Club Assist API

CAAPI: CallID Integration
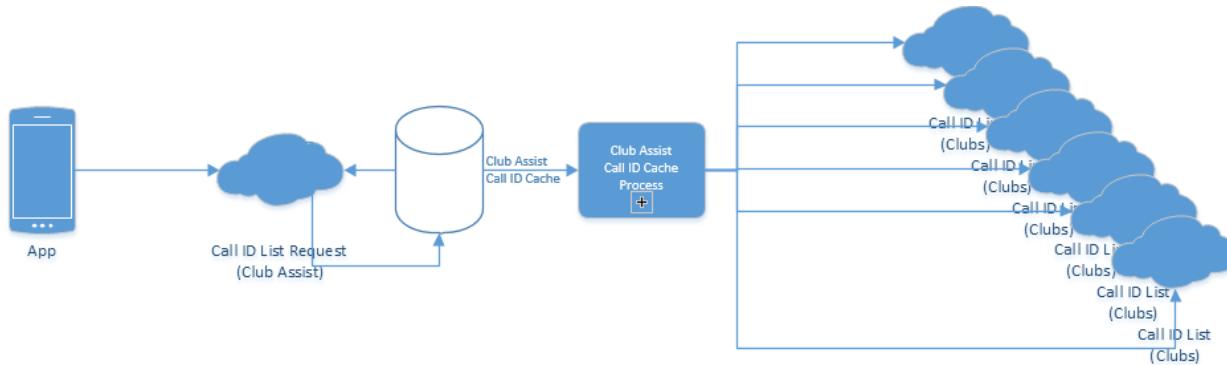
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Overview

The purpose of this integration is to provide a method of communication between calling applications and ClubAssist to obtain a list of currently open Call IDs for a given user.

The Call ID Integration process is a 3 partner system including App Developer, Club Assist API (CAAPI), and Clubs

Club Integration Process

Open CallID List Request:

The Open CallID list will be provided via a secure service / API provided by the partner club of 'all open calls' at the time the request is made. The automated request from Club Assist will occur every 10 minutes and it is anticipated from one request to the next Club Assist will receive some of the same information as the prior call however it is important that each request is inclusive of all open calls. If a call is not provided in the feed it will be assumed to be closed and will NOT be made available to the technician through the tester app.

Open CallID List Request Details:

Using a club provided endpoint and HTTP header based authentication Club Assist will automate calls to this endpoint.

An example of a current integration is:
HTTP Method: Get
HTTP Headers:
      Authorization: Bearer {{ClubAssistSpecificSecret}}
      Ident: ClubAssist
      User-Agent: API Services B2B Partners

EndPoint: {{ClubProvidedBaseURL}}/service/calls/status

**Note: the mechanism to authenticate will vary from club to club so the above is a working reference but is not the only process to authenticate.

Open CallID List Response:

The Open CallID list will be provided using a JSON result made up of a collection of Calls objects.

Open CallID List Response Details:

Assuming the request was successful Club Assist will receive a response with HTTP Code 200 and a JSON array of data with the following format:

```
{
        "Result":{
                "Calls": [
                        {
                                "CallId": #####
                                "ClubID": ###
                                "TechID": "QUOTED ALPHANUMERIC VALUE"
                        },
                        {
                                "CallId": #####
                                "ClubId": ###
                                "TechId": "QUOTED ALPHANUMERIC VALUE"
                        }, ....
                ]
        }
}
```

CallId: This field should be a numeric value and while the field name should be quoted the value should be unquoted so the value is interpreted as a number. The value of this field can be up to 7 digits and should not include commas or decimals.

ClubId: This field should be a numeric value and the field name should be quoted though the value should be unquoted to ensure it is interpreted as a number. The ClubId value should be the value that is entered into the user profile in the tester application and should be not more than 3 digits long, should not contain commas or decimals.

TechId: This field should be alphanumeric and both the field name and value should be quoted. This value should match the TechId entered into the user profile in the tester application and should not contain special characters such as single or double quotes or slashes.

The list of Calls objects can be variable in length and can contain 1 to 10,000+ items.

Club Assist Environments

Club Assist will provide both a production and a development/testing end point for CAPPI. The development environment will be refreshed at a different interval than production and may point to test systems from the clubs so it is recommended that the development environment NOT be used in production.

Development Environment:
>   Token URI: https://stage-clubassist.auth0.com/oauth/token
>   CAPPI Base URI: https://stagecappi.clubassist.com

Production Environment:
>   Token URI: https://prod-clubassist.auth0.com/oauth/token
>   CAPPI Base URI:: https://cappi.clubassist.com

Authentication Details:
>   Client_ID: To be provided separately
>   Client_Secret: To be provided separately

HTTP Responses

The following responses should be expected from CAPPI
200: Request was successful
400: Request was malformed, check your request to ensure you are matching the specification
401: Unauthorized, check your token and ensure it is not expired
404: Request for an unknown endpoint, check your endpoint and retry

Tester Integration Process

Authentication:

The App Developer will make an initial Authorization POST request to validate access to CAPPI. Once a successful request has been achieved a Bearer Token with appropriate claims will be received by the App Developer.

Authentication Details:

A <u>POST</u> request should be made to the Token URI with the following body:

```
{
    "client_id": "{{Client_ID}}",
    "client_secret": "{{Client_Secret}}",
    "audience": "{{Environment_BaseURL}}",
    "grant_type": "client_credentials"
}
```

Production credentials will be provided separately but expect the client_id, client_secret, and audience to change values for production.

A HTTP 200 Response indicates a successful validation has occurred and a similar body will be returned:

```
{
    "access_token":
"eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiIsImtpZCI6Ik1qRTBOall5UXpBd1FrSTBOelZFUkVKQlFVWTROMFF6T1RaR
1FVTXlSRGd5TnpOQ01ESkVNUSJ9.eyJpc3MiOiJodHRwczovL3N0YWdlLWNsdWJhc3Npc3QuYXV0aDUuY29tLyIsInN1Yi
I6Ik1xOFFTNEN3cDdlY3JndGZ5TnpTdzRRVTRtWVpnMnhJQGNsaWVudHMiLCJhdWQiOiJodHRwczovL3N0YWdlY2FhcGku
Y2x1YmFzc2lzdC5jb20iLCJpYXQiOjE1Njg4MzgyNTcsImV4cCI6MTU2ODkyNDY1NywiYXpwIjoiTXE4UVM0Q3dwN2Vjcm
d0ZnlOelN3NFFVNVG1ZWmcyeEkiLCJzY29wZSI6InJlYWQ6Y2FsbGlkcyIsImd0eSI6ImNsaWVudC1jcmVkZW50aWFscyJ9
.h_dGmfn1cXo5rHvuVP3sFdidrnRxF00Vp63ftLNRcCo4zzt9MpVtu68D5C2UfgB6VUgvbiUkPQWodhWX2ZGj3w8-
t5V_qUG9aPk0audqktq8nYcGGLHUnNVK4EfBHCS694wks6XWQ-
1m0Poa9KXjX8BdpQSeJLa8F8PFzZQgDkFKk5Wkk8oQDxhkHkSaNblCFxbPB-xDK-ncH8wDNy8OrmA5K-
xcvS4TVZns6H_ZvP8Fe5V9T54_rb03Q4o-
MdxhNw1fadOLdKzWz61h6eeC4y7XDQm6r4_2dmFTElUzhJVtCl8_EER0VdjYUldI7YGM-LyfaGeNk_Ki426lwPIkTA",
    "scope": "read:callids",
    "expires_in": 86400,
    "token_type": "Bearer"
}
```

Note: You can reuse the token in subsequent calls until it expires. If you attempt to make calls with an expired token an appropriate HTTP error will be returned to you at which point you can make an additional call to receive a new Token. Alternatively, you can request a new token before every request though there will be a modest performance penalty for making the additional call.

CallID Request:

Once a bearer token has been received subsequent requests can be made to CAPPI through GET requests providing the Club ID and Tech ID that is currently logged into the application.

CallID Request Details:

A GET request should be made to the following:
{CAPPI Base URI}/api/CallData/OpenCalls/{ClubId}/{TechId}/ids

Where the ClubID and TechID are pulled from the profile of the currently logged in user/

Data Types:

      ClubID is expected to be a non-negative integer
      TechID is expected to be alpha numeric

NOTE: If either of these values are not known you should NOT make the request to the API as it will NOT return a successful HTTP response.

There is no body for this request however you should ensure that you have specified in the headers the Authorization key with the Bearer token obtained in the earlier step.

The Bearer Token text should be passed in with the text 'Bearer' in addition to the token so it will look similar to the following:

Bearer
eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiIsImtpZCI6Ik1qRTBOall5UXpBd1FrSTBOelZFUkVKQlFVWTROMFF6T1RaR1
FVTXlSRGd5TnpOQ01ESkVNUSJ9.eyJpc3MiOiJodHRwczovL3N0YWdlLWNsdWJhc3Npc3QuYXV0aDAuY29tLyIsInN1YiI
6Ik1xOFFTNEN3cDdlY3JndGZ5TnpTdzRRVTRtWVpnMnhJQGNsaWVudHMiLCJhdWQiOiJodHRwczovL3N0YWdlY2Fhcy5Y
2x1YmFzc2lzdC5jb20iLCJpYXQiOjE1Njg4MzgyNTcsImV4cCI6MTU2ODkyNDY1NywiYXpwIjoiTXE4UVM0Q3dwN2Vjcmd
0ZnlOelN3NFFVNG1ZWmcyeEkiLCJzY29wZSI6InJlYWQ6Y2FsbGlkcyIsImd0eSI6ImNsaWVudC1jcmVkZW50aWFscyJ9.
h_dGmfn1cXo5rHvuVP3sFdidrnRxF00Vp63ftLNRcCo4zzt9MpVtu68D5C2UfgB6VUgvbiUkPQWodhWX2ZGj3w8-
t5V_qUG9aPk0audqktq8nYcGGLHUnNVK4EfBHCS694wks6XWQ-
1m0Poa9KXjX8BdpQSeJLa8F8PFzZQgDkFKk5Wkk8oQDxhkHkSaNblCFxbPB-xDK-ncH8wDNy8OrmA5K-
xcvS4TVZns6H_ZvP8Fe5V9T54_rb03Q4o-
MdxhNw1fadOLdKzWz61h6eeC4y7XDQm6r4_2dmFTElUzhJVtCl8_EER0VdjYUldI7YGM-LyfaGeNk_Ki426lwPIkTA

CallID Response:

Assuming a valid bearer token, Club ID, and Tech ID have all been provided CAPPI will return a 0, 1, or many Call IDs.

CallID Response Details:

Assuming the CallID request was successful you will receive a response with HTTP Code 200 and a JSON array of data. Note the following responses are possible:

No Results
[]

One Result:
["8679"]

Multiple Results:
[
        "8679",
        "8655R",
        "9999"
]