



OrangeCRM
Business Intelligence
API IMPLEMENTATION GUIDE

VERSION 1.01– October 17, 2016



API UPDATES

V1.01 - Implementation

API ACTIONS

The following actions can be performed by the Business Intelligence API:

SQL_QRY_URL	Sends Business Intelligence a request for a URL to be generated and handed back. This URL will then be able to execute a pre-built stored procedure from MS-SQL and hand back a file with the information.
REPORT_URL	(TO BE IMPLEMENTED IN VERSION 1.02)

DEVELOPERS

To access the Business Intelligence gateway, developers would design a script that does the following:

1. Securely obtains all of the information needed to process the request
2. Initiates an HTTPS form POST from your server to:

```
https://[YOUR_BUSINESS_INTELLIGENCE_URL]/rptbiapi
```

3. Receives the response from Business Intelligence and processes the response to display the appropriate result to the end user.

REQUEST FORMAT

To send a request to Business Intelligence, you must first initiate a secure socket connection via the URL above. Using port 443 (HTTPS), establish a socket connection to your Business Intelligence server cluster. You are now ready to transmit the request information.

Example Post String:

```
&q_system_key=YN12QA&q_action=SQL_QRY_URL&q_RPT_BeginDate=20101201&q_RPT_EndDate=20101231
```

ANSWER FORMAT

After a request is submitted, the gateway server will respond with the results in a few seconds. It is up to your program to interpret the results and route the customer accordingly. Here are some sample responses:

```
<html>
<head>
</head>
<body text="#000000">
&code=1&result=complete&reason=URL
returned&answer=https://atlrpt.orangecrm.com/ocrm/sqlphpcsv.php?QRY=sp_APICustSumByDate&SU=
crmdemo-
crm&SP=510041F572&PARM=63F4351ED62B11F785256FEF0053884C~066BB6A4FF6D6B4E85257B0800521FFD~20
16/01/01~2016/12/12&PARMCNT=4
</body>
</html>
```

Note: If the gateway is down and unable to process requests, the answer response may be as below. If this occurs please contact customer service for assistance.

```
HTTP/1.1 200 OK
Server: Lotus-Domino
Date: Thu, 05 Jun 2003 10:25:39 GMT
Content-Type: text/html
Content-Length: 158
<html><head></head><body text="#000000"><h2>Agent done</h2></body></html>
```

See Appendix for Sample Code

STANDARD REQUEST SUBMISSION API

The Standard Request Submission API defines the information that can be submitted to the gateway. The API consists of a set of fields that are required for every request and a set of fields that are optional. Under the API, the gateway accepts a NAME/VALUE pair. The NAME is the field name and indicates to the gateway what information is being submitted. VALUE contains the contents of the field.

API ACCOUNT INFORMATION

The following fields in the API allow the system to identify the application submitting the request and the state of the application's account on the gateway.

Field	Used For	Value	Size	Description
q_system_key	All Requests	Token assigned in the application by the Business Intelligence Admin.	32	Pass the system key (token) obtained from the Business Intelligence Admin for this request type. This key will identify the SQL URL or the Report URL that you are requesting. A Unique Key is assigned to each stored procedure or Report.
q_action	All Requests	One of the following: SQL_QRY_URL	N/A	Indicates the type of request being sent. If the value does not match any of the values stated, the request will be rejected.

REQUEST SQL QUERY URL

Request Post String:

```
&q_system_key=AE8V83
&q_action=SQL_QRY_URL
&Q_RPT_BEGINDATE=20160101
&Q_RPT_ENDDATE=20161212
&Q_RPT_PROGRAM=63F4351ED62B11F785256FEF0053884C
```

Note: All fields are optional depending on the request being sent in. An API will reject any request that is lacking the required fields, and will ignore any fields sent to it that are not specified for that query.

Field	Used For	Value	Length	Description
Q_RPT_BEGINDATE	SQL_QRY_URL	YYYYMMDD	8	Start date for your time frame
Q_RPT_ENDDATE	SQL_QRY_URL	YYYYMMDD	8	Stop date for your time frame
Q_RPT_ACQUISITIONCENTER	SQL_QRY_URL	GUID	32	Alpha-numeric value that uniquely identifies the acquisition center group GUID. If an acquisition center has not been assigned to a specific group, the GUID of the acquisition center is used.
Q_RPT_PROGRAM	SQL_QRY_URL	GUID	32	Alpha-numeric value that uniquely identifies the Program for the requested information. In some cases a request can be made for all programs - The 32 character alpha-numeric value is then: XX5221F875C2F7FC852570A F006A7644.
Q_RPT_USERID	SQL_QRY_URL	GUID	32	Alpha-numeric value that uniquely identifies the ACL User whom this request is for. This can be used for security purposes, to ensure users only obtain data that they have permission to see.
Q_RPT_GROUP	SQL_QRY_URL	Any string	80	The CSR Group name.
Q_RPT_DATEFIELD	SQL_QRY_URL	DateCreated DateOrdered DateResolved DateFinish DateIssue	8 - 12	Specifies which date field to use in a query. For example, when a transaction was issued or when it finished with a full response from the bank.
Q_RPT_FILTER	SQL_QRY_URL	Any predefined string	80	A specific filter set against a query.
Q_RPT_BANKID	SQL_QRY_URL	GUID	32	GUID of the Merchant Bank (not to be confused with the Bank Performance Group GUID).

RESPONSE FIELDS RETURNED

Position	Field	Description
1	code	Indicates the result of the request: 1 = ACCEPTED 2 = REFUSED 3 = ERROR 4 = DUPLICATE
2	result	Brief description of the result code.
3	reason	Text message from the gateway.
Answer	URL	A URL that can be run to download the requested file. This will include temporary access to SQL, i.e. the URL will not function for more than 24 hours.

APPENDIX

Command Line CURL Samples:

```
curl.exe -k -d  
  
"  
&q_system_key=AE8V83  
&q_action=SQL_QRY_URL  
&Q_RPT_USERID=066BB6A4FF6D6B4E85257B0800521FFD  
&Q_RPT_BEGINDATE=20010101  
&Q_RPT_ENDDATE=20161212  
&Q_RPT_PROGRAM=63F4351ED62B11F785256FEF0053884C  
"  
  
https://demo.orangecrm.com/aexxisdemo/rptbiAPI.nsf/gateway?openagent >a.txt
```

PHP Sample Code:

```
function REQUEST URL ($fields, $q_system_key, $conn)  
{  
extract($fields);  
  
$postData['q_system_key'] = $q_system_key;  
$postData['q_action'] = 'SQL_QRY_URL';  
$postData['q_rpt_UserID'] = $r_USERID;  
$postData['q_rpt_Program'] = $r_PROGRAMID;  
$postData['q_rpt_Begindate'] = $r_StartDate;  
$postData['q_rpt_EndDate'] = $r_StopDate;  
}
```