

# Inquiry Services

API DOCUMENTATION

v. 2.5

Valid for OD versions

4.2025.0+

3.2.DAC+

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## Changelog

Ver	Date	Author	
2.0	10/08/2022	John Prantalos	Original document from Inquiry Generation Service 1.13
2.1	10/08/2022	John Prantalos	Fixed footer updated headers and added Changelog
2.2	16/05/2023		
2.3	03/10/2023	Alexandros Sigalas	Add missing properties
2.4	12/02/2024	Nikos Lampiris	Add new object to create reservations. Improvements in documentation for VehicleSales case type (previously known as VehicleSmartContract)
	29/03/2024	Nikolas Margaritis	Added new autodisqualify property



## Requests

### CreateInquiryInterestByCase

<b>Relative URL</b>	~/Files/Services/ODInquiryServices.onesrv?m=CreateInquiryInterestByCase
<b>Method Type</b>	POST
<b>Content Type</b>	application/json
<b>Example Body</b>	<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",     "MobilePhone": "+306901919123",     "Language": "Greek",     "MakeCode" : 12,     "FamilyCode": "100",     "ModelCode": null,     "ModelAsAComment": "i10",     "VIN": "U176982",     "LicensePlate": "IIK2350",     "Engine": "1800",     "EngineDisplacement": "1800",     "Transmission": null,     "FirstRegistrationDate": "2020-09-01",     "ProductionYear": null,     "Mileage": "50000",     "CaseType": 0,     "CampaignId": null,     "ReferralCampaignHash": null,     "CompanyCode": "9oUMOYTGNOkSePUHTiv8pQ",     "BranchCode": "3MRZBWBUPkOZq_zilBq8Tg",     "LocationCode": "R3124CC06kOZqUHTiv8pQ",     "InboundKey": "8D7943124CC06AB",     "Street" : "Street name",     "StreeNo" : "10-12",     "ZipCode" : "15321",     "City" : "Athens",     "CountryCode" : "GR",     "Block": "B",     "BuildingFloorRoom" : "3",</pre>

```

"State" : null,
"PlaceType" : 3,
"Notes" : "This is a note",
"PreferredUserId" : 10,
"TransportationRequest": false,
"AutoDisqualify":false,
"RequestedAppointmentDate": "2022-09-16T07:30:00Z",
"InquiryCCModel": [{
  "PresentationSeries": "Reason",
  "CCCode": "CC_Code",
  "Description": "CC_Description",
  "Notes": "CC_Notes"
}, {
  "PresentationSeries": "Reason",
  "CCCode": "CC_Code",
  "Description": "CC_Description",
  "Notes": "CC_Notes"
}, {
  "PresentationSeries": "Reason",
  "CCCode": "CC_Code",
  "Description": "CC_Description",
  "Notes": "CC_Notes"
}
],
"ContactDataPrivacy" : {
  "AllowContactBySMS" : false,
  "AllowContactByPhone" : false,
  "AllowContactByEmail" : false,
  "AllowContactByPost" : false
},
"Reservation": {
  "Duration": 48
  "Type": 2,
  "Reason": "Sales reservation"
}
"Details": [{
  "Key": "Reason",
  "Value": "user request"
}, {
  "Key": "DealerId",
  "Value": "DMS-DealerCode #1"
}, {
  "Key": "Priority",
  "Value": "priority value"
}, {
  "Key": "Severity",
  "Value": "severity value"
}, {

```

## Inquiry Services

	<pre>"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": "Salutation", "Value": "Mr" } ] }</pre>
--	---

<b>Response On Success</b>	<pre>{ "BusinessState": { "BusinessStatus": 0, "BusinessErrors": [] }, "Data": { "InquiryCodeCreated": "iWXiVj70vUOrq7tXlqb5ng", "InquiryCreated": { All Inquiry properties }, "ProcessedEntityCodeCreated": "139", "ProcessedEntityTypeCreated": "Lead", "AssignedPersonCode": 90, "Errors": null, "InquiryPresentationNo": "iWXiVj70vUOrq7tXlqb5ng", "ReservationCreated": true } }</pre>
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<b>Response On Error</b>	<pre>{ "BusinessState": { "BusinessStatus": 2, "BusinessErrors": [[List of BusinessErrors]] }, "Data": null } }</pre>
------------------------------	---

[UpdateInquiryInterestByCase](#)

<b>Relative URL</b>	~/Files/Services/ODInquiryServices.onesrv?m=UpdateInquiryInterestByCase
<b>Method Type</b>	POST
<b>Content Type</b>	application/json
<b>Example Body</b>	<pre>{   "inquiry" : {     "Interest": "The customer is interested in a Black Opel Corsa",     "Code": "&lt;hash code of the created inquiry&gt;"   } }</pre>

<b>Response On Success</b>	<pre>{ "BusinessState":   {     "BusinessStatus": 0,     "BusinessErrors": []   },   "Data": {     (The updated inquiry)   } }</pre>
--------------------------------	--

<b>Response On Error</b>	<pre>{   "BusinessState": {     "BusinessStatus": 2,     "BusinessErrors": [[List of BusinessErrors]]   },   "Data": null }</pre>
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## Service Logic

### 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.

### Business Partner Type (Company/Private)

If the field Company Name is empty/null, we treat the Business Partner as "Private" and we use the fields firstname/lastname. In the opposite case, we treat the BP as a Company, while the fields firstname/lastname act as the main contact's data. Basically, all 3 fields are required (CompanyName, FirstName, LastName) but based on the type of the customer (company/private), they are filled accordingly.

### Company/Branch/Location Assignment

In order for the service to choose in which user to assign the inquiry, it will filter out the dealer units with the given company branch location. First will search for dealer unit by the location, then if the location is not provided or a location does not exist, it will search by the branch, and if the branch is not provided or the branch does not exist it will search by company.

We offer services that exposes all the related entities Codes-Descriptions.

### 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.*

### Interest CaseType

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

CaseType	Interest Type	Notes
0 (Unknown)	String	The Interest field will be used as a note that will be displayed to the OneDealer user in the inquiry receipt process
6 (StockVehicle)	String	The interest field contains a vehicle id, existing in the OneDealer database (The primary key of the vehicle record).
200 (VehicleSales)	VehicleInquiry	Contains a complex object that it is presented at the Inquiry page and at the created Lead/Opportunity via the "Inquiry" tab

### Campaign Source

If the inquiry 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)

### Update Conditions

When calling UpdateInquiryInterestByCase the update will fail if the following conditions are not met:

- 1) If the Type of the Interest to be updated is a Vehicle Contract or Stock Vehicle
  - a) Update the Interest only if its status is any of
    - i) Generated
    - ii) Person Qualified
    - iii) Interest Qualified
    - iv) Qualified
- 2) If the Type is anything else
  - a) Update the Interest only if its status is any of
    - i) Generated
    - ii) Person Qualified

## Entity Definitions

### Request Body

Property Name	Type	Mandatory	Notes
Inquiry	InquiryObject (for Creation) or InquiryObject (for Update)	Yes	The same object for either CreateInquiryInterestByCase or UpdateInquiryInterestByCase but with different property requirements

### InquiryObject (for Creation)

Property Name	Type	Mandatory	Notes
Interest	Depends on Interest CaseType	Yes	
CaseType	Integer	Yes	See Interest CaseType
CompanyName	String	No	See Business Partner Type (Company/Private)
FirstName	String	No	See Business Partner Type (Company/Private)
LastName	String	No	See Business Partner Type (Company/Private)
Email	String	No	
Phone1	String	No	Must be sent with a country prefix. Must have no spaces between the prefix and the actual number. (Example format: "{CountryPrefix}{PhoneNr}")
Phone2	String	No	
MobilePhone	String	No	
FederalTaxID	String	No	AΦM (in Greece)
TaxOffice	String	No	ΔOY (in Greece)
Language	String	No	
Makecode	String	No	Mandatory during Auto-qualification if CaseType = 0
FamilyCode	String	No	Related fields to Service Inquiry (Case Type 4).
ModelCode	String	No	
ModelAsAComment	String	No	
VIN	String	No	
LicensePlate	String	No	

Engine	String	No							
EngineDisplacement	String	No							
Transmission	String	No							
FirstRegistrationDate	DateTime nullable	No							
ProductionYear	DateTime nullable	No							
Mileage	Decimal nullable	No							
CampaignId	String	No	See Campaign Source						
ReferralCampaignHash	String	No	See Campaign Source						
ComanyCode	String	No	See Company/Branch/Location Assignment						
BranchCode	String	No	See Company/Branch/Location Assignment						
LocationCode	String	No	See Company/Branch/Location Assignment						
InboundKey	String	Yes	See Authentication						
Street	String	No	To create an address these fields must be filled						
StreetNo	String	No							
ZipCode	String	No							
City	String	No							
CountryCode	String	No							
Block	String	No							
BuildingFloorRoom	String	No							
State	String	No							
PlaceType	PlaceTypeEnum	No	<table border="1"> <tr> <td>1</td> <td>Home</td> </tr> <tr> <td>2</td> <td>Work</td> </tr> <tr> <td>3</td> <td>Unknown</td> </tr> </table>	1	Home	2	Work	3	Unknown
1	Home								
2	Work								
3	Unknown								
Notes	String	No							
PreferredUserId	Integer	No	See Direct User Assignment						
ContactDataPrivacy	DataPrivacyObject	No	Data privacy fields for notification consent that can be filled with either true or false. Check the DataPrivacyObject table						
Details	List<Custom Fields >	No							
TransportationRequest	Boolean nullable	No	Related to Service Inquiry (Case Type 4). If true, The customer will not remain in the shop. If false the customer will remain in the shop						
AutoDisqualify	Boolean nullable	No	Currently only relevant for Dacia autodisqualification process						

## Inquiry Services

<b>CCs</b>	List<InquiryCCModel>	No	Related to Service Inquiry (Case Type 4). List of CC's
<b>RequestedAppointmentDate</b>	DateTime nullable	No	Related to Service Inquiry (Case Type 4). Requested appointment date.
<b>Reservation</b>	ReservationInquiryModel	No	If set to null, no reservation will be created. Currently supported from VehicleSales and StockVehicle case types (200 and 6 respectively)  Also, extra setup is needed in OD side in to allow the reservation creation

## InquiryObject (for Update)

Property Name	Type	Mandatory	Notes
<b>Interest</b>	Depends on Interest CaseType <sup>1</sup>	Yes	The VIN of the vehicle. It is expected that there is a vehicle in OD that matches with this VIN
<b>Code</b>	String	Yes	The Code of the Inquiry Interest CaseType

## DataPrivacyObject

Property Name	Type	Mandatory	Description
<b>AllowContactBySMS</b>	Boolean	No	Also applied to the created/updated BP
<b>AllowContactByPhone</b>	Boolean	No	
<b>AllowContactByEmail</b>	Boolean	No	
<b>AllowContactByPost</b>	Boolean	No	

## ReservationInquiryModel

The start date time of the reservation is considered the date time that the request is made. That's why no specific field is added.

Property Name	Type	Mandatory	Description
<b>Duration</b>	Integer	No	In hours
<b>Type</b>	Integer	No	<b>0</b> <b>Test Drive</b>
			<b>1</b> <b>Transport</b>

<sup>1</sup> The CaseType of the Interest on Update is fetched from the database. There is no need to send it in the request

			2 Sales
			3 Service
			4 Courtesy
			5 Motorcycle Test Ride
Reason	String	No	Free text

VehicleSales case type (previously known as VehicleSmartContract) - interest object

The following objects are related to the VehicleSales case type (200):

- VehicleInquiry
  - This is the main object
- TradeInVehicle
- List of ExtraVheicleInquiryItem objects
- FinancialInformation
- PaymentInformation

VehicleInquiry

Property Name	Type	Mandatory	Notes
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	A list of objects of any extra items related to the vehicle
FinancialInformation	FinancialInformation	No	
PaymentInformation	PaymentInformation	No	

## Inquiry Services

### TradeInVehicle

Property Name	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	eg. 10000 (represents a price)
NumberOfPreviousOwners	Integer	No	
Images	List<String>	No	Trade-in images. Absolute URLs.

### ExtraVehicleInquiryItem

Property Name	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.

### FinancialInformation

Property Name	Type	Mandatory	Description
FinancingType	String	No	Free text
FinancingCompany	String	No	Free text
Duration	Integer	No	Duration in months
ContractStartDate	DateTime	No	Must be in UTC (ISO 8601) eg. 2024-02-09T16:00:00Z
ContractEndDate	DateTime	No	Must be in UTC (ISO 8601) eg. 2024-02-09T16:00:00Z
DownPaymentPercentage	Double	No	Down Payment percentage (eg. 10)
DownPaymentAmount	Double	No	Down Payment amount (eg. 1000)
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 eg. EUR

## PaymentInformation

Property Name	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 eg. EUR
VatPerc	Double	No	VAT percentage (eg 24)
VatAmount	Double	No	
PaymentType	Boolean	No	If it is true, then it means "Full Payment". If false, it means "Pre Payment"
PaymentStatus	Integer	No	0 None
			1 Pending
			2 Completed
			3 Canceled
			4 Hold
			5 Refunded
			6 Expired

## 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: <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