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	1.13

Generate Inquiry	
Relative URL	~/Files/Services/ODInquiryServices.onesrv?m=CreateInquiryInterestByCase
Method Type	POST
Content Type	application/json

Example Arguments	{
	"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",
	  "MobilePhone": "+306901919123",
	  "Language": "Greek",
	  "CaseType": 0,
	  "CampaignId": null,
	  "ReferralCampaignHash":null,
	  "BranchCode": "3MRZBWBUPkOZq_ziIBq8Tg",
	  "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,

	``json
	      "AllowContactByEmail" : false,
	      "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"
	  }
	]
	}
	``

Response On Success	```json
	{ "BusinessState":
	  {
	      "BusinessStatus": 0,
	      "BusinessErrors": []
	  },
	  "Data": {
	    (The inquiry we sent)
	  }
	}
	``

Response On Error	```json
	{
	  "BusinessState": {
	    "BusinessStatus": 2,
	    "BusinessErrors": [[List of BusinessErrors]]
	  },
	  "Data": null
	``

```
    }
  }
}
```

Body

Definition	Object Type	Mandatory	Description
Inquiry	InquiryObject	Yes	See Inquiry Object

Inquiry Object

Inquiry Object	Object Type	Mandatory	Description
Interest	See section Interest (Case Type & Interest fields)	Yes	The VIN of the vehicle. It is expected that there is a vehicle in OD that matches with this VIN
CaseType	Integer	Yes	See Interest (Case Type & Interest fields)
CompanyName	String	No	See Company vs Private distinction
FirstName	String	No	See Company vs Private distinction
LastName	String	No	See Company vs Private distinction
Email	String	No	
Phone1	String	No	See Phone Numbers
Phone2	String	No	See Phone Numbers
MobilePhone	String	No	See Phone Numbers
Language	String	No	
CampaignId	String	No	See Campaign Source
ReferralCampaignHash	String	No	See Campaign Source
BranchCode	String	Yes	See Branch Assignment
InboundKey	String	Yes	See Authentication
Street	String	No	
StreetNo	String	No	
ZipCode	String	No	
City	String	No	
CountryCode	String	No	
Block	String	No	
BuildingFloorRoom	String	No	
State	String	No	
PlaceType	PlaceTypeEnum	No	See Enumerations
Notes	String	No	
PreferredUserId	Integer	No	See Direct User Assignment
ContactDataPrivacy	DataPrivacyObject	No	See DataPrivacyObject
Details	List<CustomField>	No	See Custom Fields

DataPrivacyObject

Definition	Object Type	Mandatory	Description
AllowContactBySMS	Boolean	No	
AllowContactByPhone	Boolean	No	
AllowContactByEmail	Boolean	No	
AllowContactByPost	Boolean	No	

Enumerations

Place Type Enumeration	
Home	1
Work	2
Unknown	3

Phone Numbers

Field	Description
Phone1	Must be sent with a country prefix. Must have no spaces between the prefix and the actual number. (Example format: "{CountryPrefix}{PhoneNr}"
Phone2	Must be sent with a country prefix. Must have no spaces between the prefix and the actual number. (Example format: "{CountryPrefix}{PhoneNr}"
MobilePhone	Must be sent with a country prefix. Must have no spaces between the prefix and the actual number. (Example format: "{CountryPrefix}{MobilePhoneNr}"

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
0	String	The Interest field will be used as a note that will be displayed to the OneDealer user in the inquiry receival process
6	String	The interest field contains a vehicle id, existing in the OneDealer database (The primary key of the vehicle record).
200	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:

CustomField			
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: • String • Integer • Decimal • Date • Blob (for sending HTML/base64 files etc)	Mandatory

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