



## **RaiseServiceRequest API GATEWAY DOC**

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## 1. INTRODUCTION

### 1.1 Design Document Purpose

The purpose of this document is to provide a detailed specification of the **RaiseServiceRequest** in sufficient depth to:

- Enable the component to be built and tested.
- Ensure that it can be enhanced, supported and maintained by other areas of the organization after initial implementation.

### 1.2 Design Reviews

The service design will be reviewed within Middleware team and security testing team as needed. Once finalized, design resource will provide an overview to other teams such as front-end application development team and various project resources.

## 2. API CONNECT COMPONENTS

- API Connect is used to expose the service to front end applications.
- Within API Connect, there are multiple Products. The **RaiseServiceRequest** API is exposed within **RaiseServiceRequest Product**.
- Service Consumers must subscribe to the API. A unique application Identification (client-id) and a secret will be generated.
- The assigned Client-id must be supplied in the header for each API.
- URLs for invoking the services can be found in API Connect Developer portal and mentioned in the below section.

## 3. TO ACCESS & SUBSCRIBE IN PORTAL

Refer Subscription User manual shared during initial on board.

## 4. API AUTHENTICATION

JWT Access token to be passed in JSON wrapper as string value in "JWTTokenValue" field. The Token can be generated by subscribing to **TOKEN API**.

### 3.1 TOKEN API

- **Overview:** To retrieve access token.
- **METHOD:** GET
- **Mandatory HTTP Headers:**
  - X-IBM-Client-Id: xxxxxxxxxxxxxxxx
  - X-IBM-Client-Secret: xxxxxxxxxxxxxxxx
- **SIT URL:** <https://apiuat.ujjivansfb.in/ujjivan/development/v1/tokens>

## 5. RaiseServiceRequest API Details

- **Overview:**

Service is designed to raise service request. This covers all types of request/complaint/feedback/Inquiry. The API Gateway makes a backend ESB call which in turn connects to provider system **CRM** of service name **CaseCreation**.

➤ **METHOD:** POST

➤ **API URL:**

UAT:https://apiuat.ujjivansfb.in/ujjivan/development/v1/raiseSR/raiseServiceRequest  
PROD : To be done

➤ **Mandatory HTTP Headers:**

■ X-IBM-Client-Id: xxxxxxxxxxxxxxxx

➤ **Accept:** application/json

➤ **Content-type:** application/json

➤ **REQUEST PAYLOAD:**

At API Gateway the request has to be passed as JSON wrapper. The sample payload is as below,

```
{
  "RequestEncryptedValue": "",
  "TransactionId": "",
  "JWTTokenValue": ""
}
```

The individual fields of the Standard JSON Request Payload are described below-



- **RequestEncryptedValue** : This will contain the encrypted value of original REST-JSON request sample.
- **TransactionId** : External partners need to set a transaction ID to uniquely identify every request, in order to retrieve it from an audit trail at a later date.
- **JWTTokenValue** : This value can be obtained by invoking Bank's token generator service.

(For more details on request encryption Refer UjjivanSFB\_API\_Integration\_TechnicalProcess\_document)

➤ **Actual REST-JSON Input Parameter:**

Element Name	M/O/C	Data Type	Size	Description	Validation Rules
raiseServiceRequestReq / reqHdr	Complex				
reqHdr/consumerContext/applicationId	M	String	3	Application id from which request originated. Example IB, MB,HHD, BRN	
reqHdr/serviceContext/uniqueMsgId	M	String		Unique request message id for each message generated from consumer for tracking purpose.	
reqHdr/serviceContext/reqMsgDateTime	M	DateTime		Request time stamp in the format CCYY-MM-DDThh:mm:ss.sss	
reqHdr/serviceContext/serviceName	M	String		ServiceName to be provided.	
reqHdr/serviceContext/serviceVersion	O	String		Service version to be provided. It's value is 1.	

reqHdr/ providerContext/ providerId	O/F	String	3	Provide application Id from where data expecting	
reqHdr/ userContext/ appUserID	M	String	20	AppUserId will be provided which is created unique to user. Client need to pass this value each and every request.	
reqHdr/ userContext/ appPassword	M	String	64	AppPassword will be provided which is specific to user. Client need to pass this value each and every request.	
raiseServiceRequestReq /body	M	Complex			
body/ callerName	O	String	125		
body/ custId	C/ M	Number	16	Mandatory based on the Sub Sub Category. Refer 'Category_List.xlsx'	
body/ accountNumber	O	String	16		
body/ mobileNumber	O	String	10		
body/ contactNumber	O	String	10		
body/ emailId	O	String	125		
body/channel	M	Number	2	1 - Field Agents/ Door Step 2 - Call Centres/ Phone Banking 3 - Help Desk ( Existing) 4 - Branch 5 - IB 6 - MB 7 - ATM 8 - Ujjivan Website 9 - Email 10 - SMS 11 - Nodal Officer ( Regional) 12 - Presidential Complaints 13 - External (Social, Press)	
body/ reportedOn	O	DateTime		yyyy-MM-ddThh:mm:ss.sss	
body/loggingBranchName	M	String	35		
body/ serviceType	M	String	1	1 - Query 2 - Request 3 - Complaint 4 - Feedback	
body/ productKey	M	String	3	Default-329	
body/ modeOfRequest	O	String	1	1 - Call 2 - Walkin 3 - Complaint Box	

				4 - Post / Letters	
body/ caseOwner	M	String	16	Assign to key id	
body/ assignedTo	O	Number	16	Case assign to officer	
body/ assignToDepartme nt	O	String	2	6 - Fulfillment Team 7 - Asset Ops Team 8 - Liabilities Ops Team 9 - Payments Ops Teem 10 - SQ Team 2 - Branch Teem 14 - Sales Teem 11 - Call Centee 12 - Grievance Cell 13 - Service Support 15 - Admin Team 17 - ATM Channel Back Office Team 18 - IB Channel Back Office Team 19 - MB Channel Back Office Team 20 - BC Channel Back Office Team	
body/ categoryId	M	String	4	Category code	 Updated_SR_List.xls x  SR Category List.xlsx
body/subCategoryI d	M	String	4	Sub category code	
body/subCategoryI d1	M	String	4	Sub sub category code	
body/priority	M	String	1	2 – ASAP, 3 – High, 4 – Normal	
body/subject	M	String	256	Sub-Sub Category ID to be passed here	
body/ statusCode	M	String		1 - New 100081 - Resolved	
body/ layoutKey	M	String	6	Always-102422	
body/ cardNumber	O	String	16		Mandatory based on the Sub Sub Category. Refer 'Category_Li st.xlsx'
body/ reason	O	String	256		


body/ transactionSequenceNum	O	String	256		
body/ transactionDt	O	Date		YYYY-MM-DD	
body/ complaintReferenceNum	O	String	20		
body/ ATMLId	O	String	20		
body/ transactionAmt	O	Decimal			
body/ claimAmt	O	Decimal			
body/ transactionType	O	String	16	Domestic, International	
body/ deliveryChannel	O	String	16	POS, ATM, ECOM	
body/ interchange	O	String	2	01-MASTER CARD,02-VISA, 03-NFS,04-RUPAY	
body/ partPaymentAmount	C/ M	Decimal			Mandatory based on the Sub SubCategory . Refer 'Category_List.xlsx'
body/ partPaymentDebit AccountNum	C/ M	String	16		
body/ retain	C/ M	String	256		
body/ depositNumber	C/ M	String	50		
body/ maturityInstruction	C/ M	String	1	A- With Additional Amount C- After Customer Instructions F- Fixed Amount I - Interest Only M- Maturity Amount P- Principal Only E- Principal + Extra	
body/ fromAccount	C/ M	String	20		Mandatory based on the Sub Sub Category. Refer 'Category_List.xlsx'
body/ beneficiaryName	C/ M	String	45		
body/ DDAmount	C/ M	Decimal			
body/ payableAt	C/ M	String	50		
body/ collectionType	C/ M	String	3	001 – Cash, 002 - Cheque	

body/ addressField	C/ M	String	256		
body/ statementPreference	C/ M	String	1	S-Statement, P-Passbook B-Both, N-None	
body/ formType	C/ M	String	1	G- Form 15G, H- Form 15H A- Form 15AA	
body/ chequeNumber	C/ M	Number	50		
body/ chequeDate	C/ M	Date		YYYY-MM-DD	
body/ chequeAmount	C/ M	Decimal			
body/ bankName	C/ M	String	256		
body/ numberOfLeaves	C/ M	String	3		
body/ stopChequeReason	C/ M	String	3	001 - CHEQUE REPORTED LOST 002 - PAYMENT STOPPED BY DRAWER 999 - OTHERS	
body/ stopChequeDt	C/ M	Date		YYYY-MM-DD	
body/ chequeType	C/ M	String	1	1 - Single Cheque 2 - Multiple Cheques	
body/ beginChequeNumber	C/ M	Number	16	Populated if Cheque Type = Multiple Cheques	
body/ endChequeNumber	C/ M	Number	16	Populated if Cheque Type = Multiple Cheques	
body/ stopChequeAmount	O	Decimal			Dependent field based on the Sub Sub Category. Refer 'Category_Li st.xlsx'
body/ stopChequeInstruc tionDt	O	Date		YYYY-MM-DD	
body/ chequeNumberCBS	O	Decimal			
body/ chequeStatus	O	String	1	P - Paid C - Cautioned D – Destroyed S - Stopped R - Returned U - Unused I - Sent to User, Not Acknowledged	
body/ transactionRefNu	C/ M	String	50		Mandatory based on



mber					the Sub Sub Category. refer 'Category_List.xlsx'
body/frequencyOfEstate ment	C/ M	String	1	1 – Weekly, 2 - FortNightly 3 – Monthly, 4 - Bi-Annually 5 – Yearly	
body/ financialYear	C/ M	Date		Format - YYYY-YYYY	
body/ nomineeName	C/ M	String	256		
body/ age	C/ M	Number	3		
body/ guardianIfMinor	C/ M	String	256		
body/ relationshipWithN ominee	C/ M	String	256		
body/ previousCustomer Name	C/ M	String	256		
body/ newCustomerNam e	C/ M	String	256		
body/ previousDOB	C/ M	Date		YYYY-MM-DD	
body/ newDOB	C/ M	Date		YYYY-MM-DD	
body/ perviousPANNumb er	C/ M	String	10		
body/ newPANNumber	C/ M	String	10		
body/ perviousMobileNu mber	C/ M	Number	10		
body/ newMobileNumbe r	C/ M	Number	10		
body/ previousEmailId	C/ M	String	64		
body/ newEmailId	C/ M	String	64		
body/ previousAadhaarN um	C/ M	String	12		
body/ newAadhaarNum	C/ M	String	12		
body/ addressCategory	C/ M	String	1	P - Permanent O - Office R - Residene	Mandatory based on the Sub Sub Category. Refer

				B - Business	'Category_Li st.xlsx'
body/ oldAddressLine1	O	String	45		
body/ oldAddressLine2	O	String	45		
body/ oldAddressLine3	O	String	45		
body/ oldAddressCity	O	String			
body/ oldAddressState	O	String			
body/ oldAddressCountry	O	String			
body/ oldAddressPincode	O	String	10		
body/ newAddressLine1	O	String	45		
body/ newAddressLine2	O	String	45		
body/ newAddressLine3	O	String	45		
body/ newAddressCity	O	String			
body/ newAddressState	O	String			
body/ newAddressCountr y	O	String			
body/ newAddressPincod e	O	String	10		
body/ dateOfDebit	C/ M	Date		YYYY-MM-DD	
body/ amountOfDebit	C/ M	Decimal			
body/ currentGroupld	C/ M	String	12		
body/ currentCenterld	C/ M	String	12		
body/ newGroupld	C/ M	String	12		Mandatory based on the Sub Sub Category. Refer 'Category_Li
body/ newCenterld	C/ M	String	12		
body/ currentDay	C/ M	Date		YYYY-MM-DD	

body/ newDay	C/ M	Date		YYYY-MM-DD	st.xlsx'
body/ currentTime	C/ M	Time		hh:mm:ss.sss	
body/ newTime	C/ M	Time		hh:mm:ss.sss	
body/ currentWindow	C/ M	DateTime		yyyy-MM-ddThh:mm:ss.sss	
body/ newWindow	C/ M	DateTime		yyyy-MM-ddThh:mm:ss.sss	
body/ outstandingAmount	C/ M	Decimal			
body/ preClosureCharges	C/ M	Decimal			
body/ accountClosureReason	C/ M	String	256		
body/ cardType	C/ M	String	16	Rupay Classic – Rupay Classic	
body/ nameOfCard	C/ M	String	256		
body/ fromDate	C/ M	Date		YYYY-MM-DD	
body/ toDate	C/ M	Date		YYYY-MM-DD	
body/ remarks	O	String	256		Dependent field based on the Sub Sub Category. Refer 'SR_Category_List.xlsx'
body/ loanProduct	C/ M	String		Loan Product master Values.  Loan Product MasterValues.xlsx	
body/ others	O	String	256	Dependent field (Appear when Service Type = Feedback)	
body/ feedbackComments	C/ M	String	256	Mandatory when Service Type = Feedback	
body/ complaintDescription	O	String	500	Dependent Field (Appear when Category = Complaint)	
body/ additionalInformation	O	String	1024	Case's Additional Information	
body/ appointmentDateTime	C/ M	dateTime		Mandatory when Status Code = "AppointmentFixed". yyyy-MM-ddThh:mm:ss.sss	

body/ resolution	C/ M	String	1024	Dependable Field (Appear when Status Code = Resolved)	
body/ hotlistReasonCode	C/ M	String		HL-Lost and Stolen HD-Damaged"	Mandatory based on the Sub SubCategory . Refer 'SR Category List'
body/ oldLandmark	O	String	45		
body/ newLandmark	C/ M	String	45		Mandatory based on the Sub SubCategory . Refer 'SR Category List'
<u>body /ekycRefNumber</u>	<u>C/ M</u>	<u>String</u>		<u>Need to pass value when Category: 3264 Sub Category: 3265 Sub Sub Category: 3266</u>	
<u>body /ekycMode</u>	<u>C/ M</u>	<u>String</u>		<u>Need to pass values when Category: 3264 Sub Category: 3265 Sub Sub Category: 3266. ABIO -Aadhar Biometric AIRIS - Aadhar IRIS AOTP -Aadhar OTP</u>	

➤ **RESPONSE PAYLOAD STRUCTURE**

A standard JSON wrapper containing encrypted response will be obtained. The encrypted response is of AES/CBC/256 mode with Initiaization vector concatenated at the start of original JSON response.

The sample response structure is as below,

```
{
  "ResponseOfEncrytpedValue": "<encrytped value>",
  "TransactionId": "162193467244544"
}
```

Using the static key shared by Ujjivan Bank, decryption of the value in tag ResponseEncryptedValue should be performed with AES/CBC/256/IV

TransactionId: This field will contain the transaction ID which was passed in request.

(For more details on response encryption Refer UjjivanSFB\_API\_Integration\_TechnicalProcess\_document)

➤ **ACTUAL OUTPUT PARAMETERS:**

<b>Response</b>
-----------------

raiseServiceRequestRes/resHdr	Complex				
resHdr/consumerContext/applicationId	M	String	3	Value will be echoed from request message	
resHdr/serviceContext/uniqueMsgId	M	String		Value will be echoed from request message	
resHdr/serviceContext/reqMsgDateTime	O	DateTime		Value will be echoed from request message	
resHdr/serviceContext/serviceName	M	String		Value will be echoed from request message	
reqHdr/serviceContext/serviceVersion	O	String		Value will be echoed from request message	
resHdr/providerContext/providerId	M	String	3	Provider System Id from where data is sending	
resHdr/providerContext/responseMsgDateTime	O	DateTime		Response message date and time stamp.	
resHdr/responseStatus/status	M	String		Response status from ESB	
				Status 0 = Successful, 1 = Failure	
resHdr/responseStatus/esbResDateTime	M	DateTime		Response date time stamp from ESB	
raiseServiceRequestRes/body	M	Complex			
raiseServiceRequestRes/body/caseId	M	String	16	Case Id	
raiseServiceRequestRes/body/caseType	M	String	50	Case Type	
raiseServiceRequestRes/body/errorInfo	O, Repeating	Complex			Will be populated in case of any business exception from back end
raiseServiceRequestRes/body/errorInfo/errorSource	O	String		If Status = 1, value will be populated with error system source	Will be populated in case of exceptions thrown by ESB
raiseServiceRequestRes/body/errorInfo/errorCode	C	String		If Status = 1, value will be populated with error code	

raiseServiceRequestRes/body/errorInfo/errorDescription	C	String		If Status = 1, value will be populated with error description	
raiseServiceRequestRes/body/errorInfo/errorType	O	String	1	If Status = 1, value will be populated with error Type	
resHdr/additionalDetails/details1	O/F	String		Future Use	
resHdr/additionalDetails/details1	O/F	String		Future Use	
resHdr/additionalDetails/details1	O/F	String		Future Use	

#### ➤ Error Handling

HTTP Status Code	HTTP Message	More Information
401	Unauthorized	Access token missing or validation
400	Bad Request	The parameters are invalid or missing.
503	Service Unavailable	The parameters were valid but the request failed.

## 6. SAMPLE PAYLOAD

-----END OF DOCUMENT-----