工单系统API

1. API INDEX

- permission check
- ticket create
- ticket edit
- ticket list
- ticket reply
- ticket reply delete

2. 用户状态和权限查询接口说明

2.1. 用户状态和权限查询说明

code	状态	浏览权限	操作权限	留言	操作
1	NEW	普通客户 、调度员	普通客户		创建工单
2	ASSIGNED	普通客户、员工、调度员	调度员		指派给某员工
3	FIXED	普通客户、员工、调度员	员工		员工确定完成工单
4	CLOSED	普通客户、员工、调度员	调度员		管理员关闭工单
5	REOPEN	普通客户、调度员、员工	普通客户		客户重新打开工单
6	Request Information	普通客户、员工、调度员	员工、调度员		暂停工单处理，想客户要更多资料
7	CANCEL	普通客户、员工、调度员	普通客户、调度员		订单取消
8	IN PROCESSING	普通客户、员工、调度员	员工		开始处理

2.2 身份说明

code	身份	说明
1	customer	普通客户
2	staff	员工
3	scheduler	调度员

2.3 权限查询API

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "permission-check",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063332834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
43630386563363632333263222c2261757468546167223a223033666330653830383034393738333316265376132
31326639636636631386233227d",
}
```

返回参数

正常：

```
{
  "userid":"123456",
  "operator": ["scheduler",],

}
```

2. 工单增删改查

2.1 客户创建工单 ticket create

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```json
{
    "action": "create-ticket",
    "credential":
"7b22757365726e616d65223a227375706572616d696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
436303865633632333263222c226175746874616723a22303366633306538303830343937383331626537361323
13266396363663138623233227d",
    "content": "abcdef",
    "images":[二进制文件,二进制文件],
  "status":"new"
}
```

返回参数

正常:

```json
{"uuid":"123456",}
```

异常1: 没有权限

```json
{"code":403,
"message":"You are not allowed to create ticket"}
```

2.2 客户编辑工单 ticket edit

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
436303865633632233263222c226175746854616722223a22303366633306538303830343937383331626537613
2313266396363663138623339227d",
    "uuid":"123456",
    "content": "abcdef",
    "images":['http://img.png','http://img.png'],

}
```

如果没有改动，参数可以不带

返回参数

正常：

```
{"uuid":"123456",}
```

异常1：没有权限

```
{"code":403,
"message":"You are not allowed to edit this ticket"}
```

2.4 客户查询自己的工单列表ticket list

客户自己创建的工单列表

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```json
{
    "action": "list",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063332834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
4363038656333632333263222c226175746846167223a2230336663306538303830343937383331626537613231
3266396363366631386233227d",
    "operator": "customer",
    "status": "ALL"  //不限制状态
}
```

返回参数

```json
{
    "count": 2,
    "tickets": [
        {
            "uuid": "123456",
            "customer-id":123456,
            "scheduler-id":123456,
            "staff-id":123456,
            "content": "abcdef",
            "images":['http://img.png','http://img.png'],
            "reply":[
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
                },
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
                },
            ],
            "operating-history":[
                {
                    "date":12345,
                    "userid":1234567,
                    "status":""
                },
```

```
        {
            "date":12345,
            "userid":1234567,
            "status":""
        },
        ]
        "status": 1,
        "permission": {
"reply":1,
"ASSIGNED":0,
"FIXED":0,
"CLOSED":0,
"REOPENED":0,
"PENDING":0,
"CANCEL":1,
},
    },
      {
        "uuid": "123456",
        "customer-id":123456,
        "scheduler-id":123456,
        "staff-id":123456,
        "content": "abcdef",
        "images":['http://img.png','http://img.png'],
        "reply":[
            {
                "uuid":"123456",
                "date":12345,
                "userid":1234567,
                "content":"abcdef"
        },
        {
            "uuid":"123456",
            "date":12345,
            "userid":1234567,
            "content":"abcdef"
        },
        ],
         "operating-history":[
            {
                "uuid":"123456",
                "date":12345,
                "userid":1234567,
                "status":2
        },
        {
```

```
            "uuid":"123456",
            "date":12345,
            "userid":1234567,
            "status":3
        },
        ]
        "status": 1,
            "permission": {
    "reply":1,
  "ASSIGNED":0,
  "FIXED":0,
  "CLOSED":0,
  "REOPENED":0,
  "PENDING":0,
  "CANCEL":1,
    },
        },
    ]
}
```

2.5 客户查询订单详情 ticket Detail

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "ticket-detail",
    "credential":
"7b22757365726e616d65223a2273757065726164696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
4363038656633632333263222c2261757468546167223a22303366633306538303830343937383331626537613231
3266396363666631386233227d",
    "uuid": "123456"
}
```

返回参数

正常:

```
  {
        "uuid": "123456",
```

```
            customer-id :123456,
        "scheduler-id":123456,
        "staff-id":123456,
        "content": "abcdef",
        "images":['http://img.png','http://img.png'],
        "reply":[
            {
                "date":12345,
                "userid":1234567,
                "content":"abcdef"
            },
            {
                "date":12345,
                "userid":1234567,
                "content":"abcdef"
            },
            ],
            "operating-history":[
                {
                    "date":12345,
                    "userid":1234567,
                    "status":2
                },
                {
                    "date":12345,
                    "userid":1234567,
                    "status":3
                },
                ]
                "status": 1,
                "permission": {
        "reply":1,
    "ASSIGNED":0,
    "FIXED":0,
    "CLOSED":0,
    "REOPENED":0,
    "PENDING":0,
    "CANCEL":1,
    },
        },
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to check this ticket"}
```

例如, 员工查看没有指派给自己的工单, 就没有权限.

例如 员工且有没有指派给自己的工单，就没有权限

2.6 调度查询工单列表ticket list

调度员查询工单列表，将返回全部工单，按照创建时间的倒叙排序

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "scheduler-list",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
43630386563363632333263222c2261757468546167223a2230336663306538303830343937383331626537613233
13266396363663138623332227d",
    "operator": "scheduler"
    "status": "ALL"  //不限制状态
}
```

返回参数

```
{
    "count": 2,
    "tickets": [
        {
            "uuid": "123456",
            "customer-id":123456,
            "scheduler-id":123456,
            "staff-id":123456,
            "content": "abcdef",
            "images":['http://img.png','http://img.png'],
            "reply":[
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
                },
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567
```

```json
            userid :1234567,
            "content":"abcdef"
        },
        ],
         "operating-history":[
            {
                "date":12345,
                "userid":1234567,
                "status":2
        },
            {
                "date":12345,
                "userid":1234567,
                "status":3
        },
            ]
            "status": 1,
                "permission": {
    "reply":0,
    "ASSIGNED":·,
    "FIXED":0,
    "CLOSED":·,
    "REOPENED":0,
    "PENDING":0,
    "CANCEL":1,
},
        },
        {
            "uuid": "123456",
            "customer-id":123456,
            "scheduler-id":123456,
            "staff-id":123456,
            "content": "abcdef",
            "images":['http://img.png','http://img.png'],
            "reply":[
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
            },
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
                }
```

```json
            },
          ],
          "operating-history":[
              {
                  "uuid":"123456",
                  "date":12345,
                  "userid":1234567,
                  "status":2
              },
              {
                  "uuid":"123456",
                  "date":12345,
                  "userid":1234567,
                  "status":3
              },
          ]
          "status": 1,
                    "permission": {
      "reply":0,
    "ASSIGNED":·,
    "FIXED":0,
    "CLOSED":·,
    "REOPENED":0,
    "PENDING":0,
    "CANCEL":1,
    },
          },
      ]
}
```

2.7 员工查询工单列表ticket list

员工查询工单列表，将返回指派给自己的全部工单，按照创建时间的倒叙排序

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

请求参数

```json
{
    "action": "list",
    "credential":
"7b22757365726e616d65223a227375706572616d696e222c2270617373776f7264223a2264616366303462
36664316666561653063323834222c226e6f6e6365223a22363132636364623439383539326164343039643839326
43630386563336332333263222c2261757468546167223a2230336663330653830383034393738333162653761323
1326639636636631386233227d",
    "operator": 'staff'
    "status": 0 //不限制状态
}
```

返回参数

```json
{
    "count": 2,
    "tickets": [
        {
            "uuid": "123456",
            "customer-id":123456,
            "scheduler-id":123456,
            "staff-id":123456,
            "content": "abcdef",
            "images":['http://img.png','http://img.png'],
            "reply":[
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
                },
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
                },
            ],
             "operating-history":[
                {
                    "date":12345,
                    "userid":1234567,
                    "status":2
                },
                {
```

```
                "date":12345,
                "userid":1234567,
                "status":3
            },
            ]
            "status": 1,
                    "permission": {
    "reply":1,
    "ASSIGNED":0,
    "FIXED":1,
    "CLOSED":0,
    "REOPENED":0,
    "PENDING":0,
    "CANCEL":0,
    },
        },
          {
            "uuid": "123456",
            "customer-id":123456,
            "scheduler-id":123456,
            "staff-id":123456,
            "content": "abcdef",
            "images":['http://img.png','http://img.png'],
            "reply":[
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "content":"abcdef"
            },
            {
                "uuid":"123456",
                "date":12345,
                "userid":1234567,
                "content":"abcdef"
            },
            ],
             "operating-history":[
                {
                    "uuid":"123456",
                    "date":12345,
                    "userid":1234567,
                    "status":2
            },
            {
                "uuid":"123456",
```

```
                "date":12345,
                "userid":1234567,
                "status":3
            },
            ]
            "status": 1,
                    "permission": {
        "reply":1,
      "ASSIGNED":0,
      "FIXED":1,
      "CLOSED":0,
      "REOPENED":0,
      "PENDING":0,
      "CANCEL":0,
    },
        },
    ]
}
```

3. 工单留言

3.1 ticket 新增留言

角色

- 客户
- 调度员
- 员工

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "ticket-reply-create",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
36664316665616530633323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
4363038656333632333263222c226175746865546167223a2230336663330653830383034393738333162653761323
132663963636631386233227d",
    "uuid":"123456",
    "reply":
        {

            "userid":1234567,
            "content":"abcdef"
        }
}
```

返回参数

正常：

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to check this ticket"}
```

例如 员工给没有指派给自己的工单留言，就没有权限

3.2 ticket 删除留言

角色

- 客户
- 调度员
- 员工

可以删除自己发的留言

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "ticket-reply-delete",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a22363132636464623439383539326164343039643839326
4363038656336323333263222c226175746874546167223a22303366663330653830383034393738333316265376132
3132663963636636631386233227d",
    "uuid":"123456",
    "reply-uuid":'1234567'
}
```

返回参数

正常:

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to delete this reply"}
```

例如 员工或者调度员要删除不是自己的留言，就没有权限

4. 工单状态变化

4.1 ticket 派单

角色

- 客户

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
```
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
366643166656165306332383422222c226e6f6e6365223a22363132636464623439383539326164343039643839326
43630386563363632333263222c2261757478468546167223a2230336663330653830383034393738333316265376132
3132663963363636631386233227d",
```
    "uuid":"123456",
    "status": "ASSIGNED",
}
```

返回参数

正常:

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to assign this ticket"}
```

只有调度员可以做这个操作

4.2 ticket Fixed

角色

- 员工

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a223631326364623439383539326164343039643839326
436303865633632333263222c226175746845617223a2230336663330653830383034393738333162653761323
132663963636631386233227d",
    "uuid":"123456",
    "status": "Fixed",
}
```

返回参数

正常：

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to fixed this ticket"}
```

只有员工可以做这个操作

4.3 ticket CLOSED

角色

- 调度员

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
```
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063332834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
436303865563363322333263222c226175746746854167223a2230336663330653830383034397383316253761323
1326639636366631386233227d",
```
    "uuid":"123456",
    "status": "CLOSED",
}
```

返回参数

正常:

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to close this ticket"}
```

只有调度员可以做这个操作

4.4 ticket REOPEN

4.4 ticket REOPEN

角色

- 客户

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
43630386563363632333263222c2261757468546167223a22303366633330653830383030343937383333162653761323
13266396363636631386233227d",
    "uuid":"123456",
    "status": "REOPEN",
}
```

返回参数

正常:

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to reopen this ticket"}
```

只有ticket的创建客户可以做这个操作

4.5 ticket IN PROCESSING

角色

- 员工

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
366643166656561653063323834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
43630386563363632333263222c226175746853617223a2230336663330653830383034393738333162653761323
13266396363663138623233227d",
    "uuid":"123456",
    "status": "IN PROCESSING",
}
```

返回参数

正常:

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to IN PROCESSING this ticket"}
```

只有ticket的创建客户可以做这个操作

4.6 取消工单 ticket cancel

角色

- 客户
- 调度员

URL

```
thermal.luci.ai:15070/api/ticket
```

请求参数

```
{
    "action": "edit-ticket",
    "credential":
```
"7b22757365726e616d65223a22737570657261646d696e222c2270617373776f7264223a22646163663034626
3666431666561653063333834222c226e6f6e6365223a2236313263364623439383539326164343039643839326
4363038656533632333263222c22617574685467223a22303366663306538303830343937383331362653761323
13266396363663138623332272d",
```
    "uuid":"123456",
    "status": "cancel",
}
```

返回参数

正常:

```
{"uuid":"123456",}
```

异常1: 没有权限

```
{"code":403,
"message":"You are not allowed to cancel this ticket"}
```