

OGW Service 32: OMSendDocumentCallback

OSF

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1 Description

The SendDocumentCallback interface will be called from Output management to communicate about the success including documents back to OGW or about errors during document creation.

2 Input

2.1 sendDocumentOmCallbackRequest

Name	Type	M/O	Description
bestaetigeVersandEvent	Om:BestaetigeVersandEvent	O	
customerReactionStatusResponse	Cr:customerReactionStatusResponse	O	

2.2 OM:BestaetigeVersandEvent

Name	Type	M/O	Description
bestaetigeVersandOutput	AR:BestaetigeVersandOutput	M	

2.3 AR:BestaetigeVersandOutput

Name	Type	M/O	Description
auftragsID	String	M	
auftragsStatus	String	M	
externelID	String	O	
auftragKommentar	String	O	
weitergabeZeitpunkt	Datetime	O	
ausgabeDokumente	BinaryDocumentList	O	

2.4 cr:customerReactionStatusResponse

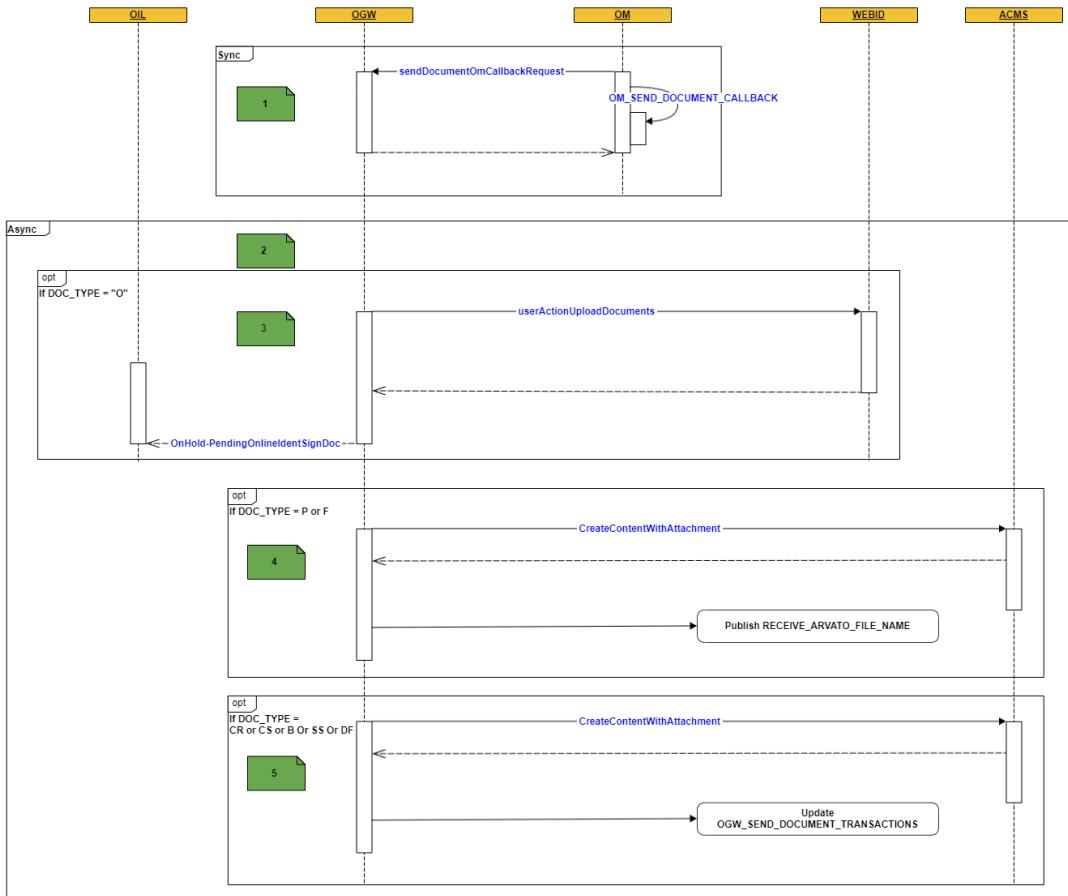
Name	Type	M/O	Description
requestID	String	M	The request id as provided by the bestaetigeVersandEvent. For third-party systems, which do not receive the bestaetigeVersandEvent or the customer reaction status response by OM, it is up to OM and the third-party system to define a contract, which makes the requestId known them.
Changed	Datetime	M	The date and time at which the update took place. Note: the timestamp allows external systems to override the final status "timeout", if the provided timestamp is before the recorded timestamp of OM. This is necessary due to the asynchronous nature of the infrastructure, batch processes and possible non-availability of systems
reactionStatus	String	M	The reaction status can be one of the following :

Name	Type	M/O	Description
			<p>abort: This is a final status, after which updates are not permitted anymore and rejected by OM.</p> <p>confirmed: The customer confirmed/agreed to the contents of the communication order, this is a final status, after which updates are not permitted anymore and rejected by OM.</p>
errorCode	String	O	<p>error codes as follows :</p> <p>HTTP Status Description</p> <p>200 Everything ok</p> <p>400 Missing parameters of the request</p> <p>401 Unauthorized</p> <p>404 Not available in case of downtime</p> <p>410 The Requested ID couldn't be found</p> <p>501 Technical Error happened during processing</p>

3 ErrorCodes

State	Description
INITIAL	OM has accepted and stored the communication order. This is the initial state of a communication order.
ignored	OM detected the communication order to be ignored and thus rejected it.
finished	OM has completely processed the communication order and passed the output to SMS-Server, email-Server, archive or Printshop.
error	An error related to the communication order occurs during the processing. Error code and error description are conveyed to KIAS.

4 Flow : SendDocumentCallback with OM:BestaetigeVersandEvent



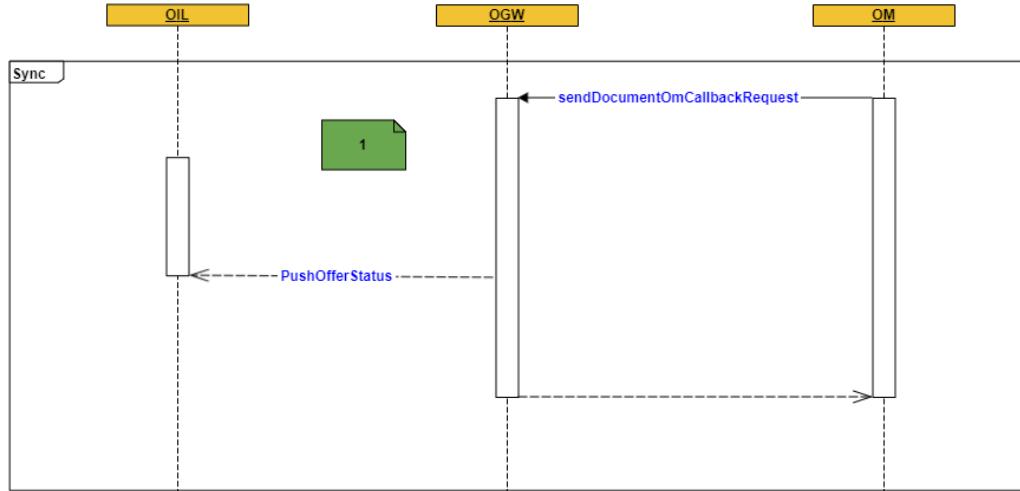
Below Description of Above Flow:

1. The **sendDocumentOmCallbackRequest** is called by OM, which invokes below:
 - o EGName: **OMSendDocumentCallback**
 - o OperationName: [sendDocumentOmCallbackRequest](#)
 - o Flow Invoked:
 - [vfde/sendDocument/omCallback/vfde_send_document_callback_flow.xml](#)
 - The Flow creates and Async message for the request received only for Contract Document received as below :
 - o TABLE_NAME: JESI_WF_AMDOCS_SUBSCRIBE
 - o MESSAGE_DATA: Input received from OM
 - o MESSAGE_NAME: OM_SEND_DOCUMENT_CALLBACK ACK
2. The Async flow invoked by above message is as follows:
 - o The Flow extracts the Externe ID which is coming from OM as pipe separated format.

- ExternelID Format :
OGWOrderID|OGWOrderLineID|DOC_TYPE|LINEOfBUSINESS
 - OGW Extracts DOC_TYPE and does the next based on DOC_TYPE.
- Flow
Invoked: vfde/sendDocument/omCallback/[vfde_send_document_callback_async_handler_flow.xml](#)
- If **DOC_TYPE = O**
 - This is referring to Initial Contract Generation for Online Ident Orders coming from Omnis.
 - Flow
Invoked: vfde/order/documents/upload/[vfde_upload_documents_to_webid_flow.xml](#)
 - Purpose of flow is as follows:
 - Once this documents are received from OM, OGW calls PUT service of **userActionUploadDocuments** and then updates the Status for the Orderline as "**OnHold-PendingOnlinidentSignDoc**".
 - Print in Logs to find input from OGW: "User Action Upload Document Input:"
 - Input to WEBID variable: **userActionUploadDocumentInput**
 - Output from WEBID variable: **userActionUploadDocumentOutput**
 - And waits for documents to be signed by customer and then those documents will be sent as part of GetSignedDocument API.
- If **DOC_TYPE = P or F**
 - DOC_TYPE = P is referring to Final Contract document for Non-Online Ident Method OrderLine present in Submit order Request.
 - DOC_TYPE = F is referring to Final Contract document for Online Ident Method OrderLine present in Submit Order Request.
 - Once this documents are received, OGW does below:
 - Flow Invoked:
vfde/order/documents/avvato/[vfde_create_arvato_document_flow.xml](#)
 - Purpose of Flow is to store documents in ACMS and Copy the File to Arvato Directory with Arvato File Name convention.
 - Arvato File Name variable: **FILE_NAME**
 - And Publish the Message **RECEIVE_ARVATO_FILENAME**, so the pending flow to get Arvato Documents is moving Forward.
- If **DOC_TYPE = CR or CS or B or SS or DF**
 - This is referring to Retail Contract Documents which were requested as part of GenerateContract Mode from Omnis.
 - DOC_TYPE = CR is referring to Contract Documents which are created per Stack.
 - DOC_TYPE = CS is referring to ContractSummary which contains all Stack data in it.
 - DOC_TYPE = DF is referring to DF Contract document added part of epic OS-47915 . (Please note this document will be created and stored on OrderLineLevel)

- DOC_TYPE = B is referring to BEWOnly document. added BEW part of epic OS-17584
- DOC_TYPE = SS is referring to SIMSwap document. added part of epic OS-1510
- Flow
Invoked: vfde/order/contract/store/[vfde_store_contract_documents_in_acms_flow.xml](#)
 - This documents when received are stored in ACMS directly by calling ACMS createContentwithAttachment Service.
- If DOC_TYPE = E
 - This is referring to status of whether the E-Sim Activation mail was sent to customer successfully or not.
 - Flow
Invoked: vfde/order/kias/services/[vfde_om_generatedocuments_SendDocumentCallback_flow.xml](#)
 - Purpose of Flow:
 - If the transaction was Successful :
 - OGW will create a Ticket directly in SKY and wait for Ticket Resolution.
 - In Case of CommunicationException, OGW will do 2 Retries of the Request and Still receives the error then the Ticket is Created and waits for Resolution from SKY.
 - If Resolution is "**Success-Resume**" then OGW will call OM again so that mail is sent to Customer.
 - If Resolution is "**Failed-NoResume**" the OGW will Mark the Order as "**Completed-Failed**" by calling SetOrderStatus Internally.
 - If the transaction is successful then update the record present in in OGW_SEND_DOCUMENT_TRANSACTIONS table

5 Flow : SendDocumentCallback with Cr:customerReactionStatusResponse



Below Description of Above Flow:

1. The `sendDocumentOmCallbackRequest` is called by OM, which invokes below:
 - o EGName: **OMSendDocumentCallback**
 - o OperationName: [sendDocumentOmCallbackRequest](#)
 - o Flow Invoked:
 - vfde/sendDocument/omCallback/[vfde_send_document_callback_wrapper_flow.fxml](#)
 - The Message is identified as customerreaction response then OGW takes action based on error codes received, OGW invokes vfde/sendDocument/omCallback/vfde_update_customer_reaction_status_callback_flow.fxml
 - In case of errorCode 200, 401 and empty errorCode(Success), OGW calls the PushOfferStatus and updates Omnius for the ContractSummaryID.
 - o Input to Omnius print in logs:
[PushOfferStatusRequest=](#)
 - ~~Update the transactions in DB
OGW_SEND_DOCUMENT_TRANSACTIONS table with status received from OM.~~