



# Trimble Feedback, Open311- ja 6aika- rajapinnat

Versio 18.1

Järjestelmäkuvaus

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## 1. Trimble Feedback, Open 311-rajapinta

Trimble Feedback tarjoaa Open311-rajapinnan, jonka avulla ulkoiset järjestelmät voivat olla yhteydessä Trimble Feedbackiin. Open311 on teknologia, joka tarjoaa avoimen viestintäkanavan julkisia tiloja ja palveluita koskeville asioille. <http://www.open311.org/>

Rajapinnan kuvaus on saatavilla service discovery -menetelmän kautta. Open311:tä voi käyttää vain julkisten palautteiden siirtoon, jotka on lisätty tai haettu ulkoisen järjestelmän kautta. Trimble Feedback tukee GeoReport API v2:ta palautteiden tarkastelemiseen ja syöttämiseen. [http://wiki.open311.org/GeoReport\\_v2/](http://wiki.open311.org/GeoReport_v2/)

Testirajapinta ja esimerkkikutsut löytyvät osoitteesta <http://test.trimblefeedback.com/en/Home/AboutService>

Rajapinnan määrittelyt tehdään Hallinta-osiossa. Samasta palvelusta voidaan julkaista eri palautetyyppejä eri organisaatioille. Julkaisu rajapintaan voidaan tehdä Tyyppi-aihe kohtaisesti. Palautteiden tilojen kytkentä 311 standardiin tehdään koodiston ohjausarvoilla.

Rajapinnan kautta POST-kutsulla lähetetyt palautteet ovat automaattisesti julkisia, käsittelijä voi jälkikäteen muuttaa julkisuuden käyttöliittymän kautta kuten muihinkin palautteisiin. Saapuneiden palautteiden käsittely tapahtuu saman prosessin ja käyttöliittymän kautta kuin muut palautteet.

The screenshot shows the 'HALLINTA' (Administration) tab in the Trimble Feedback system. The main content area is titled 'Tallenna' (Save) and contains the following configuration fields:

- Organisaatiotunnus** (Organization ID): Trimble
- Selitys** (Description):
- API-avaimet** (API Keys):
  - Avain** (Key): ZXqjFc8dQavQ0TJVtTV7ShYRE6vAH4w
  - Selitys** (Description):
- Palautetyyppeihin kytketyt määrittelyt** (Linked response type configurations):
  - Tyyppi ja aihe** (Type and subject): Yleinen palaute - Kommentti
  - Nimi** (Name): Yleinen palaute - Kommentti
  - Selitys** (Description):
  - Kiitos palautteesta -viesti** (Thank you message):
 

Palautteesi on vastaanotettu. Kiitos palautteesta.  
Ystävällisin terveisin,  
Palautepalvelu

At the bottom of the page, there is a footer with the text: 'Käyttöehdot Tietosuojaseloste © Trimble kaupunki' and 'Seuraa arnettuja palautteita' with a Trimble logo.

### **Open311-rajapinnan määrittely Hallinta-osiossa.**

## 1.1 Service discovery

Example request: <http://test.trimblefeedback.com/api/georeport/discovery.xml>

Example response:

```

▼ <discovery xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <changeset>2015-11-24T10:15:18</changeset>
  ▼ <endpoints>
    ▼ <endpoint>
      <changeset>2015-11-24T10:15:18</changeset>
      ▼ <formats>
        <format>text/xml</format>
        <format>application/json</format>
      </formats>
      <specification>http://wiki.open311.org/GeoReport_v2</specification>
      <type>production</type>
      <url>http://test.trimblefeedback.com/api/georeport/v2</url>
    </endpoint>
  </endpoints>
</discovery>

```

## 1.2 GET Service List

Request

Element	Supported
jurisdiction_id	X

Response

Element	Supported
services ↓↓	X
service ↓	X
service_code	X
service_name	X
description	X
metadata	X
type	X
keywords	X
group	X

Example:

[http://test.trimblefeedback.com/api/georeport/v2/services.xml?jurisdiction\\_id=trimble](http://test.trimblefeedback.com/api/georeport/v2/services.xml?jurisdiction_id=trimble)

```

▼<services xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<service>
    ▼<description>
      Lorem ipsum dolor sit amet, consectetur adipiscing elit.
    </description>
    <group>Public works</group>
    <keywords>open311,api,public,works,pothole</keywords>
    <metadata>>false</metadata>
    <service_code>b619e390-9892-e511-a553-005056a675dc</service_code>
    <service_name>General feedback</service_name>
    <type>realtime</type>
  </service>
</services>

```

### 1.3 GET Service Definition

#### Request

Element	Supported
jurisdiction_id	X
service_code	X

#### Response

Element	Supported
service_definition ↓	X
service_code	X
attributes ↓↓	-
attribute ↓	-
variable	-
code	-
datatype	-
required	-
datatype_description	-
order	-
description	-
values ↓↓	-
value ↓	-
key	-
name	-

Example: [http://test.trimblefeedback.com/api/georeport/v2/services/b619e390-9892-e511-a553-005056a675dc.xml?jurisdiction\\_id=trimble](http://test.trimblefeedback.com/api/georeport/v2/services/b619e390-9892-e511-a553-005056a675dc.xml?jurisdiction_id=trimble)

```

▼<service_definition xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <service_code>1ef69635-2040-e511-a68b-005056a675dc</service_code>
</service_definition>

```

### 1.4 POST Service Request

#### Request

Element	Supported
jurisdiction_id	X
service_code	X
location parameter	X
attribute	-
lat	X
lon	X
address_string	-
address_id	-
email	X
device_id	-
account_id	-
first_name	X
last_name	X
phone	X
description	X
media_url	-

## Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
token	-
service_notice	-
account_id	-

Example request created with Fiddler:

Use this page to compose a Request. You can clone a prior request by dragging and dropping a session from the Web Sessions list. Execute

Parsed **Raw** Scratchpad Options

POST <http://test.trimblefeedback.com/api/georeport/v2/requests.xml> HTTP/1.1

Content-Type: application/x-www-form-urlencoded; charset=utf-8  
Host: test.trimblefeedback.com  
Content-Length: 381

Request Body Upload file...

```
api_key=uSIWIZMh6FqK2BxUoPvz53et5VpEORSS&jurisdiction_id=trimble&service_code=b619e390-9892-e511-a553-005056a675dc&lat=37.76524078&long=-122.4212043&description=open311+POST+test&first_name=Mikko&last_name=Viitala&mail=mikko.viitala@trimble.com
```

POST: <http://test.trimblefeedback.com/api/georeport/v2/requests.xml>

Content-Type: application/x-www-form-urlencoded; charset=utf-8  
Host: test.trimblefeedback.com

```
api_key=uSIWIZMh6FqK2BxUoPvz53et5VpEORSS&jurisdiction_id=trimble&service_code=b619e390-9892-e511-a553-005056a675dc&lat=37.76524078&long=-122.4212043&description=open311+POST+test&first_name=Mikko&last_name=Viitala&mail=mikko.viitala@trimble.com
```

Example response:

```
service_requests [ xmlns:i=http://www.w3.org/2001/XMLSchema-instance ]
  request
    service_request_id
      583
```

## 1.5 GET service\_request\_id from a token

Not supported

## 1.6 GET Service Requests

Request

Element	Supported
jurisdiction_id	X
servicerequest_id	X
service_code	X
start_date	X
end_date	X
status	X

## Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
status	X
status_notes	X
service_name	X
service_code	X
description	X
agency_responsible	-
service_notice	-
requested_datetime	X
updated_datetime	X
expected_datetime	-
address	-
address_id	-
zipcode	-
lat	X
lon	X

Example request:

[http://test.trimblefeedback.com/api/georeport/v2/requests.xml?jurisdiction\\_id=trimble&start\\_date=2015-01-01T00:00:00Z&end\\_date=2016-08-11T00:00:00Z&status=open](http://test.trimblefeedback.com/api/georeport/v2/requests.xml?jurisdiction_id=trimble&start_date=2015-01-01T00:00:00Z&end_date=2016-08-11T00:00:00Z&status=open)

Example response:

```

▼<services xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<request>
    <description>Pothole here</description>
    <lat>25.780943040943193</lat>
    <long>-80.193872037900277</long>
    <requested_datetime>2016-07-29T17:34:14</requested_datetime>
    <service_code>b619e390-9892-e511-a553-005056a675dc</service_code>
    <service_name>General feedback</service_name>
    <service_request_id>576</service_request_id>
    <status>open</status>
    <updated_datetime>2016-07-29T17:34:14</updated_datetime>
  </request>

```

## 1.7 GET Service Request

### Request



Element	Supported
jurisdiction_id	X
servicerequest_id	X

## Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
status	X
status_notes	X
service_name	X
service_code	X
description	X
agency_responsible	-
service_notice	-
requested_datetime	X
updated_datetime	X
expected_datetime	-
address	-
address_id	-
zipcode	-
lat	X
lon	X

Example request:

[http://test.trimblefeedback.com/api/georeport/v2/requests/576.xml?jurisdiction\\_id=trimble](http://test.trimblefeedback.com/api/georeport/v2/requests/576.xml?jurisdiction_id=trimble)

Example response:

```

▼ <services xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼ <request>
    <description>Pothole here</description>
    <lat>25.780943040943193</lat>
    <long>-80.193872037900277</long>
    <requested_datetime>2016-07-29T17:34:14</requested_datetime>
    <service_code>b619e390-9892-e511-a553-005056a675dc</service_code>
    <service_name>General feedback</service_name>
    <service_request_id>576</service_request_id>
    <status>open</status>
    <updated_datetime>2016-07-29T17:34:14</updated_datetime>
  </request>
</services>

```

## 2. Trimble Feedback, 6aika-rajapinta

Trimble Feedback -sovelluksessa on tuki ns. 6aika-palauterajapinnalle (<https://github.com/6aika/api-palaute>). Palauterajapinta on avoin kaksisuuntainen REST-ohjelmointirajapinta (API). Rajapinnan kautta voi antaa kaupungille palautetta sekä seurata palautteen etenemistä. Rajapinnasta voi myös hakea annettuja palautteita. Palauterajapinta perustuu kansainväliseen Open311-standardiin (<http://www.open311.org>), johon on tehty laajennuksia CitySDK- ja 6Aika-rajapintahankkeissa.

Testirajapinta ja esimerkkikutsut löytyvät osoitteesta <http://test.trimblefeedback.com/en/Home/AboutService>

Rajapinnan määrittely tehdään Hallinta-osiossa. Samasta palvelusta voidaan julkaista sekä open311- että 6aika-rajapinta. Julkaisun yhteydessä valitaan, kumpi rajapintatyyppi julkaistaan. 6aika-rajapinta tukee myös open311-muotoisia kutsuja, mutta esim. laajennukset saattavat vaikuttaa open311 client-sovellusten toiminnallisuuteen. Julkaisu rajapintaan tehdään Tyyppi-aihe kohtaisesti.

Rajapinnan kautta POST-kutsulla lähetetyt palautteet ovat automaattisesti julkisia, käsittelijä voi jälkikäteen muuttaa julkisuuden käyttöliittymän kautta kuten muihinkin palautteisiin. Saapuneiden palautteiden käsittely tapahtuu saman prosessin ja käyttöliittymän kautta kuin muut palautteet.

The screenshot shows the 'Hallinta' (Management) tab in the Trimble ESERVICES interface. The main content area is titled 'Määrittely' (Configuration) and includes the following sections:

- Organisaatiotunnus:** Trimble\_6aika
- Selitys:** Service description
- Rajapintaversio:** 6Aika
- API-avaimet:**
  - Avain:** SitunuoX627PuVeThM25Nc9SmhFIHye7u
  - Selitys:** API key description
- Palautetyyppihin kytketyt määrittelyt:**
  - Tyyppi ja aihe:** Public works - Pothole
  - Nimi:** Public works - Pothole
  - Selitys:** Give feedback to Public works on
  - Kiitos palautteesta -viesti:** Thank you for your feedback
  - fi:** Kuoppa tiessä
  - fi Selitys:** Raportoi kuoppa
  - fi Kiitos palautteesta:** Kiitos palautteesta
  - Avainsanat:** public works, pothole, kuoppa, tie
  - Ryhmä:**

**6aika-rajapinnan määrittely Hallinta-osiossa.**

## 2.1 Service discovery

Example request: <http://test.trimblefeedback.com/api/georeport/discovery.xml>

Example response:

```

▼<discovery xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <changeset>2017-03-21T15:21:32</changeset>
  <contact>mikko.viitala(at)trimble.com</contact>
  ▼<endpoints>
    ▼<endpoint>
      <changeset>2017-03-21T15:21:32</changeset>
      ▼<formats>
        <format>text/xml</format>
        <format>application/json</format>
      </formats>
      <specification>http://wiki.open311.org/GeoReport_v2</specification>
      <type>production</type>
      <url>http://test.trimblefeedback.com/api/georeport/v2</url>
    </endpoint>
    ▼<endpoint>
      <changeset>2017-03-21T15:21:32</changeset>
      ▼<formats>
        <format>text/xml</format>
        <format>application/json</format>
      </formats>
      <specification>https://github.com/6aika/api-palaute</specification>
      <type>production</type>
      ▼<url>
        http://test.trimblefeedback.com/api/georeport/6aika
      </url>
    </endpoint>
  </endpoints>
  <key_service>Information about getting API keys</key_service>
</discovery>

```

## 2.2 GET Service List

Request

Element	Supported
jurisdiction_id	X

Response

Element	Supported
services ↓↓	X
service ↓	X
service_code	X
service_name	X
description	X
metadata	X
type	X
keywords	X
group	X

Example:

[http://test.trimblefeedback.com/api/georeport/6aika/services.xml?jurisdiction\\_id=trimble\\_6aika](http://test.trimblefeedback.com/api/georeport/6aika/services.xml?jurisdiction_id=trimble_6aika)

```

▼<services xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<service>
    <description>Give feedback to Public works on Potholes</description>
    <keywords>public,works,pothole,kuoppa,tie</keywords>
    <metadata>>false</metadata>
    <service_code>d5f834e2-480e-e711-9522-005056a675dc</service_code>
    <service_name>Public works - Pothole</service_name>
    <type>realtime</type>
  </service>
  ▼<service>
    <description>Use this for 6aika POST tests</description>
    <group>API's</group>
    <keywords>6aika,open311,API,testing</keywords>
    <metadata>>false</metadata>
    <service_code>54ae596d-500e-e711-9522-005056a675dc</service_code>
    <service_name>6aika POST</service_name>
    <type>realtime</type>
  </service>
</services>

```

## 2.3 GET Service List with locale

Request

Element	Supported
jurisdiction_id	X

Response

Element	Supported
services ↓↓	X
service ↓	X
service_code	X
service_name	X
description	X
metadata	X
type	X
keywords	X
group	X

Example:

[http://test.trimblefeedback.com/api/georeport/6aika/services.xml?jurisdiction\\_id=trimble\\_6aika&locale=fi](http://test.trimblefeedback.com/api/georeport/6aika/services.xml?jurisdiction_id=trimble_6aika&locale=fi)

```

▼<services xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<service>
    <description>Raportoi kuoppa</description>
    <keywords>public,works,pothole,kuoppa,tie</keywords>
    <metadata>>false</metadata>
    <service_code>d5f834e2-480e-e711-9522-005056a675dc</service_code>
    <service_name>Kuoppa tiessä</service_name>
    <type>realtime</type>
  </service>
  ▼<service>
    <description>Käytetään 6aika POST-testaukseen</description>
    <group>API's</group>
    <keywords>6aika,open311,API,testing</keywords>
    <metadata>>false</metadata>
    <service_code>54ae596d-500e-e711-9522-005056a675dc</service_code>
    <service_name>6aika POST</service_name>
    <type>realtime</type>
  </service>
</services>

```

[http://test.trimblefeedback.com/api/georeport/6aika/services.xml?jurisdiction\\_id=trimble\\_6aika&locale=en](http://test.trimblefeedback.com/api/georeport/6aika/services.xml?jurisdiction_id=trimble_6aika&locale=en)

```

▼<services xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<service>
    <description>Give feedback to Public works on Potholes</description>
    <keywords>public,works,pothole,kuoppa,tie</keywords>
    <metadata>>false</metadata>
    <service_code>d5f834e2-480e-e711-9522-005056a675dc</service_code>
    <service_name>Public works - Pothole</service_name>
    <type>realtime</type>
  </service>
  ▼<service>
    <description>Use this for 6aika POST tests</description>
    <group>API's</group>
    <keywords>6aika,open311,API,testing</keywords>
    <metadata>>false</metadata>
    <service_code>54ae596d-500e-e711-9522-005056a675dc</service_code>
    <service_name>6aika POST</service_name>
    <type>realtime</type>
  </service>
</services>

```

## 2.4 GET Service Definition

### Request

Element	Supported
jurisdiction_id	X
service_code	X

### Response

Element	Supported
service_definition ↓	X

service_code	X
attributes ↓↓	-
attribute ↓	-
variable	-
code	-
datatype	-
required	-
datatype_description	-
order	-
description	-
values ↓↓	-
value ↓	-
key	-
name	-

Example: [http://test.trimblefeedback.com/api/georeport/6aika/services/d5f834e2-480e-e711-9522-005056a675dc.xml?jurisdiction\\_id=trimble\\_6aika](http://test.trimblefeedback.com/api/georeport/6aika/services/d5f834e2-480e-e711-9522-005056a675dc.xml?jurisdiction_id=trimble_6aika)

```

▼ <service_definition xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <service_code>d5f834e2-480e-e711-9522-005056a675dc</service_code>
</service_definition>

```

## 2.5 POST Service Request

### Request

Element	Supported
jurisdiction_id	X
service_code	X
location parameter	X
attribute	-
lat	X
lon	X
address_string	X
address_id	-
email	X
device_id	-
account_id	-
first_name	X
last_name	X
phone	X
description	X
media_url	-
media[]	X

### Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
token	-

service_notice	-
account_id	-

Simple form to test POST: [http://test.trimblefeedback.com/tutorials/fi/postform\\_6aika\\_demo.html](http://test.trimblefeedback.com/tutorials/fi/postform_6aika_demo.html)

Example response:

```

▼<service_requests xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<request>
    <service_notice>Thanks for POSTing</service_notice>
    <service_request_id>1602</service_request_id>
  </request>
</service_requests>

```

## 2.6 GET service\_request\_id from a token

Not supported

## 2.7 GET Service Requests

Request

Element	Supported
jurisdiction_id	X
servicerequest_id	X
service_code	X
start_date	X
end_date	X
status	X

Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
status	X
status_notes	X
service_name	X
service_code	X
description	X
agency_responsible	-
service_notice	-
requested_datetime	X
updated_datetime	X
expected_datetime	-
address	-
address_id	-
zipcode	-
lat	X
lon	X

Example request:

[http://test.trimblefeedback.com/api/georeport/6aika/requests.xml?jurisdiction\\_id=trimble\\_6aika](http://test.trimblefeedback.com/api/georeport/6aika/requests.xml?jurisdiction_id=trimble_6aika)

Example response:

```

▼<service_requests xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<request>
    <description>open311 POST test</description>
    <lat>37.7652407798167</lat>
    <long>-122.42120430022176</long>
    <requested_datetime>2017-02-28T17:02:05</requested_datetime>
    <service_code>d5f834e2-480e-e711-9522-005056a675dc</service_code>
    <service_name>Public works - Pothole</service_name>
    <service_request_id>584</service_request_id>
    <status>open</status>
    <status_notes/>
    <updated_datetime>2017-02-28T10:02:05</updated_datetime>
  </request>

```

## 2.8 GET Service Request

Request

Element	Supported
jurisdiction_id	X
servicerequest_id	X

Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
status	X
status_notes	X
service_name	X
service_code	X
description	X
agency_responsible	-
service_notice	-
requested_datetime	X
updated_datetime	X
expected_datetime	-
address	X
address_id	-
zipcode	-
lat	X
lon	X

Example request:

[http://test.trimblefeedback.com/api/georeport/6aika/requests/1602.xml?jurisdiction\\_id=trimble\\_6aika](http://test.trimblefeedback.com/api/georeport/6aika/requests/1602.xml?jurisdiction_id=trimble_6aika)



Example response:

```

▼<service_requests xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<request>
    <address>600 Long Peak avenue #417 Longmont 80501 Colorado</address>
    <description>Bus shelter damaged</description>
    <lat>60.449999999834894</lat>
    <long>22.260999999559257</long>
    <requested_datetime>2017-05-11T19:41:08</requested_datetime>
    <service_code>54ae596d-500e-e711-9522-005056a675dc</service_code>
    <service_name>6aika POST</service_name>
    <service_request_id>1602</service_request_id>
    <status>open</status>
    <status_notes>The job is complete.</status_notes>
    <updated_datetime>2017-05-11T12:44:13</updated_datetime>
  </request>
</service_requests>

```

## 2.9 GET Service Request with extended attributes

Request

Element	Supported
jurisdiction_id	X
servicerequest_id	X

Response

Element	Supported
service_requests ↓↓	X
request ↓	X
servicerequest_id	X
status	X
status_notes	X
service_name	X
service_code	X
description	X
agency_responsible	-
service_notice	-
requested_datetime	X
updated_datetime	X
expected_datetime	-
address	X
address_id	-
zipcode	-
lat	X
lon	X
extended_attributes ↓	X
media_urls ↓	X
request_log ↓	X
log ↓	X

handler	x, by default always empty, can be changed with service level web.config setting
note	x
status	x
time	x

Example request:

[http://test.trimblefeedback.com/api/georeport/6aika/requests/1602.xml?jurisdiction\\_id=trimble\\_6aika&extensions=true](http://test.trimblefeedback.com/api/georeport/6aika/requests/1602.xml?jurisdiction_id=trimble_6aika&extensions=true)

Example response:

```

▼<service_requests xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  ▼<request>
    <address>600 Long Peak avenue #417 Longmont 80501 Colorado</address>
    <description>Bus shelter damaged</description>
    <lat>60.44999999834894</lat>
    <long>22.260999999559257</long>
    <requested_datetime>2017-05-11T19:41:08</requested_datetime>
    <service_code>54ae596d-500e-e711-9522-005056a675dc</service_code>
    <service_name>6aika POST</service_name>
    <service_request_id>1602</service_request_id>
    <status>open</status>
    <status_notes>The job is complete.</status_notes>
    <updated_datetime>2017-05-11T12:44:13</updated_datetime>
  ▼<extended_attributes>
    ▼<media_urls>
      ▼<string>
        http://test.trimblefeedback.com/api/georeport/6aika/attachment/1602/1082?jurisdictionId=trimble
      </string>
    </media_urls>
  ▼<request_log>
    ▼<log>
      <handler/>
      <note>The job is complete.</note>
      <status>Allocated</status>
      <time>2017-05-11T12:44:13</time>
    </log>
  ▼<log>

```