

This document is presented as a general guide to integration with the AFLS console. Some operations are presented in detail including request data, parameters, responses, and error codes.

General

General

Below are the generalities that must be taken into account for the correct functioning of the Aranda Field Service AFLS API.

- Aranda AFLS Web Console Compatible Version 9.13.0 and Aranda Console Version Database 9.5.23.
- Operations on the API must be performed with users who have the roles assigned from the Aranda web console Field Service AFLS.
- The use of the API requires available licenses, which will have the same behavior as if an admin user, monitor, dispatcher, or inventory Sign in to the web console.
- Creating orders using the API follows the same rules as available licenses, just as if they were created from the console.
- To make the request to any API, it is necessary to use the integration token generated from the web console.
For more information, please refer to the following document [API Configuration](#).

Description of operations

Description of operations

This section details the consumption of the services corresponding to each method. Details such as URI, type of operation, parameters (required and optional) and their types, responses, codes, and error messages.

Order Creation

The related operation for creating work orders is described.

Details of the request:

- Base URL: {host}/AFLSAPI/
- URI: api/workorders
- Type: POST
- Required headings:
 - Content-Type: application/json
 - X-Authorization: Bearer {Token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- AFLSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

📄 EXAMPLE URL:

```
https://{host}/AFLSAPI/api/workorders
```

Parameters:

Name	Data type	Obligatory	Description
addressContact	String	Yes	Contact address
addressContactInfo	String	No	Contact Address Information
assignmentType	Integer	No	Assignment Type
clientId	Integer	Yes	Customer ID
companyId	Integer	No	Company ID
contactEmail	String	No	Contact email
contactLatitude	number - double	Yes	Latitude of address contact
contactLongitude	number - double	Yes	Contact Direction Length
contactName	String	Yes	Contact Name
contactPhone	String	No	Contact telephone number
creatorId	Integer	No	Work Order Creator User ID
Description	String	Yes	Work Order Description
endAddress	String	No	Final address
endAddressInfo	String	No	Final Address Information
endLatitude	number - double	No	End Address Latitude
endLongitude	number - double	No	Final Address Length
Id	Integer	No	Id de la WorkOrder
priority	Integer	Yes	Priority Type: 0 - Normal, 1 - Emergency, 2 - Priority
providerId	Integer	No	Provider ID
serviceId	Integer	Yes	Service associated with the order
specialistId	Integer	No	Id of the attending specialist
state	Integer	Yes	Order Status - Value Only: 1
subject	String	Yes	Subject or title of the order
subStateId	Integer	No	Sub Estate
ticketId	String	No	Order Ticket
attentionEndDate	string - datetime	No	End of Care Date
attentionStartDate	string - datetime	No	Start of Care Date
tentativeAttentionEndDate	string - datetime	No	Tentative End of Care Date
tentativeAttentionStartDate	string - datetime	No	Date of Attention Tentative
tentativeTravelStartDate	string - datetime	No	Travel Start Date
travelStartDate	string - datetime	No	Travel Start Date
additionalFields	Array	No	List additional fields
attachments	Array	No	List of attachments
Products	Array	No	List products for service
workTasks	Array	No	Work order task list

Body of the petition:

The request consists of a JSON object. Example:

```
{
  "addressContact": "Calle 39B, Teusaquillo, 11311 Teusaquillo, Distrito Capital, Colombia",
  "addressContactInfo": "",
  "clientId": 24,
```

```

"companyId": null,
"contactEmail": "tati@pruebas.com",
"contactLatitude": 4.629124230469785,
"contactLongitude": -74.0730822280432,
"contactName": "Cración de Ordenes con campos adicionales",
"contactPhone": null,
"description": "Cración de Ordenes con campos adicionales API WORKORDER",
"endAddress": "",
"endAddressInfo": "",
"endLatitude": 0,
"endLongitude": 0,
"id": 0,
"priority": 0,
"serviceld": 36,
"state": 1,
"subject": "Cración de Ordenes con campos adicionales",
"subStateld": 1,
"attentionEndDate": "",
"attentionStartDate": "",
"tentativeAttentionEndDate": "",
"tentativeAttentionStartDate": "",
"tentativeTravelStartDate": "",
"travelStartDate": "",
"additionalFields": [
  {
    "id": 24,
    "value": "3"
  },
  {
    "id": 24,
    "value": "Esta son unas pruebas para campo adicional tipo parrafo"
  }
],
"products": [
  {
    "cost": 0,
    "description": "",
    "id": 0,
    "isActive": true,
    "name": "",
    "productld": 4,
    "quantity": 1,
    "sku": "",
    "typeProduct": 0
  }
],
"workTasks": null
}

```

Answer:

As an answer, a JSON object is obtained, with the following information:

```

{
  "addressContact": "Floresta Outlet, Carrera 69, Santa Rosa, 11121 Suba, Distrito Capital, Colombia",
  "addressContactInfo": "Piso 7",
  "assignmentType": 0,
  "clientld": 213,
  "companyId": null,
  "contactEmail": "tati@pruebas.com",
  "contactLatitude": 4.6919158,
  "contactLongitude": -74.0745394,
  "contactName": "PRUEBAS CREACIÓN DE ORDENES DESDE LA API DE WORKORDERS",
  "contactPhone": "3012222222",
  "creatorld": 3,
  "description": "PRUEBAS CREACIÓN DE ORDENES DESDE LA API DE WORKORDERS",
  "endAddress": null,
  "endAddressInfo": "",
  "endLatitude": 0.0,
  "endLongitude": 0.0,
  "id": 87,
  "priority": 1,
  "providerld": 2,
  "serviceld": 1,
  "specialistld": 11,
  "state": 1,
  "subject": "Pruebas de Creación de orden de Emergencia",
  "subStateld": 10,
  "ticketld": "87",
  "attentionEndDate": null,
  "attentionStartDate": null,
  "tentativeAttentionEndDate": "2024-03-20T01:12:27.079+00:00",
  "tentativeAttentionStartDate": "2024-03-19T22:12:27.079+00:00",
  "tentativeTravelStartDate": "2024-03-19T22:12:27.079+00:00",
  "travelStartDate": null,
  "additionalFields": [
    {
      "actions": null,
      "definitionld": 1,
      "description": null,
      "formatValidator": null,
      "helpMessage": "Campo orden simple",
      "id": 4,
      "itemld": 0,
      "keepHistory": false,
      "label": "Campo orden simple",
      "name": "ca-campo orden simple-1",
      "options": null,
      "order": 1,
      "permissions": [
        {
          "statusld": 7,
          "name": "General",
          "roles": [
            {
              "actions": {
                "edit": true,
                "required": false,
                "view": true
              },
              "id": 276,
              "name": "AFLS_Dispatcher"
            },
            {
              "actions": {
                "edit": true,
                "required": false,
                "view": true
              },
              "id": 278,
              "name": "AFLS_Monitor"
            }
          ]
        }
      ]
    }
  ]
}

```

```
    ],
    "state": null,
    "status": true,
    "typeId": 1,
    "value": null
  }
],
"attachments": [
  {
    "createDate": "2024-03-19T22:24:37.607+00:00",
    "description": null,
    "fileExtension": "pdf",
    "filePath": null,
    "fileSize": "182848",
    "id": 6,
    "realFileName": "PRUEBA",
    "serveFileName": null
  }
],
"products": [
  {
    "cost": 10000.00,
    "description": "Cable",
    "id": 11,
    "isActive": true,
    "name": "Cable",
    "productId": 1,
    "quantity": 2,
    "sku": "001",
    "typeProduct": 0
  }
],
"workTasks": null
}
```

Error messages:

Code	HTTP status	Error Message
400	BadRequest	ServiceId not related to clientId
400	BadRequest	ProductId x not found.
400	BadRequest	AdditionalField x not found.
400	BadRequest	ClientId is not valid.
400	BadRequest	Client x is inactive
400	BadRequest	Standard Service does not require EndAddress, EndLatitude or EndLongitude.
400	BadRequest	Service x is inactive.
400	BadRequest	AssignmentType not found.
400	BadRequest	SpecialistId not found.
400	BadRequest	WorkOrder State is not valid.
400	BadRequest	EndAddress, EndLatitude and EndLongitude are required.
400	BadRequest	AddressContact, ContactLatitude and ContactLongitude are required.
401	Unauthorized	Authorization has been denied for this request.
500	Internal Server Error	FailureLogin

Order query by ID

The related operation for querying work orders by ID is described.

Details of the request:

- Base URL: {host}/AFLSAPI/
- URI: api/workorders/{id}
- Type: GET
- Required headings:
 - Content-Type: application/json
 - X-Authorization: Bearer {Token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- AFLSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

📄 EXAMPLE URL:

https://{host}/AFLSAPI/api/workorders/{id}

Parameters:

Name	Data type	Obligatory	Description
Id	Integer	Yes	Order ID

Answer:

As an answer, a JSON object is obtained, with the following information:

```
{
  "addressContact": "Floresta Outlet, Carrera 69, Santa Rosa, 11121 Suba, Distrito Capital, Colombia",
  "addressContactInfo": "Piso 7",
  "assignmentType": 0,
  "clientId": 213,
  "companyId": null,
  "contactEmail": "tati_4@pruebas.com",
  "contactLatitude": 4.691915800000000,
  "contactLongitude": -74.074539400000000,
  "contactName": "PRUEBAS CREACIÓN DE ORDENES DESDE LA API DE WORKORDERS",
  "contactPhone": "3016153272",
  "creatorId": 3,
  "description": "PRUEBAS CREACIÓN DE ORDENES DESDE LA API DE WORKORDERS",
  "endAddress": null,
  "endAddressInfo": "",
  "endLatitude": 0.000000000000000,
  "endLongitude": 0.000000000000000,
  "id": 87,
  "priority": 1,
  "providerId": 2,
  "serviceId": 1,
  "specialistId": 11,
  "state": 1,
  "subject": "Pruebas de Creación de orden de Emergencia",
  "subStatId": 10,
  "ticketId": "87",
  "attentionEndDate": null,
  "attentionStartDate": null,
  "tentativeAttentionEndDate": "2024-03-20T01:12:27.08+00:00",
  "tentativeAttentionStartDate": "2024-03-19T22:12:27.08+00:00",
  "tentativeTravelStartDate": "2024-03-19T22:12:27.08+00:00",
  "travelStartDate": null,
  "additionalFields": [
    {
      "actions": null,
      "definitionId": 1,
      "description": null,
      "formatValidator": null,
      "helpMessage": "Campo orden simple",
      "id": 4,
      "itemId": 0,
      "keepHistory": false,
      "label": "Campo orden simple",
      "name": "ca-campo orden simple-1",
      "options": null,
      "order": 1,
      "permissions": [
        {
          "statusId": 7,
          "name": "General",
          "roles": [
            {
              "actions": {
                "edit": true,
                "required": false,
                "view": true
              },
              "id": 276,
              "name": "AFLS_Dispatcher"
            },
            {
              "actions": {
                "edit": true,
                "required": false,
                "view": true
              },
              "id": 278,
              "name": "AFLS_Monitor"
            }
          ]
        }
      ]
    }
  ],
  "state": null,
  "status": true,
  "typed": 1,
  "value": null
}
],
"attachments": [
  {
    "createDate": "2024-03-19T22:24:37.607+00:00",
    "description": null,
    "fileExtension": "pdf",
    "filePath": null,
    "fileSize": "182848",
    "id": 6,
    "realFileName": "PRUEBA",
    "serveFileName": null
  }
],
"products": [
  {
    "cost": 10000.00,
    "description": "Cable",
    "id": 11,
    "isActive": true,
    "name": "Cable",
    "productId": 1,
    "quantity": 2,
    "sku": "001",
    "typeProduct": 0
  }
],
"workTasks": null
}
```

Error messages:

Code	HTTP status	Error Message
400	BadRequest	No information found.
500	Internal Server Error	FailureLogin

Order query by ticketId

The related operation for querying work orders by ticketid is described.

Details of the request:

- Base URL: {host}/AFLSAPI/
- URI: api/workorders/ticket/{id}
- Type: GET
- Required headings:
- Content-Type: application/json
- X-Authorization: Bearer {Token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- AFLSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

EXAMPLE URL:

https://{host}/AFLSAPI/api/workorders/ticket/{id}

Parameters:

Name	Data type	Obligatory	Description
Id	Integer	Yes	Order Ticketid Number

Answer:

As an answer, a JSON object is obtained, with the following information:

```
{
  "addressContact": "Floresta Outlet, Carrera 69, Santa Rosa, 11121 Suba, Distrito Capital, Colombia",
  "addressContactInfo": "Piso 7",
  "assignmentType": 0,
  "clientId": 213,
  "companyId": null,
  "contactEmail": "tati_4@pruebas.com",
  "contactLatitude": 4.69191580000000,
  "contactLongitude": -74.07453940000000,
  "contactName": "PRUEBAS CREACIÓN DE ORDENES DESDE LA API DE WORKORDERS",
  "contactPhone": "3016153272",
  "creatorId": 3,
  "description": "PRUEBAS CREACIÓN DE ORDENES DESDE LA API DE WORKORDERS",
  "endAddress": null,
  "endAddressInfo": "",
  "endLatitude": 0.00000000000000,
  "endLongitude": 0.00000000000000,
  "id": 87,
  "priority": 1,
  "providerId": 2,
  "serviceId": 1,
  "specialistId": 11,
  "state": 1,
  "subject": "Pruebas de Creación de orden de Emergencia",
  "subStatId": 10,
  "ticketId": "87",
  "attentionEndDate": null,
  "attentionStartDate": null,
  "tentativeAttentionEndDate": "2024-03-20T01:12:27.08+00:00",
  "tentativeAttentionStartDate": "2024-03-19T22:12:27.08+00:00",
  "tentativeTravelStartDate": "2024-03-19T22:12:27.08+00:00",
  "travelStartDate": null,
  "additionalFields": [
    {
      "actions": null,
      "definitionId": 1,
      "description": null,
      "formatValidator": null,
      "helpMessage": "Campo orden simple",
      "id": 4,
      "itemId": 0,
      "keepHistory": false,
      "label": "Campo orden simple",
      "name": "ca-campo orden simple-1",
      "options": null,
      "order": 1,
      "permissions": [
        {
          "statusId": 7,
          "name": "General",
```

```
      "roles": [
        {
          "actions": {
            "edit": true,
            "required": false,
            "view": true
          },
          "id": 276,
          "name": "AFLS_Dispatcher"
        },
        {
          "actions": {
            "edit": true,
            "required": false,
            "view": true
          },
          "id": 278,
          "name": "AFLS_Monitor"
        }
      ]
    },
    "state": null,
    "status": true,
    "typed": 1,
    "value": null
  }
},
"attachments": [
  {
    "createDate": "2024-03-19T22:24:37.607+00:00",
    "description": null,
    "fileExtension": "pdf",
    "filePath": null,
    "fileSize": "182848",
    "id": 6,
    "realFileName": "PRUEBA",
    "serveFileName": null
  }
],
"products": [
  {
    "cost": 10000.00,
    "description": "Cable",
    "id": 11,
    "isActive": true,
    "name": "Cable",
    "productId": 1,
    "quantity": 2,
    "sku": "001",
    "typeProduct": 0
  }
],
"workTasks": null
}
```

Error messages:

Code	HTTP status	Error Message
400	BadRequest	No information found.
500	Internal Server Error	FailureLogin

Scenarios

Create Work Order

The steps required to perform this operation are described below.

1. Obtain an integration token as indicated in the overview section.
2. Consume the authoring service by sending authentication header and request body with the data corresponding to the command as appropriate.
3. To manage, as appropriate, the data obtained as a result of consumption of the service.

Get Work Order Detail

The steps required to perform this operation are described below.

1. Obtain an integration token as indicated in the overview section.
2. Consume the authoring service by sending authentication header and request body with the data corresponding to the command as appropriate.
3. To manage, as appropriate, the data obtained as a result of consumption of the service.