCHAR2	N	Service request number. Default – NULL
P_object_version_number	IN	NUMBER	Y	New version number of the updated object.
P_resp_id	IN	NUMBER	N	User responsibility identifier. Default – fnd_global.resp_id
P_resp_appl_id	IN	NUMBER	N	User responsibility application identifier. Default – fnd_global.resp_appl_id
P_Owner_Id	IN	NUMBER	Y	Identifier of the service request owner. (JTF_RS_Resource_Extns_B.Resource_ID)
P_Owner_Group_Id	IN	NUMBER	Y	Identifier of the service request group owner. (JTF_RS_Groups_B.Group_ID)
P_Resource_Type	IN	VARCHAR2	Y	Type of the service request owner (individual owner).
P_audit_comment	IN	VARCHAR2	N	Used for service request audit. Default – NULL
P_Called_by_workflow	IN	VARCHAR2	N	Specifies if an active Oracle Workflow process is calling this API. Default – FND_API.G_FALSE
P_Workflow_process_id	IN	NUMBER	N	The workflow process ID of the active Oracle Workflow process. Default – NULL
P_Comment	IN	VARCHAR2	N	This parameter is obsolete and should not be used. Default – NULL
P_Public_Comment_Flag	IN	VARCHAR2	N	Default – FND_API.G_FALSE
X_Interaction_Id	OUT	NUMBER		Not used.
X_Return_Status	OUT	VARCHAR2		Return status of the API request.
X_Msg_Count	OUT	NUMBER		Count of messages returned by the API.
X_Msg_Date	OUT	VARCHAR2		A concatenated error/warning message string.

2.5 Process SR Extensible Attribute

2.5.1 Description

You can use the Process SR Extensible Attributes API (Process_SR_Ext_Attrs) to create or update service request extensible attributes and party role extensible attributes.

The Process Extensible Attributes API:

- Creates new extensible attributes for a service request.
- Updates existing extensible attributes of a service request.
- Creates extensible attributes for an associated party in a service request.
- Updates existing extensible attributes for an associated party in a service request.
- Creates an audit trail for any extensible attributes the API updates.

2.5.2 Business Events

None.

2.5.3 User Hook Support

None.

2.5.4 API Signature and Parameter Description

API Signature

```
CS_ServiceRequest_PUB.process_sr_ext_attrs
    ( p_api_version              IN              NUMBER
    , p_init_msg_list            IN              VARCHAR2      DEFAULT FND_API.G_FALSE
    , p_commit                   IN              VARCHAR2      DEFAULT  FND_API.G_FALSE
    , p_incident_id              IN              NUMBER
    , p_ext_attr_grp_tbl         IN              EXT_ATTR_GRP_TBL_TYPE
    , p_ext_attr_tbl             IN              EXT_ATTR_TBL_TYPE
    , p_modified_by              IN              NUMBER        DEFAULT NULL
    , p_modified_on              IN              DATE          DEFAULT NULL
    , x_failed_row_id_list       OUT NOCOPY      VARCHAR2
    , x_return_status            OUT NOCOPY      VARCHAR2
    , x_errorcode                OUT NOCOPY      NUMBER
    , x_msg_count                OUT NOCOPY      NUMBER
    , x_msg_data                 OUT NOCOPY      VARCHAR2);
```

Parameter Description

Parameter	Type	Data Type	Reqd?	Description
P_api_version	IN	NUMBER	Y	Valid API version.
P_init_msg_list	IN	VARCHAR2	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	VARCHAR2	N	Commit changes? Default – FND_API.G_FALSE
P_ext_attr_grp_tbl	IN	EXT_ATTR_GRP_TBL_TYPE	Y	Extensible attributes header information.
P_ext_attr_tbl	IN	EXT_ATTR_TBL_TYPE	Y	Extensible attributes information.
X_failed_row_id_list	OUT	VARCHAR2		The row IDs for all rows that failed to create. The error message for each failed row appears in the error stack.
X_return_status	OUT	VARCHAR		Return status of the API request.
X_errorcode	OUT	VARCHAR		This parameter is reserved for future use.
X_msg_count	OUT	NUMBER		The number of messages returned by the API.
X_msg_data	OUT	VARCHAR2		A concatenated error/warning message string.

2.6 Initialize Service Request Record

Use the Initialize Service request Record (Initialize_Rec) API to initialize the service request attributes to FND_API.G_MISS_DATE , FND_API.G_MISS_NUM, and FND_API.G_MISS_CHAR, depending the data type of the record attributes. The FND_API.G_MISS values are used to distinguish between no changes to an attribute and changing its attribute value to NULL.

This API must be called before calling Create Service Request or the Update Service Request APIs.

After the service request record structure is initialized by calling this API, you must assign the actual attribute values and then call the SR Create or Update APIs.

2.6.1 API Signature and Parameter Description

API Signature

```
CS_ServiceRequest_PUB.initialize_rec
                (p_sr_record    IN OUT NOCOPY SERVICE_REQUEST_REC_TYPE);
```

Parameter Description

For a description of the service_request_rec_type, please refer to 2.7.1 Service Request Record Type.

2.7 PL/SQL Record and Table Structure Definitions

2.7.1 Service Request Record Type

Parameter Name	Data Type	Reqd?	FK Reference	Validation, Default, Comment
Request_Date	DATE	Y		Date on which the incident is reported. Default – sysdate. Non updatable.
Type_Id	NUMBER	Y	cs_incident_types_b.incident_type_id	Service request type identifier. If it is not passed, this parameter is derived from type_name. If neither type_id nor type_name is passed, then the API uses the default values in one of two system profile options: If the SR creation channel is "WEB" (Oracle iSupport), the API uses the type specified in Service: Default Web Service Request Type. Otherwise the API uses the value specified in Service: Default Service Request Type.
Type_Name	VARCHAR2(30)			Service request type name. If type_id is not passed, then it is derived from type_name. The SR type cannot be updated if an active Oracle Workflow Process is associated with the service request.
Status_Id	NUMBER	Y	cs_incident_statuses_b.incident_status_id	Service request status identifier. If not passed then derived from status_name.
Status_Name	VARCHAR2(30)			Service request status name.
Severity_Id	NUMBER	Y	cs_incident_severities_b.incident_severity_id	Service request severity identifier. If not passed, then it is derived from severity_name. If neither severity_name nor severity_id is passed, then the API uses the default values in one of two system profile options: If SR creation channel is "WEB" (Oracle iSupport), the API uses the value set in Service: Default Web Service Request Severity. Otherwise the API uses the value in Service: Default Service Request Severity.
Severity_Name	VARCHAR2(30)			Service request severity name.
Urgency_Id	NUMBER		cs_incident_urgencies_b.urgency_id	Service request urgency identifier. If not passed, this parameter is derived from urgency_name. If neither urgency_id nor urgency_name is passed, then the value is defaulted from one of two system profile options: If the SR creation channel is "WEB" (Oracle iSupport), the API uses the value in Service: Default Web Service Request Urgency. Otherwise the API uses the value in Service: Default Service Request Urgency.
Urgency_Name	VARCHAR2(30)			Service request urgency name.
Summary	VARCHAR2(240)	Y		Brief incident description.
Publish_Flag	VARCHAR2(1)			Flag to indicate if the SR is published for public viewing or not. Valid values are: - Y – SR is published for public viewing. - N – SR is not published for public viewing. This value is updatable if the system profile Service: Publish Flag Update Allowed is set to "Y".

Customer Attributes				
Customer_Id	NUMBER		hz_parties.party_id	Service request customer identifier. If not passed, this parameter is derived from customer_number. If neither ist passed, the API returns an expected error.
Customer_Number	VARCHAR2(30)		hz_parties.party_number	Service request customer number.
Caller_Type	VARCHAR2(30)		hz_parties.party_type	Type of service request customer.
Account_Id	NUMBER		hz_cust_accounts.account_id	Service request customer account identifier. The account must be owned by the SR customer.
Customer_Phone_Id	NUMBER		hz_contact_points.contact_point_id	SR customer phone contact point identifier.
Customer_Email_Id	NUMBER		hz_contact_points.contact_point_id	SR customer email contact point identifier.
Cust_Pref_Lang_Code	VARCHAR2(4)		cs_sr_preferred_lang_v.language_code	SR customer preferred language code.
Cust_Pref_Lang_Id	NUMBER			Not Used.
Employee_Id	NUMBER			Not Used.
Employee_Number	VARCHAR2(30)			Not Used.
Resource Attributes				
Owner_Id	NUMBER		jtf_rs_resource_extns.resource_id	Service request owner identifier. The owner must be a resource defined in jtf_rs_resource_extns_b. If not passed, the API defaults this parameter from one of the following system profile options: If the SR creation channel is "WEB" (Oracle iSupport), then the API uses Service: Default Web Service Request Owner. Otherwise the API uses Service: Default Service Request Owner. The API cannot change the owner of a service request that has an active Oracle Workflow process.
Resource_Type	VARCHAR2(30)			The type of SR owner. The values are restricted to the following: • RS_EMPLOYEE • RS_OTHER • RS_SUPPLIER_CONTACT • RS_PARTNER • RS_PARTY • RS_TBH
Owner_Group_Id	NUMBER		jtf_rs_groups_b.group_id	Identifier of the owner group defined in jtf_rs_groups. This owner group must be an active group with a usage of "SUPPORT".
Resource_SubType_Id	NUMBER			Not used.
Group_Type	VARCHAR2(30)			SR group owner type. Only RS_GROUP is supported.
Owner	VARCHAR2(360)		jtf_rs_resource_extns_tl.resource_name	SR individual owner name.
Group_Owner	VARCHAR2(60)		jtf_rs_groups_tl.group_name	SR group owner name.
Group_Territory_Id	NUMBER			Not used.
Territory_Id	NUMBER			Identifier of the territory associated with the SR owner.
Publish_Flag	VARCHAR2(1)			Flag to indicate if the SR is published for public viewing or not. Valid values are - Y – SR is published for public viewing. - N – SR is not published for public viewing.

				This value can be updated if the profile Service: Publish Flag Update Allowed is set to "Y".
Public_Comment_Flag	VARCHAR2 (1)			Not used.
Install Base Attributes				
Verify_CP_FLag	VARCHAR2(1)			Flag to indicate if the Oracle Installed Base instance is validated or free-form. Valid values are "Y" and" N". (The application does not include any logic behind this flag after release 11.5.9.)
Customer_Product_Id	NUMBER		csi_item_instances.instance_id	Oracle Installed Base instance identifier. If this parameter is not passed, the API derives it from the instance_number passed through CP_Ref_number.
CP_Ref_Number	NUMBER			Oracle Installed Base instance number.
Product_Revision	VARCHAR2(240)		csi_item_instances.inventory_revision	Revision of the inventory item associated with the item instance. Free-form text for items without revision control.
Current_Serial_Number	VARCHAR2(30)		csi_item_instances.current_serial_number	Instance serial number. Free-form value, if the inventory_item_id is not trackable by Oracle Installed Base. Must be a valid serial_number in Oracle Installed base, if the item is trackable.
External_Reference	VARCHAR2(30)		csi_item_instances.external_reference	External reference for an item instance. This is validated against the external reference stored for the item instance in the instance repository (csi_item_instances).
CP_Component_Id	NUMBER		csi_item_instances.instance_id	Instance_id of the component. Must have a valid component_of relationship with the customer_product_id.
CP_Component_Version_Id	NUMBER		csi_item_instances.inventory_revision	Component version identifier.
Component_Version	VARCHAR2(3)			If the inventory item that is associated to the component is not revision controlled, the component version can be entered as free- form text.
CP_Subcomponent_Id	NUMBER		csi_item_instances.instance_id	Instance Identifier of the subcomponent. The subcomponent must be valid for the chosen instance and component. i.e. the subcomponent must have the component as its parent, and the component must exist in a configuration in which the root is the instance.
CP_Subcomponent_Version_Id	NUMBER		csi_item_instances.inventory_revision	Subcomponent version identifier.
SubComponent_Version	VARCHAR2(3)			If the inventory item that is associated to the subcomponent is not revision controlled, you can use a free-form text description of the component version.
CP_Revision_Id	NUMBER			Not used.
Contract Attributes				
Contract_Id	NUMBER		okc_k_headers_b.id	Service request contract identifier.
Contract_Service_Id	NUMBER		okc_k_lines_b.id	Contract line identifier.
Contract_Service_Number	VARCHAR2(50)			Not used.
Coverage_Type	VARCHAR2(30)			Type of the contract coverage.
Inventory Attributes				
Category_Set_Id	NUMBER		mtl_category_sets_b.category_set_id	Category set identifier. Set via system profile Service: Default Product Category Set.

Category_Id	NUMBER		mtl_categories_b.category_id	Category identifier. Must be a valid category belonging to the category set.
System_Id	NUMBER		csi_systems_b.system_id	ID of the system.
Inventory_Item_Id	NUMBER		mtl_system_items_b.inventory_item_id	Inventory item ID. Item must be service- request enabled (serv_req_enabled_code = 'E'). The item must not be a service item (contract_item_type_code is Null).
Inventory_org_id	NUMBER		mtl_system_items_b.organization_id	Inventory organization identifier.
Inventory_Item_conc_segments	VARCHAR2(800)			
Inv_Item_Revision	VARCHAR2(240)		mtl_item_revisions.revision	Inventory item revision. If the item is not revision controlled, then you can use free-form text.
Item_Serial_Number	VARCHAR2(30)			Obsolete.
Maint_organization_id	NUMBER			Assent maintenance organization identifier.
Owning_Department_Id	NUMBER			Assent owning department identifier.
Inv_Component_Id	NUMBER		mtl_system_items.inventory_item_id	Inventory item identifier for the component. Must exist in the bill of material of the SR item.
Inv_Component_Version	VARCHAR2(90)		mtl_item_revisions.revision	Revision of the inventory component.
Inv_Subcomponent_Id	NUMBER		mtl_system_items.inventory_item_id	Inventory item identifier of the subcomponent. Must exist in the bill of material of the SR component.
Inv_Subcomponent_Version	VARCHAR2(90)		mtl_item_revisions.revision	Revision of the inventory component.
Tier	VARCHAR2(250)			Free-form text.
Tier_Version	VARCHAR2(250)			Free-form text.
Operating_System	VARCHAR2(250)			Free-form text.
Operating_System_Version	VARCHAR2(250)			Free-form text.
Database	VARCHAR2(250)			Free-form text.
DB_Version	VARCHAR2(250)			Free-form text.
PlatForm_Id	NUMBER		mtl_system_items.inventory_item_id	Identifier for the platform
PlatForm_Version	VARCHAR2(250)			Free-form text.
Platform_Version_Id	NUMBER		Mtl_iem_revisions.revision_id	Identifier of the platform version.
Inv_Platform_Org_Id	NUMBER		mtl_system_items_b.organization_id	Identifier of the organization that owns the platform item.
Inventory_item_segment_1 . Inventory_item_segment_20	VARCHAR2(800)			
Problem Code & Resolution Code Attributes				
Resolution_Code	VARCHAR2(50)		cs_lookups.lookup_code	Code that describes the resolution of the SR. Resolution codes are defined as lookup values for lookup_type REQUEST_RESOLUTION_CODE.
Problem_Code	VARCHAR2(30)		cs_lookups.lookup_code	Code that describes the problem for which the SR is created. Problem codes are defined as lookup values for lookup_type REQUEST_PROBLEM_CODE.
Resolution_Summary	VARCHAR2(250)			Free-form description of the resolution of the SR. This value is stored in the TL table of the SR Header.
Dates				
Incident_Occurred_Date	DATE			Date on which the incident occurred. This date must be less than or equal to the incident_date.
Obligation_Date	DATE			Estimated date by which the owner of the SR is expected to respond to the SR customer.

				If there is a contract associated to the SR that specifies the response times for the customer, then the API calculates the obligation_date as the incident_date + the response time from the contract.
Exp_Resolution_Date	DATE			Estimated date by which the owner of the SR is expected to resolve the SR. If there is a contract associated to the SR that specifies a resolution time, then the API calculates the exp_resolution_date as the incident_date + the resolution time from the contract.
Inc_Responded_By_Date	DATE			Date on which the owner of the SR actually responded to the SR. This date must be greater than or equal to the incident_date.
Incident_Resolved_Date	DATE			Date on which the SR was actually resolved. This date should be greater than or equal to the incident_date.
Closed_Date	DATE			Date on which the SR was closed. This date is automatically set to SYSDATE when the SR is assigned to a status that has the close_flag set to "Y". This date must be greater than the incident_occurred_date. If the SR is reopened, (i.e. set to a status where close_flag <> Y) this date is set to NULL.
Act_Resolution_Date	DATE			Not used.
Bill To, Ship To, and Installation Attributes				
Bill_To_Party_Id	NUMBER		hz_parties.party_id	Identifier of the party billed for service. The bill-to party must have an active relationship to the SR customer.
Bill_To_Site_Id	NUMBER		hz_party_sites.party_site_id	Bill-to party site identifier. The bill-to party site must have an active Bill_To usage and must belong to the bill-to party of the service request. If the bill_to_site_id is passed, then the bill_to_party_id must be passed as well.
Bill_To_Site_Use_Id	NUMBER		hz_party_site_uses.party_site_use_id	Bill-to party site usage identifier. This must be a valid site usage associated with the bill- to party site and bill-to party. If the bill_to_site_use_id is passed, then the bill_to_party_id must be passed as well.
Bill_To_Contact_Id	NUMBER		hz_parties.party_id	Party identifier of the bill-to contact of the service request. Bill-to contact party should be an active party with a valid relationship with the bill to party of the service request. If the bill_to_contact_id is passed, then the bill_to_party_id must be passed as well.
Bill_To_Accont_Id	NUMBER		hz_parties.party_id	Account identifier of the account that will be billed for service. The account must be owned by the bill-to party of the service request.
Ship_To_Party_Id	NUMBER		hz_parties.party_id	Party identifier of the party that will receive any shippable items. This party must have an active relationship to the SR customer.
Ship_To_Site_Id	NUMBER		hz_party_sites.party_site_id	Party site identifier of the ship-to party. This must be an active site with a ship_to usage owned by the ship- to party. If a ship_to_site_id is passed, then the ship_to_party_id must be passed as well
Ship_To_Site_Use_Id	NUMBER		hz_party_site_uses.party_site_use_id	Ship-to party site usage identifier. This must be a valid site usage associated with the ship- to party site and ship- to party. If the ship_to_site_use_id is passed, then the ship_to_party_id must be passed as well.
Ship_To_Contact_Id	NUMBER		hz_parties.party_id	Party identifier of the ship-to contact. Ship-to contact should be a valid party with an active relationship with the ship-to party of the service request.
Ship_To_Account_Id	NUMBER		hz_parties.party_id	Ship to account identifier. This account must be an active account that is owned by the ship-to party.
Install_Site_Id	NUMBER		hz_party_sites.party_site_id	Identifier of the site where the product is installed. Deprecated.
Install_site_Use_Id	NUMBER		hz_party_sites.party_site_id	Identifier of the site where the product is installed. Not used.

Site_Id	NUMBER		hz_party_sites.party_site_id	Party site identifier for the support site of the SR owner.
Customer_Site_Id	NUMBER		hz_party_sites.party_site_id	Party site identifier of the customer site.
Source Program Attributes				
SR_Creation_Channel	VARCHAR2(50)			The name of the channel via which the SR was created. Examples include Web, agent, and automatic. The channel names are stored in FND_LOOKUPS under lookup type CS_SR_CREATION_CHANNEL.
Last_Update_Channel	VARCHAR2(30)			The name of the channel via which the SR was updated. Examples include Web, agent, and automatic. The channel names are stored in FND_LOOKUPS under lookup type CS_SR_CREATION_CHANNEL.
Creation_Program_Code	VARCHAR2(30)	Y		The name of the program unit that is creating the service request. The program names are stored in FND_LOOKUPS under lookup_type CS_SR_SOURCE_PROGRAMS. Examples include SR Forms UI, iSupport UI, Mobile Field Service UI, and Preventive Maintenance Concurrent Request.
Last_Update_Program_Code	VARCHAR2(30)			The name of the program unit that has last updated the SR. The program names are stored in FND_LOOKUPS under lookup_type CS_SR_SOURCE_PROGRAMS. Examples include SR Forms UI, iSupport UI, Mobile Field Service UI, and Preventive Maintenance Concurrent Request.
Incident Address Attributes				
Incident_Location_Id	NUMBER		hz_locations.location_id / hz_party_sites.party_site_id	Identifier for the location where the incident occurred. The incident location can be a party site from hz_party_sites or a location from hz_locations. If the incident_location_type is HZ_LOCATION, then the value in incident_location_id refers to the location_id in HZ_LOCATIONS. If the incident_location_type is HZ_PARTY_SITE, then the value in incident_location_id refers to party_site_id in HZ_PARTY_SITES.
Incident_Location_Type	VARCHAR2(30)		cs_lookups.lookup_code	Type of the location corresponding to the value passed in incident_location_id. The valid values are 'HZ_LOCATION' and 'HZ_PARTY_SITE'.
Incident_Address	VARCHAR2(960)			Free-form address of the location where the incident occurred.
Incident_City	VARCHAR2(60)			Free-form name of the city where the incident occurred.
Incident_State	VARCHAR2(60)			Free-form name of the state where the incident occurred.
Incident_Country	VARCHAR2(60)			Free-form name of the country where the incident occurred.
Incident_Province	VARCHAR2(60)			Free-form name of the province where the incident occurred.
Incident_Postal_Code	VARCHAR2(60)			Free-form postal code where the incident occurred.
Incident_County	VARCHAR2(60)			Free-form name of the county where the incident occurred.
Credit Card Attributes				
CC_Number	VARCHAR2(48)			Not supported.
CC_Expiration_Date	DATE			Not supported.
CC_Type_Code	VARCHAR2(30)			Not supported.
CC_First_Name	VARCHAR2(250)			Not supported.
CC_Last_Name	VARCHAR2(250)			Not supported.

CC_Middle_Name	VARCHAR2(250)			Not supported.
CC_ID	NUMBER			Not supported.
Flexible Address Attributes				
Incident_Point_of_Interest	VARCHAR2(240)			Free-form text describing a major landmark closest to the location where the incident occurred.
Incident_Cross_Street	VARCHAR2(240)			Free-form text describing the street intersection closest to the location where the incident occurred.
Incident_Direction_Qualifier	VARCHAR2(30)		cs_lookups.lookup_code	Code describing a direction of where the incident occurred, for example, “North”. These codes are stored in FND_LOOKUPS under lookup type ‘CS_SR_DIRECTIONS’
Incident_Distance_Qualifier	VARCHAR2(240)			Free-form text describing a distance measure. This can be used with the other non-postal component attributes to specify a location.
Incident_Distance_Qual_UOM	VARCHAR2(30)		cs_lookups.lookup_code	Code describing a unit of measure
Incident_Address2	VARCHAR2(240)			Free-form address description.
Incident_Address3	VARCHAR2(240)			Free-form address description.
Incident_Address4	VARCHAR2(240)			Free-form address description.
Incident_Address_Style	VARCHAR2(30)			Free-form text describing the address format
Incident_Addr_Lines_Phonetic	VARCHAR2(560)			Free-form text that describes the pronunciation of the incident address lines.
Incident_PO_Box_Number	VARCHAR2(50)			Free-form text describing a postal box number.
Incident_House_Number	VARCHAR2(50)			Free-form text describing a house number.
Incident_Street_Suffix	VARCHAR2(50)			Free-form text describing the street suffix.
Incident_Street	VARCAR2(150)			Free-form text describing the street name.
Incident_Street_Number	VARCHAR2(50)			Free-form text describing the street number.
Incident_Floor	VARCHAR2(150)			Free-form text describing the level of a building.
Incident_Suite	VARCHAR2(50)			Free-form text describing a suite number.
Incident_Postal_Plus4_Code	VARCHAR2(50)			Free-form text describing the additional 4 postal code digits.
Incident_Position	VARCHAR2(50)			Free-form text describing position of the incident location.
Incident_Location_Directions	VARCHAR2(640)			Free-form text providing location direction of the incident location.
Incident_Location_Description	VARCHAR2(2000)			Free-form text providing location description.
Internal Flexfields				
Request_Attribute1 . Request_Attribute15	VARCHAR2(150)			Flexfields for additional SR information. This set of flexfields is visible only in an agent-facing SR UI such as Oracle TeleService. These flexfields are not visible from a customer facing SR UI such as Oracle iSupport. The name of the flexfield is CS_INCIDENTS_ALL_B.
Request_Context	VARCHAR2(30)			Flexfield context.
External Flexfields				
External_Attribute1 . External_Attribute15	VARCHAR2(150)			Flexfields for additional SR information. This set of flexfields is visible in both agent-facing and customer-facing SR UIs (Oracle TeleService and Oracle iSupport). The name of the flexfield is CS_INCIDENTS_ALL_B_EXT.
External_Context	VARCHAR2(30)			Flexfield context.

Concurrent Program Attributes				
Program_Id	NUMBER		fnd_concurrent_programs.program_id	Identifier of the concurrent request that has created or updated the service request.
Program_Application_Id	NUMBER		fnd_concurrent_programs.application_id	Identifier of the Program application that has created or updated the service request.
Conc_Request_Id	NUMBER		fnd_concurrent_request.request_id	Identifier of the program that has created or updated the service request.
Program_Login_Id	NUMBER			Not used.
Miscellaneous Attributes				
QA_Collection_Plan_Id	NUMBER			Identifier of the Oracle Quality collection plan.
Time_Zone_Id	NUMBER			Client time zone identifier of the primary service request contact.
Time_Difference	NUMBER			The time difference between the agent's time zone and the SR's primary contact's time zone.
Initialize_Flag	VARCHAR2(1)			Indicates if the IN parameter p_service_request_rec_type is initialized or not. The record type can be initialized by invoking the SR procedure initialize_rec. This procedure sets the values of the record type attributes to either G_MISS_NUM, G_MISS_CHAR, or G_MISS_DATE, depending on the data type of the attribute. If the initialize_rec API is invoked, this flag is set to a value of "R", else it has a value of "NULL".
Comm_Pref_Code	VARCHAR2(30)			The code for the preferred communication method of the SR customer. For example, Web, phone, e-mail, fax, etc.
Language	VARCHAR2(4)			The language to be stored in the SR translation table. If not passed it is defaulted from the language of the DB. i.e. userenv('LANG')
Error_Code	VARCHAR2(250)			Free-form description of the error code (if any) for the SR .
Parent_Interaction_Id	NUMBER			Not used. (Free-form text)
Project_Number	VARCHAR2(120)			Not used. (Free-form text)
Language_id	NUMBER			Not used.
Original_Order_Number	NUMBER			Not used. (Free-form text)
Purchase_Order_Num	VARCHAR2(50)			Not used. (Free-form text)
Cust_PO_Number	VARCHAR2(50)			Not used. (Free-form text)
Cust_Ticket_Number	VARCHAR2(50)			Not used. (Free-form text)

2.7.2 Notes Table

Parameter Name	Data Type	Required	Validation, Default, Comment
Note	VARCHAR2(2000)	Y	Note description. Max 2000 characters
Note_detail	VARCHAR2(32767)		Note Details. Max 32K characters
Note_type	VARCHAR2(240)		Type of the note.
Note_context_type_01	VARCHAR2(30)		Note context.
Note_context_type_id_01	NUMBER		Note context identifier.
Note_context_type_02	VARCHAR2(30)		Note context.

Note_context_type_id_02	NUMBER		Note context identifier.
Note_context_type_03	VARCHAR2(30)		Note context.
Note_context_type_id_03	NUMBER		Note context identifier.

2.7.3 Contacts Table

Parameter Name	Data Type	Reqd?	FK Reference	Validation, Default, Comment
Sr_contact_point_id	NUMBER		cs_hz_sr_contact_points.sr_contact_point_id	Identifier & primary key of the service contact point record. If a value is passed for this parameter, then it is assumed that the user is attempting an update to existing contact point record. If the value is not passed, then a new contact point record is created.
Party_id	NUMBER	Y	hz_parties.party_id	Party identifier of the party/employee who is a contact for the service request. This party_id corresponds to the party identifier in HZ_PARTIES. If the contact type is PERSON or RELATIONSHIP. It points to the primary key of PER_EMPLOYEES_X if the contact type is EMPLOYEE.
Contact_point_id	NUMBER	Y	hz_contact_points.contact_point_id OR per_phones.phone_id	Identifier of the contact point of contact (stored in party_id). This contact_point_id corresponds to the contact_point_id in the table hz_contact_points table. If the contact type is EMPLOYEE and the contact point type is a phone, then this ID points to a valid record in PER_PHONES.
Contact_point_type	VARCHAR2(30)			Type of contact point. For example, phone, email, fax, etc.
Primary_flag	VARCHAR2(1)			Flag indicating a primary contact. There can be only one primary contact for a service request.
Contact_type	VARCHAR2(30)			Type of the contact. Valid contact types are EMPLOYEE, PERSON, and PARTY_RELATIONSHIP.
Party_role_code	VARCHAR2(30)	Y		Must be “Contact” for a contact point and any other valid party role for associated parties.
Start_date_active	DATE			Must be greater than sysdate if passed.
End_date_active	DATE			Must be greater that start_date_active if passed.

2.7.4 SR Create OUT Rec Type (SR_CREATE_OUT_REC_TYPE)

Parameter Name	Data Type	Validation, Default, Comment
Request_id	NUMBER	Service request unique identifier.
Request_number	VARCHAR2(64)	Service request number.
Interaction_Id	NUMBER	
Workflow_process_id	NUMBER	Identifier of the Oracle Workflow process launched by the Create Service Request API.
Individual_owner	NUMBER	Identifier of an individual resource who is assigned as an owner of the service request.
Group_owner	NUMBER	Identifier of the resource group assigned as an owner of the service request.
Individual_type	VARCHAR2(30)	Type of the individual resource assigned as a service request owner.
Auto_task_gen_status	VARCHAR2(3)	Return status of the automatic task generation process.
Auto_task_gen_attempted	BOOLEAN	Parameter to indicate if the task generation process is attempted.
Field_service_task_created	BOOLEAN	Parameter to indicate if any field service task is created as a part of task generation process.
Contract_service_id	NUMBER	Identifier of the contract line assigned to the service request.
Respond_by_date	DATE	Date by which the service request should be responded. This date is calculated using default service-level agreement (SLA).
Resolve_by_date	DATE	Date by which the service request should be resolved. This date is calculated using the default SLA.
Responded_on_date	DATE	Date on which the service request was responded to. If a service request is created in a status that has a responded by flag set to “Y” then this date is defaulted to the sysdate.
Resolved_on_date	DATE	Date on which the service request is resolved. If a service request is created in a status that has a resolved by flag set to “Y” then this date is defaulted to the sysdate.

2.7.5 SR Update OUT Rec Type (SR_UPDATE_OUT_REC_TYPE)

Parameter Name	Data Type	Validation, Default, Comment
Workflow_process_id	NUMBER	Identifier of the Oracle Workflow process launched by the Update Service Request API.
Individual_owner	NUMBER	Identifier of an individual resource who is assigned as an owner of the service request.
Group_owner	NUMBER	Identifier of a resource group who is assigned as an owner of the service request.
Individual_type	VARCHAR2(30)	Type of the individual resource assigned as a service request owner.
Resolved_on_date	DATE	Date on which the service request was responded to. If a service request is created in a status that has a responded by flag set to “Y” then this date is defaulted to the sysdate.
Responded_on_date	DATE	Date on which the service request is resolved. If a service request is created in a status that has a resolved by flag set to “Y” then this date is defaulted to sysdate.
Interaction_id	NUMBER	Not used.

2.7.6 SR Extensible Attributes Group Table (EXTR_ATTR_GRP_TBL_TYPE)

Parameter Name	Data Type	Reqd?	FK Reference	Validation, Default, Comment
Row_identifier	NUMBER	N		Row identifier that ties this record to the detail record in the Attribute Detail Information.
Pk_column_1	NUMBER	N		Identifier 'INCIDENT_ID' of the service request with which the extensible attributes are associated. (Incident_id must be passed when creating the service request and party role extensible attributes)
Pk_column_2	NUMBER	N	CS_HZ_SR_Contact_points.Party_Id	This parameter must be used only while creating party role extensible attributes and must not be used while creating extensible attributes at service request level. Party Identifier of the contact / associated party must be passed through this parameter. PARTY_ID column in the CS_HZ_SR_CONTACT_POINTS.
Pk_column_3	NUMBER	N	CS_HZ_SR_Contact_points.Contact_Type	This parameter must be used only while creating party role extensible attributes and must not be used while creating extensible attributes at service request level. Contact_Type of the associated party.
Pk_column_4	NUMBER	N	CS_HZ_SR_Contact_Points.Party_Type	This parameter must be used only while creating party role extensible attributes and must not be used while creating extensible attributes at service request level. PARTY_TYPE of the associated party.
Context	VARCHAR2			The context that is being used for this attribute. The context passed must be a valid context. For service request extensible attributes, the context is validated against the lookup_type CS_SR_GLOBAL_TYPES (FND_LOOKUP_VALUES) and the CS_INCIDENT_TYPES_VL table. The context can be a specific service request type or global. For party role extensible attributes, the context is validated against the CS_PARTY_ROLES_V view and must be a valid party role.
Object_Name	VARCHAR2		FND_OBJECT.OBJ_NAME	For service request extensible attributes, the object name must be CS_SERVICE_REQUEST. For party roles extensible attributes, the object name must be CS_PARTY_ROLE.
Attr_group_id	NUMBER			Identifier of the attribute group. This value will be used if the Ext_Attrs_Internal_Flag = "I".
Attr_group_name	VARCHAR2			External/display name of the attribute group. This value is

				translated if the Ext_Attrs_Internal_Flag = "'E".
Attr_group_type	VARCHAR2			For service request extensible attributes, the context must always be CS_SR_CONTEXT. For party roles extensible attributes, the context must always be CS_PR_CONTEXT.
Attr_group_app_id	NUMBER		FND_APPLICATIONS.APPLICATION_ID	Application ID for the service request business object (170). It is validated against fnd_application.
Mapping_req	VARCHAR2			Mapping_req must be "Y", if the attributes passed in the detail table of records use the database column names instead of the internal names.

2.7.7 SR Extensible Attributes Table (EXTR_ATTR_TBL_TYPE)

Parameter Name	Data Type	Reqd?	FK Reference	Validation, Default, Comment
Row_identifier	NUMBER	N		Row identifier that ties this record to the Header/Group record in the Attribute Header Information
Column_name	VARCHAR2	N		Column name of the extension table where this attribute belongs. Mapping_req must be "Y" if this is passed.
Attr_name	VARCHAR2	N		Internal name of the attribute. Mapping_req must be "N" if this is passed.
Attr_value_str	VARCHAR2	N		String value for the attribute. (For example, "Red" as a value of the Vehicle Color attribute.) The value being passed for the attribute is stored in ATTR_VALUE_STR.
Attr_value_num	NUMBER	N		Numeric value for the attribute. (For example, 200000 as a value for the attribute Vehicle Odometer Reading.) The value being passed for the attribute is stored in ATTR_VALUE_NUM.
Attr_value_date	DATE	N		Date value for the attribute. (For example, 01-Jan-2006 as a value for the Vehicle Purchase Date attribute.) The value being passed for the attribute is stored in ATTR_VALUE_DATE.
Attr_value_display	VARCHAR2	N		Display value of the attribute. The value being passed for the attribute is stored in ATTR_DISP_VALUE if the attribute has a value set with distinct internal and display values.

3. Service Request Link APIs

The Service Request Link APIs create a relationship between two service requests or between a service request and an external object registered in JTF Objects.

The API supports the following types of relationships between two objects (a subject and an object):

- Root Cause of
- Caused by
- Duplicate of
- Original for
- Reference for
- Refers to

When an agent creates a link between two objects, the application automatically creates the reciprocal link. For example, if an agent indicates that a service request is caused by a defect by creating a link using the "Caused by" relationship, then the application creates a "Root Cause of" link in the defect to the service request. For a detailed description of service request linking, please see the "Service Request Linking to Specify Duplicates and Other Relationships" chapter of the *Oracle TeleService Implementation Guide*.

There can be only one active link of a given relationship type between two objects. Multiple links of different relationship type can exists at the same time.

3.1 Create Service Request (Incident) Link

3.1.1 Description

The Create Service Request (Incident) Link API is mainly used to create links between two objects. This API supports the creation of a link between two service requests or between a service request and any external object registered in JTF Objects.

The Update Service Request API:

- Creates a link between two objects.
- Ensures that the link created is unique.
- Automatically creates a reciprocal link between the objects.
- Avoids the creation of circular links.

3.1.2 Business Events

The Create Service Request Link API raises the oracle.apps.cs.sr.ServiceRequest.relationshipcreated event when the main link and a reciprocal link are created.

For details, please refer to 4. Appendix A – Service Business Events and Event Parameters.

3.1.3 User Hook Support

None.

3.1.4 API Signature and Parameter Description

API Signature

```
CS_IncidentLinks_PUB.Create_IncidentLink (
  P_API_VERSION                 IN              NUMBER,
  P_INIT_MSG_LIST               IN              VARCHAR2 := FND_API.G_FALSE,
  P_COMMIT                      IN              VARCHAR2 := FND_API.G_FALSE,
  P_RESP_APPL_ID                IN              NUMBER   := NULL, -- not used
  P_RESP_ID                     IN              NUMBER   := NULL, -- not used
  P_USER_ID                     IN              NUMBER   := NULL,
  P_LOGIN_ID                    IN              NUMBER   := FND_API.G_MISS_NUM,
  P_ORG_ID                      IN              NUMBER   := NULL, -- not used
  P_LINK_REC                    IN      CS_INCIDENT_LINK_REC_TYPE := NULL,
  X_RETURN_STATUS               OUT     NOCOPY          VARCHAR2,
  X_MSG_COUNT                   OUT     NOCOPY          NUMBER,
  X_MSG_DATA                    OUT     NOCOPY          VARCHAR2,
  X_OBJECT_VERSION_NUMBER       OUT     NOCOPY          NUMBER
  X_RECIPROCAL_LINK_ID          OUT     NOCOPY          NUMBER,
  X_LINK_ID                     OUT     NOCOPY          NUMBER);
```

Parameter Description

Parameter Name	Type	Data Type	Reqd?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API version (4.0).
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User responsibility application identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User responsibility identifier. Default – FND_GLOBAL.RESP_ID
P_user_id	IN	NUMBER	Y	User identifier. Default – FND_GLOBAL.USER_ID
P_login_id	IN	NUMBER	N	Login session identifier. Default – FND_GLOBAL.LOGIN_ID
P_org_id	IN	NUMBER	N	Operating unit identifier. Default – NULL
P_link_rec	IN	ServiceRequest _Rec_Type	Y	PL/SQL record type with all the attributes users can enter to create a service request. Please see section 3.4.1 below for more details.
X_return_status	OUT	VARCHAR2		Return status of the API request.
X_msg_count	OUT	NUMBER		Count of the messages returned by the API
X_msg_data	OUT	VARCHAR2		A concatenated error/warning message string.
X_object_version_number	OUT	NUMBER		Object version number of the main link created.
X_reciprocal_link_id	OUT	NUMBER		Identifier of the reciprocal link created.
X_link_id	OUT	NUMBER		Identifier of the main link created.

3.2 Update Service Request Link

3.2.1 Description

Update Service Request (Incident) Link API is mainly used to update the link attributes.
By current architecture of the API if any of the link attribute is updated then the existing link is end dated and a new link is created with the new attributes and by copying the values for remaining attributes from the old link. Further the related reciprocal link is also end dated and a new reciprocal link is created.

Some of the important features of Update Service Request (Incident) Link API are:

1. Allow updates to any link attributes.
2. Ensure that the link created as a part of update is unique.
3. Automatically re-create a reciprocal link between the objects.
4. Avoid creation of circular links.

3.2.2 Business Events

Update Service Request Link API raises following event every time a link is updated. Separate business event is raised for the main link and a reciprocal link.

Event Name: oracle.apps.cs.sr.ServiceRequest.relationshipcreated.

For details, please refer to 4. Appendix A – Service Business Events and Event Parameters.

3.2.3 User Hooks Support

None

3.2.4 API Signature & Parameter description

API Signature

```
CS_IncidentLinks_PUB.Update_IncidentLink (
  P_API_VERSION                 IN    NUMBER,
  P_INIT_MSG_LIST               IN    VARCHAR2  := FND_API.G_FALSE,
  P_COMMIT                      IN    VARCHAR2  := FND_API.G_FALSE,
  P_RESP_APPL_ID                IN    NUMBER    := NULL,
  P_RESP_ID                     IN    NUMBER    := NULL,
  P_USER_ID                     IN    NUMBER    := NULL,
  P_LOGIN_ID                    IN    NUMBER    := FND_API.G_MISS_NUM,
  P_ORG_ID                      IN    NUMBER    := NULL,
  P_LINK_ID                     IN    NUMBER,
  P_OBJECT_VERSION_NUMBER       IN    NUMBER,          -
  P_LINK_REC                    IN    CS_INCIDENT_LINK_REC_TYPE := NULL,
  X_RETURN_STATUS               OUT NOCOPY   VARCHAR2,
  X_OBJECT_VERSION_NUMBER       OUT NOCOPY   NUMBER,
  X_MSG_COUNT                   OUT NOCOPY   NUMBER,
  X_MSG_DATA                    OUT NOCOPY   VARCHAR);
```

Parameter Description

Parameter Name	Type	Data Type	Reqd?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API Version (4.0 for release11.5.10)
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User Responsibility Application Identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User Responsibility Identifier Default – FND_GLOBAL.RESP_ID
P_user_id	IN	NUMBER	Y	User Identifier Default – FND_GLOBAL.USER_ID
P_login_id	IN	NUMBER	N	Login session Identifier Default – FND_GLOBAL.LOGIN_ID
P_org_id	IN	NUMBER	N	Operating unit Identifier Default – NULL
P_link_id	IN	NUMBER	Y	Identifier of the link being updated.
P_object_version_number	IN	NUMBER	Y	Object version number of the link being updated.
P_link_rec	IN	Cs_incident_link_rec_type	N	PL/SQL record type that has all the link attributes users can provide to create service request link. Please see section 3.4.1 below for more details.
X_return_status	OUT	VARCHAR2		Return status of the API request.
X_msg_count	OUT	NUMBER		Count of the messages returned by the API.
X_msg_data	OUT	VARCHAR2		A concatenated error/warning message string.
X_object_version_number	OUT	NUMBER		Object version number of the main link created.

3.3 Delete Service Request Link

3.3.1 Description

The Delete Service Request (Incident) Link API is used to delete the link between two objects. On delete the link is end-dated and the reciprocal link is end-dated as well.

3.3.2 Business Events

Separate business events are raised for a link and a reciprocal link when a link is deleted.

Event Name: oracle.apps.cs.sr.ServiceRequest.relationshipdeleted.

For details, please refer to 4. Appendix A – Service Business Events and Event Parameters.

3.3.3 User Hook Support

None.

3.3.4 API Signature and Parameter Description

API Signature

```
PROCEDURE DELETE_INCIDENTLINK (
  P_API_VERSION          IN     NUMBER,
  P_INIT_MSG_LIST        IN     VARCHAR2       := FND_API.G_FALSE,
  P_COMMIT               IN     VARCHAR2       := FND_API.G_FALSE,
  P_RESP_APPL_ID         IN     NUMBER         := NULL,
  P_RESP_ID              IN     NUMBER         := NULL,
  P_USER_ID              IN     NUMBER         := NULL,
  P_LOGIN_ID             IN     NUMBER         := FND_API.G_MISS_NUM,
  P_ORG_ID               IN     NUMBER         := NULL,
  P_LINK_ID              IN     NUMBER,
  X_RETURN_STATUS        OUT NOCOPY   VARCHAR2,
  X_MSG_COUNT            OUT NOCOPY   NUMBER,
  X_MSG_DATA             OUT NOCOPY   VARCHAR2 );
```

Parameter Description

Parameter Name	Type	Data Type	Reqd?	Validation, Default, Comment
P_api_version	IN	NUMBER	Y	Valid API Version (4.0 for release11.5.10)
P_init_msg_list	IN	BOOLEAN	N	Initialize message list? Default – FND_API.G_FALSE
P_commit	IN	BOOLEAN	N	Commit changes? Default – FND_API.G_FALSE
P_resp_appl_id	IN	NUMBER	N	User Responsibility Application Identifier. Default – FND_GLOBAL.RESP_APPL_ID
P_resp_id	IN	NUMBER	N	User Responsibility Identifier Default – FND_GLOBAL.RESP_ID
P_user_id	IN	NUMBER	Y	User Identifier Default – FND_GLOBAL.USER_ID
P_login_id	IN	NUMBER	N	Login session Identifier Default – FND_GLOBAL.LOGIN_ID
P_org_id	IN	NUMBER	N	Operating unit Identifier Default – NULL --- Note used
P_link_id	IN	NUMBER	Y	Identifier of the link being deleted.
X_return_status	OUT	VARCHAR2		Return status of the API request
X_msg_count	OUT	NUMBER		Count of the messages returned by the API
X_msg_data	OUT	VARCHAR2		A concatenated error/warning message string.

3.4 PL/SQL Record and Table Structure Definitions Used in SR Link APIs

3.4.1 Service Request Record Type (CS_INCIDENT_LINK_REC_TYPE)

Parameter Name	Data Type	Reqd?	Validation, Default, Comment
Link_Id	NUMBER		Unique Identifier of the link being created. System generated. Default: Null
Subject_Id	NUMBER	Y	Identifier of the subject of the link being created. Default: Null
Subject_Type	VARCHAR2(30)	Y	Type of the subject of the link. The subject type is the object registered in the JTF_Objects table. Default: Null
Object_Id	NUMBER	Y	Identifier of the object of the link being created. Default: Null Default: Null
Object_Type	VARCHAR2(30)	Y	Type of the object of the link. The object type is the object registered in the JTF_Objects table. Default: Null
Object_Number	VARCHAR2(90)		Number of the object being linked.
Link_Type_Id	NUMBER	Y	Identifier of the link type. Default: Null
Link_Type	VARCHAR2(240)		Type of the link being created. Supported link types are: • Root Cause of • Caused by • Duplicate of • Original for • Reference for • Refers to
Request_Id	NUMBER		Identifier of the service request being linked.
Program_Application_Id	NUMBER		Identifier of the application that has created or updated the service requested.
Program_Id	NUMBER		Identifier of the Oracle Workflow concurrent request that has created or updated the service requested. Default: Null
Program_Update_Date	DATE		Default: Null – Not used.
Link_Segment1 . Link_Segment15	VARCHAR2(150)		Descriptive flexfields. Default:- FND_API.G_MISS_CHAR
Link_Context	VARCHAR2(30)		Descriptive flexfield context. Default:- FND_API.G_MISS_CHAR

4. Appendix A - Service Business Events and Event Parameters

4.1 SR Business Events

#	Event Name	Type	Status
1	oracle.apps.cs.sr.ServiceRequest.created	Event	Enabled
2	oracle.apps.cs.sr.ServiceRequest.updated	Event	Enabled
3	oracle.apps.cs.sr.ServiceRequest.newcontactadded	Event	Enabled
4	oracle.apps.cs.sr.ServiceRequest.reassigned	Event	Enabled
5	oracle.apps.cs.sr.ServiceRequest.statuschanged	Event	Enabled
6	oracle.apps.cs.sr.ServiceRequest.relationshipcreated	Event	Enabled
7	oracle.apps.cs.sr.ServiceRequest.relationshipdeleted	Event	Enabled
8	oracle.apps.cs.sr.ServiceRequest.eventgroup (This is a grouping of events the events (1-7) listed above)	Event Group	Enabled

4.2 Business Event Payload Information

#	Event Name	Parameter
1	oracle.apps.cs.sr.ServiceRequest.created	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH SENDER_ROLE WF_ADMINISTRATOR
2	oracle.apps.cs.sr.ServiceRequest.updated	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH SENDER_ROLE WF_ADMINISTRATOR PREV_OWNER_ID PREV_TYPE_ID PREV_SEVERITY_ID PREV_STATUS_ID PREV_URGENCY_ID PREV_SUMMARY
3	oracle.apps.cs.sr.ServiceRequest.newcontactadded	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH SENDER_ROLE WF_ADMINISTRATOR PREV_OWNER_ID PREV_TYPE_ID PREV_SEVERITY_ID PREV_STATUS_ID PREV_URGENCY_ID PREV_SUMMARY NEW_CONTACT_POINT_NAME NEW_CONTACT_POINT_ID_LIST
4	oracle.apps.cs.sr.ServiceRequest.reassigned	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH SENDER_ROLE WF_ADMINISTRATOR PREV_OWNER_ID PREV_TYPE_ID PREV_SEVERITY_ID PREV_STATUS_ID

		PREV_URGENCY_ID PREV_SUMMARY
5	oracle.apps.cs.sr.ServiceRequest.statuschanged	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH SENDER_ROLE WF_ADMINISTRATOR REQUEST_STATUS_OLD PREV_TYPE_ID PREV_SEVERITY_ID PREV_STATUS_ID PREV_URGENCY_ID PREV_SUMMARY
6	oracle.apps.cs.sr.ServiceRequest.relationshipcreated	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH=N SENDER_ROLE WF_ADMINISTRATOR NTFY_LINK_TYPE NTFY_LINKED_INCIDENT_NUMBER LINK_SUBJECT_TYPE LINK_OBJECT_TYPE
7	oracle.apps.cs.sr.ServiceRequest.relationshipdeleted	REQUEST_NUMBER USER_ID RESP_ID RESP_APPL_ID INITIATOR_ROLE MANUAL_LAUNCH=N SENDER_ROLE WF_ADMINISTRATOR NTFY_LINK_TYPE NTFY_LINKED_INCIDENT_NUMBER LINK_SUBJECT_TYPE LINK_OBJECT_TYPE

4.3 Parameter Details

#	Parameter	Description
1	REQUEST_NUMBER	Service request number.
2	USER_ID	Session user ID.
3	RESP_ID	Session responsibility ID.
4	RESP_APPL_ID	Application ID.
5	INITIATOR_ROLE	Oracle Workflow role of the user creating the service request link. This role is used for the Oracle Workflow notifications sender.
6	MANUAL_LAUNCH	Indicator for the seeded business event to launch the WF Process associated with the SR Type.
7	SENDER_ROLE	Role used for the sender of Oracle Workflow notifications. This role applies to all notifications other than those for links.
8	WF_ADMINISTRATOR	The application notifies this role of any errors via Oracle Workflow notifications. (Internal Oracle Workflow attribute.)
9	PREV_OWNER_ID	Previous service request owner if ownership has changed.
10	PREV_TYPE_ID	Previous service request type if the type has changed.
11	PREV_SEVERITY_ID	Previous service request severity if the severity has changed.
12	PREV_STATUS_ID	Pervious service request status if the status has changed.
13	PREV_URGENCY_ID	Previous service request urgency value if the urgency has changed.
14	PREV_SUMMARY	Previous service request summary text if the summary has been changed.
15	NTFY_LINK_TYPE	The link type at the time the link was created.
16	NTFY_LINKED_INCIDENT_NUMBER	Service request number of the linked service request.
17	LINK_SUBJECT_TYPE	Type of service request subject when the link is created.
18	LINK_OBJECT_TYPE	Type of service request object when the link is created.