

Support

General

Sign-in

Identify the user in the system.

Request:

```
1 POST /api/support/signin HTTP/1.1
2 Host: dev.displayplan.digital
```

Parameters:

Name	Description
username <i>string</i>	
password <i>string</i>	

Response:

```
1 {
2   "success": {true|false},
3   "data": {
4     "full_name": "John Doe",
5     "identifier": "$2y$10$GKIqAU509cWQUJJ1DVYNYOMiKHAoaJ0bjBuTU1a4GrspazM0-Pvnq"
6   }
7 }
```

Dashboard

Get basic stats

Request:

```
1 GET /api/support/dashboard HTTP/1.1
2 Host: dev.displayplan.digital
```

Response:

```
1 {
2   "success": true,
3   "data": {
4     "displays": {
5       "total": 14,
6       "online": 0,
7       "offline": 10,
8       "pending": 3,
9       "independent": 1
10    },
11    "fixed": 1,
12    "outstanding": 3,
13    "closed": 1
14  }
15 }
```

Tickets

Data

Get required form data for creating tickets.

Request:

```
1 GET /api/support/tickets HTTP/1.1
2 Host: dev.displayplan.digital
```

Response:

```
1  {
2    "success": true,
3    "data": {
4      "displays": [
5        "ORA-0001"
6      ],
7      "display_issue_types": [
8        "issue A",
9        "issue B",
10       "issue C",
11       "issue D"
12     ],
13     "statuses": [
14       "Pending",
15       "In Process",
16       "Solved"
17     ]
18   }
19 }
```

Create

Open a new ticket, attach files if needed.

Request:

```
1  POST /api/support/tickets HTTP/1.1
2  Host: dev.displayplan.digital
```

Parameters:

Name	Description
issue_type (required)	

<i>string</i>	
display (required) <i>string</i>	
raised_by (required) <i>string</i>	
details <i>text</i>	
actions <i>text</i>	
attachments <i>array</i>	

Response:

```
1 {  
2   "success": {true|false}  
3 }
```

Update

Update any of the properties of a given ticket, attach files if needed.

Request:

```
1 POST /api/support/tickets HTTP/1.1  
2 Host: dev.displayplan.digital
```

Parameters:

Name	Description
ticket_id (required) <i>int</i>	
status (required) <i>text</i>	
changed_by (required) <i>string</i>	
details <i>text</i>	
actions	

<i>text</i>	
attachments <i>array</i>	

Response:

```
1 {  
2   "success": {true|false}  
3 }
```

List

List tickets of a given display.

Request:

```
1 GET /api/support/tickets/{display-identifier} HTTP/1.1  
2 Host: dev.displayplan.digital
```

Response:

```
1 {  
2   "success": true,  
3   "data": [  
4     {  
5       "id": 1,  
6       "status": "Pending",  
7       "display": "ORA-0001",  
8       "issue_type": "issue A",  
9       "details": "Whatever it is!",  
10      "raised_by": "Kevin Coates",  
11      "attachments": [  
12        "issues/58f0d92a720e6.jpg",  
13        "issues/58f0d92a84a52.jpg"  
14      ]  
15    }  
  ]  
}
```

```
16   ]  
17 }
```

Displays

Data

Get required form data for installing displays.

Request:

```
1 GET /api/support/displays HTTP/1.1  
2 Host: dev.displayplan.digital
```

Response:

```
1 {  
2   "success": true,  
3   "data": {  
4     "modules": [  
5       "Facial Detection",  
6       "Lift N Learn",  
7       "Touch",  
8       "NFC",  
9       "Camera",  
10      "VR"  
11    ],  
12    "resolutions": [  
13      "1920x1080",  
14      "1080x720",  
15      "1280x800",  
16      "3840x2160"  
17    ],  
18    "brands": [  
19
```

```
19     "OralB"
20 ],
21 "locations":[
22     "Karlskrona",
23     "Oral Demo Display",
24     "P&G",
25     "Elgiganten Esbjerg"
26 ],
27 "operatingSystems": [
28     "Windows",
29     "Unix",
30     "Android",
31     "iOS"
32 ],
33 "orientations": [
34     "Portrait",
35     "Landscape"
36 ],
37 "networks": [
38     "3G",
39     "Wifi",
40     "Lan",
41     "Independent"
42 ],
43 "screensizes": [
44     "7 Inch",
45     "10 Inch",
46     "22 Inch",
47     "32 Inch",
48     "40 Inch",
49     "55 Inch",
50     "65 Inch",
51     "72 Inch"
```

```
52     ]
53   }
54 }
```

Install

Install a new display, attach pictures if needed.

Request:

```
1 POST /api/support/displays HTTP/1.1
2 Host: dev.displayplan.digital
```

Parameters:

Name	Description
name (required) <i>string</i>	
resolution (required) <i>string</i>	
location (required) <i>string</i>	
brand (required) <i>string</i>	
operating_system (required) <i>string</i>	
orientation (required) <i>string</i>	
network (required) <i>string</i>	
screen_size (required) <i>string</i>	
modules (required) <i>array</i>	Array of strings containing those modules that the user set as active only. <i>Sample:</i> ["Facial Detection", "Lift N Learn"]
notes <i>text</i>	

pictures array	
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Response:

```
1 {  
2   "success": {true|false}  
3 }
```

Display Info

Get information of an existing display.

Request:

```
1 GET /api/support/displays/{identifier} HTTP/1.1  
2 Host: dev.displayplan.digital
```

Response:

```
1 {  
2   "success": true,  
3   "data": {  
4     "name": "OralB1",  
5     "resolution": "1280x800",  
6     "brand": "OralB",  
7     "operating_system": "Android",  
8     "orientation": "Landscape",  
9     "network": "Wifi",  
10    "screesize": "10 Inch",  
11    "modules": [  
12      "VR",  
13      "NFC",  
14      "Touch",  
15      "Camera",  
16      "Lift N Learn",
```

```
17         "Facial Detection"
18     ],
19     "location": "Karlskrona",
20     "notes": "",
21     "pictures": []
22 }
23 }
```

List of Displays with Tickets

Get the list of displays that have one or more ticket.

Request:

```
1 GET /api/support/displays/troubled HTTP/1.1
2 Host: dev.displayplan.digital
```

Response:

```
1 {
2     "success": true,
3     "data": [
4         {
5             "identifier": "ORA-0001",
6             "name": "OralB1"
7         }
8     ]
9 }
```

Update

Update any of the properties of a given display, attach pictures if needed.

Request:

```
1 POST /api/support/displays HTTP/1.1
```

2 Host: dev.displayplan.digital

Parameters:

Name	Description
identifier (required) <i>string</i>	
name <i>string</i>	
resolution <i>string</i>	
location <i>string</i>	
brand <i>string</i>	
operating_system <i>string</i>	
orientation <i>string</i>	
network <i>string</i>	
screen_size <i>string</i>	
modules <i>array</i>	Array of strings containing those modules that the user set as active only. <i>Sample:</i> ["Facial Detection", "Lift N Learn"]
notes <i>string</i>	
pictures <i>array</i>	

Response:

```
1 {  
2   "success": {true|false}  
3 }
```

Locations

Data

Get required form data for creating locations.

Request:

```
1 GET /api/support/locations HTTP/1.1
2 Host: dev.displayplan.digital
```

Response:

```
1 {
2   "success": true,
3   "data": {
4     "retailers": [
5       "Retailer A",
6       "Retailer B",
7       ... ,
8       "Retailer N"
9     ],
10    "countries": [
11      "Country A",
12      "Country B",
13      ... ,
14      "Country N"
15    ]
16  }
17 }
```

Create

Create a new location for a given retailer.

Request:

```
1 POST /api/support/locations HTTP/1.1
2 Host: dev.displayplan.digital
```

Parameters:

Name	Description
retailer (required) <i>string</i>	
country (required) <i>string</i>	
name (required) <i>string</i>	
address (required) <i>string</i>	
latitude (required) <i>number</i>	
longitude (required) <i>number</i>	
post_code (required) <i>string</i>	
telephone (required) <i>array</i>	
email (required) <i>string</i>	

Response:

```
1 {
2   "success": {true|false}
3 }
```