

# Inquiry Generation Service

This service is used to create an inquiry and notifies the user it is assigned to.

|              |                            |
|--------------|----------------------------|
| Project Name | OneDealer – Inquiry        |
| ID           | OD-IG-01                   |
| Title        | Inquiry Generation Service |
| Version      | 1.11                       |

| Generate Inquiry |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Relative URL     | ~/Files/Services/ODInquiryServices.onesrv?m=CreateInquiryInterestByCase                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Method Type      | POST                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Content Type     | application/json                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Arguments        | <pre>{   "inquiry" : {     "Interest": "The customer is interested in a Black Opel Corsa",     "CompanyName": "My Company",     "FirstName": "John",     "LastName": "Smith",     "Email": "johnsmith@example.com",     "Phone1": "+305555555555",     "Phone2": "+305555555555",     "Language": "Greek",     "CaseType": 0,     "CampaignId": null,     "ReferralCampaignHash": null,     "BranchCode": "3MRZBWBUPkOZq_zilBq8Tg",     "InboundKey": "8D7943124CC06AB",     "Street" : "Street name",     "StreeNo" : "10-12",     "ZipCode" : "15321",     "City" : "Athens",     "CountryCode" : "GR",     "Block": "B",     "BuildingFloorRoom" : "3",     "State" : null,     "PlaceType" : 3,     "Notes" : "This is a note",     "PreferredUserId" : 10,     "ContactDataPrivacy" : {       "AllowContactBySMS" : false,       "AllowContactByPhone" : false,       "AllowContactByEmail" : false,     }   } }</pre> |

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | <pre> "AllowContactByPost" : false }, "Details": [{   "Key": "Reason",   "Value": "user request" }, {   "Key": "DealerId",   "Value": "DMS-DealerCode #1" }, {   "Key": "Priority",   "Value": "priority value" }, {   "Key": "Severity",   "Value": "severity value" }, {   "Key": "CreatedOn",   "Value": "2020-05-11T16:46:41.3478052Z" }, {   "Key": "ExpectedDeliveryDate",   "Value": "2020-05-21T16:46:41.3478052Z" }, {   "Key": "DueDate",   "Value": "2020-05-31T16:46:41.3478052Z" }, {   "Key": "Description",   "Value": "Inquiry-level description" }, {   "Key": "Salutation",   "Value": "Mr" } ] </pre> |
| <b>Response<br/>On Success</b> | <pre> { "BusinessState":   {     "BusinessStatus": 0,     "BusinessErrors": []   },   "Data": {     (The inquiry we sent)   } } </pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Response<br/>On Error</b>   | <pre> {   "BusinessState": {     "BusinessStatus": 2,     "BusinessErrors": [[List of BusinessErrors]]   },   "Data": null } </pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## Mandatory Arguments:

| Arguments           |            |         |                               |  |
|---------------------|------------|---------|-------------------------------|--|
| <b>BODY.Inquiry</b> | CaseType   | Integer | See below (Interest section)  |  |
|                     | InboundKey | String  | See below (Authentication)    |  |
|                     | BranchCode | String  | See below (Branch Assignment) |  |

## Enumerations:

| Place Type Enumeration |   |
|------------------------|---|
| <b>Home</b>            | 1 |
| <b>Work</b>            | 2 |
| <b>Unknown</b>         | 3 |

## Phone Numbers:

| Field         | Description                                                                                                                                          |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Phone1</b> | Must be sent with a country prefix.<br>Must have no spaces between the prefix and the actual number.<br>(Example format: "{CountryPrefix}{PhoneNr}") |
| <b>Phone2</b> | Must be sent with a country prefix.<br>Must have no spaces between the prefix and the actual number.<br>(Example format: "{CountryPrefix}{PhoneNr}") |

### 1. Authentication

Instead of user authentication, we manually authenticate the service, with the parameter "InboundKey". This acts as a secret key, sent once to each caller that wants interaction with OD DSW. This key is provided by the OD Partner / Consultant upon request.

### 2. Company vs Private distinction

If the field Company Name is empty/null, we treat the Business Partner as "Private". In the opposite case, we treat the BP as a Company, while the fields firstname/lastname act as the main contact's data.

### 3. Branch Assignment

In order for the service to work, it is mandatory that a branch code is provided. We offer a service that exposes all the related Branch Codes-Descriptions.

*Note that in OD (has nothing to do with the service call) we configure in the backoffice, what employee will receive what inquiry based on the branchid/inquirytype.*

#### 4. Direct User Assignment

If the field “PreferredUserId” is filled, then the system overrides any possible Branch Assignment (described above) and directly assigns the inquiry to this user. *The user id refers to the actual user (OUSR) entry in OneDealer.*

#### 5. Interest (Case Type & Interest fields)

The interest type of the inquiry is found in the CaseType field, while the actual inquiry object is sent to the Interest field.

| Case Type enumeration | Object Type that is expected in the Interest field | Description                                                                                                            |
|-----------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>0</b>              | String                                             | The Interest field will be used as a note that will be displayed to the OneDealer user in the inquiry receival process |
| <b>6</b>              | String                                             | The interest field contains a vehicle id, existing in the OneDealer database (The primary key of the vehicle record).  |
| <b>200</b>            | VehicleInquiry                                     |                                                                                                                        |

##### 5.1 VehicleInquiry Object

| Property Name            | Object Type                   | Mandatory | Description                                                                                     |
|--------------------------|-------------------------------|-----------|-------------------------------------------------------------------------------------------------|
| VIN                      | String                        | Yes       | The VIN of the vehicle. It is expected that there is a vehicle in OD that matches with this VIN |
| ExternalSystemInquiryURL | String                        | No        | A public URL of the inquiry, as it may exist in the calling system                              |
| ExternalSystemInquiryID  | String                        | No        | The ID of the inquiry in the external calling system.                                           |
| TradeIn                  | TradeInVehicle                | No        | The trade in vehicle object                                                                     |
| ExtraVehicleInquiryItems | List<ExtraVehicleInquiryItem> | No        |                                                                                                 |
| FinancialInformation     | FinancialInformation          | No        |                                                                                                 |
| PaymentInformation       | PaymentInformation            | No        |                                                                                                 |

##### 5.2 TradeIn Object

| Property Name | Object Type | Mandatory | Description |
|---------------|-------------|-----------|-------------|
| Make          | String      | No        |             |
| Model         | String      | No        |             |
| VIN           | String      | No        |             |
| ReleaseYear   | Integer     | No        |             |
| FuelType      | String      | No        |             |
| GearType      | String      | No        |             |
| ExteriorColor | String      | No        |             |

|                        |              |    |                                 |
|------------------------|--------------|----|---------------------------------|
| InteriorColor          | String       | No |                                 |
| Upholstery             | String       | No |                                 |
| Mileage                | Integer      | No |                                 |
| CustomerExpectation    | Double       | No |                                 |
| NumberOfPreviousOwners | Integer      | No | Number of previous owners       |
| Images                 | List<String> | No | Trade-in images. Absolute URLs. |

### 5.3 ExtraVehicleInquiryItem Object

| Property Name   | Object Type | Mandatory | Description                                        |
|-----------------|-------------|-----------|----------------------------------------------------|
| ItemDescription | String      | Yes       | The name of the item                               |
| ItemType        | String      | No        | The type of the item (for example: Offer Benefits) |
| Price           | Double      | No        | The price of the item                              |
| Currency        | String      | No        | The currency of the item. Just a description.      |

### 5.4 FinancialInformation Object

| Property Name                | Object Type | Mandatory | Description                             |
|------------------------------|-------------|-----------|-----------------------------------------|
| FinancingType                | String      | No        |                                         |
| FinancingCompany             | String      | No        |                                         |
| Duration                     | Integer     | No        | Duration in months                      |
| ContractStartDate            | DateTime    | No        |                                         |
| ContractEndDate              | DateTime    | No        |                                         |
| DownPaymentPercentage        | Double      | No        |                                         |
| DownPaymentAmount            | Double      | No        |                                         |
| MonthlyInstallmentPercentage | Double      | No        |                                         |
| MonthlyInstallmentAmount     | Double      | No        |                                         |
| RemainingValuePercentage     | Double      | No        |                                         |
| RemainingValueAmount         | Double      | No        |                                         |
| FeeAmount                    | Double      | No        |                                         |
| Currency                     | String      | No        | Just a description of the currency used |

### 5.5 PaymentInformation Object

| Property Name          | Object Type | Mandatory | Description                               |
|------------------------|-------------|-----------|-------------------------------------------|
| RecommendedRetailValue | Double      | No        |                                           |
| FullVehiclePrice       | Double      | No        | Price including extra items/benefits etc. |
| DiscountAmount         | Double      | No        |                                           |
| ServiceContractAmount  | Double      | No        |                                           |
| TradeInAmount          | Double      | No        |                                           |
| OnlinePaymentAmount    | Double      | No        |                                           |
| TotalPayment           | Double      | No        |                                           |

|          |        |    |                                         |
|----------|--------|----|-----------------------------------------|
| Currency | String | No | Just a description of the currency used |
|----------|--------|----|-----------------------------------------|

## 6. Campaign Source

If the inquiry is originated from a campaign, the service can be filled with the relevant campaign id (string) in the CampaignId field. The ReferralCampaignHash is also used, as a buffer that can hold parameters that will be recorded 'as-is' to the inquiry object, for future use by the external campaign system (they have no meaning for OneDealer, we just transfer the data, for the convenience of the campaign system)

## 7. Custom Fields

To cover requests that have custom fields, you can fill the 'Details' list with the following object structure:

| Arguments |        |                                                                                                                                                                                                                                                                                                                                                  |           |
|-----------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Key       | String | Name of the field                                                                                                                                                                                                                                                                                                                                | Mandatory |
| Value     | Object | Value of the field. Any type of value can be inputted here but each Key, has been setup in the back-office of OD to support a specific type. The available value types are: <ul style="list-style-type: none"> <li>• String</li> <li>• Integer</li> <li>• Decimal</li> <li>• Date</li> <li>• Blob (for sending HTML/base64 files etc)</li> </ul> | Mandatory |

The available custom fields are generated per-request, per-project.