

Document for hearme developer

version 1.7.0

Updated from 30 Nov 2018

Changes in this version

- Add "Contact survey"
- Multi-channels for a survey
- Hook function
- Plugins

Authentication APIs

General information

- Purpose: Provide authentication and authorization service
- Developer server: <http://sandbox.hearme.vn:7000>
- Production server: <https://api.hearme.vn/oauth>

User Oauth endpoints

User Login

- URI: `'/auth/login'`
- `methods='POST'`
- Data type: application json
- json fields:

- ✓ username
- ✓ password
- ✓ life_time (optional): number of days

Default valid time for token is: **14 days**. After this time, token is expired.

If life_time=0: token never expired

Example:

<http://sandbox.hearme.vn:7000/auth/login>

Method: POST

Content-Type: application/json

Payload:

```
{"username": "Thucvx", "password": "123"}
```

Response:

```
{
  "token":
  "eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlOTE5NzEyODksInN1YiI6IjVjOTQyNjc0YzkyZGF1MmY0ZjcwOTk0ZTBkNWQ1ZjU4IiwiaXhwIjoxNDkzMTgwODg5fQ.LVIkv7TrfdIQ5SWR1FHYZnWUP9NpmcYtllLPzID3UL5s"
}
```

Get user permissions in an organization

- URI: '/user/permissions/<org_id>'
- methods='GET'
- Get all permissions of user in organization

Example:

<http://sandbox.hearme.vn:7000/user/permissions/d9bab8c9c4079742e7b57ad5828ed0f>

Header:

```
Authorization: "BEARER
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlOTE5NzEyODksInN1YiI6IjVjOTQyNjc0YzkyZGF1MmY0ZjcwOTk0ZTBkNWQ1ZjU4IiwiaXhwIjoxNDkzMTgwODg5fQ.Wknpj48gHuHVuy30GZJHqOycFnqTvusgBPu0AdRHEp4"
```

Response:

```
status_code: 200
[
  {
    "action": "all",
    "permission_id": "admin",
    "resource_id": "01d19120ee556165f69911c5994c514a",
    "resource_type": "organization",
    "role_id": "562adced4ae3b7ffe62bc1beff67a063"
  },
  {
    "action": "all",
    "permission_id": "operator",
    "resource_id": "01d19120ee556165f69911c5994c514a",
    "resource_type": "organization",
    "role_id": "c9cb9a5d11fb56d63b05b013c6beafb2"
  }
]
```

APIs for object management

General information

- Purpose: APIs for managing objects in hearme
- Developer server: <http://sandbox.hearme.vn:7001>
- Production server: <https://api.hearme.vn/main>

Organization management

Get list of role names and organizations

- URI: '/v145/role/list'
- methods='GET'
- Get all roles and related organization information that the user has role

Example:

<http://sandbox.hearme.vn:7001/v145/role/list>

Header:

```
Authorization: "BEARER  
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlOTI0OTE5MzAsInN1YiI6IjBiMzQyMmE3YTljOXM0OGYyMWZmMTY1YWJmZGFmZTQ0IiwiaXNzX2hwIjoxNDkzNzAxNTMwfQ.Wknpj48gHuHVuy30GZJHqOycFnqTvusgBPu0AdRHEp4"
```

Response:

```
Status_code: 200  
[  
  {  
    "org_id": "01d19120ee556165f69911c5994c514a",  
    "organization": {  
      "address": "Tầng 3 số 8 Tràng Thi, Hoàn Kiếm, Hà Nội",  
      "created": "Tue, 20 Mar 2018 16:08:53 GMT",  
      "id": "01d19120ee556165f69911c5994c514a",  
      "logo": null,  
      "name": "Công Ty TNHH hearme",  
      "phone": "0962811347",  
      "status": 0,  
      "type": 0,  
      "url": "http://hearme.vn",  
      "user_id": "69b7d6d37fcdfe6167a9ebf6ea697af1"  
    },  
  },  
]
```

```

    "roles": "Administrator, Operator"
  },
  {
    "org_id": "776221eb5122ac2a44ad5cf4056410e3",
    "organization": {
      "address": "Số 200, Tràng Tiền, Hà nội",
      "created": "Wed, 21 Mar 2018 15:45:09 GMT",
      "id": "776221eb5122ac2a44ad5cf4056410e3",
      "logo": "2018-03-04/118.70.151.36_-400X190.png",
      "name": "Công ty Tràng Tiền",
      "phone": "0912083463",
      "status": 0,
      "type": 1,
      "url": "http://hear.me.vn",
      "user_id": "7af817add3f8fe6232c16bd15d12faf7"
    },
    "roles": "Organization owner"
  }
]

```

Survey management APIs

Survey type definition

code	Survey type	VN	EN	version	Scope
0	CSAT	CSAT	CSAT	1.4	public
1	NPS	NPS	NPS	1.4	public
2	CES	CES	CES	1.4	public
3	Factor	--	--	1.4	private
4	Multi-factor selection	Chọn nhiều	Multi selection	1.5	public
5	Exclusive-factor selection	Chọn một	Exclusive selection	1.5	public
6	Rating table	Đánh giá 5 sao	Rating table	1.5	public
7	Text survey	Câu hỏi mở	Text survey	1.5	public
8	Mixed surveys	Tổng hợp	Mixed surveys	1.5	public
9	Contact	Liên hệ	Contact	1.5.5	public

Get list of surveys

- URI: '/v145/survey/list'
- methods='POST'
- Get surveys belong to an organization or an owner user
- Content-Type: application/json

Parameters: json object

- org_id (optional): organization id. If org_id is missing, get surveys belong to logged user
- status (optional): survey status
- question (optional): part of question
- limit (optional):
- offset (optional): offset to get survey

status value:

- 0: inactive (just created);
- 1: active;
- 2: closed

Example:

<http://sandbox.hearme.vn:7001/v145/survey/list>

payload:

```
{
  "org_id": "efaa4cbbce0a87d813ab5a082d6346d7"
}
```

Response:

```
Status_code=200
[
  {
    "status": 0,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7",
    "description": null,
    "parent": null,
    "created": "2018-04-01T00:16:58",
    "fb_count": 0,
    "scales": 11,
    "question": "Bạn có vui lòng giới thiệu Toong đến bạn bè không?",
    "org_id": "1943d8edde7a0d6cd98ac6cd149949c2",
    "score": 0,
    "ext_question": null,
    "sub_order": 0,
    "type": 1,
    "id": "79b7739dadbc80e2f86fe430c91ea62c",
    "name": "Khảo sát thử nghiệm - Enterprise CSAT"
  }
]
```

Status_code=401 - authentication failed

Status_code=403 - Forbidden

Get survey information

- **URI**: '/v1.4/survey/info/<string:sur_id>'
- **methods**=['GET']
- Return survey with promotion information.
- **Content-Type**: application/json

Example:

<http://sandbox.hearme.vn:7001/v1.4/survey/info/8892fc3f42b9e5bbe7be3a73c4096926>

Response:

```
{
  "description": "Làm việc tại Toong bạn cảm thấy thế nào?",
  "ext_question": "Bạn vui lòng để lại vụ được không?",
  "fb_count": 0,
  "id": "50f2073aa2bba9c11130ecdc6c954a39",
  "name": "Có đáp ứng yêu cầu không - At Toong",
  "parent": null,
  "promotion": {
    "conditions": 1,
    "description": "Khảo sát chất lượng sản phẩm hearme",
    "end_date": null,
    "id": "6fe298c03a381aa6ccdbb6fcb9f5939c",
    "name": "2019 New year promotion",
    "start_date": "Thu, 01 Feb 2018 00:00:00 GMT",
    "status": 0,
    "sur_id": "50f2073aa2bba9c11130ecdc6c954a39",
    "user_id": "7af817add3f8fe6232c16bd15d12faf7"
  },
  "question": "Bạn có thấy hài lòng khi làm việc tại Toong không?",
  "scales": 5,
  "score": 0,
  "status": 1,
  "sub_order": 0,
  "subs": [
    {
      "description": null,
      "ext_question": null,
      "fb_count": 0,
      "id": "83e6efe996b43deec773e31e88d6260b",
      "name": "Có đáp ứng yêu cầu không",
      "parent": "50f2073aa2bba9c11130ecdc6c954a39",
      "question": "Khu vực sảnh chờ vệ sinh không đạt yêu cầu",
      "question_texts": [
        {
          "column_name": "question",
          "id": "4292ce99d42e6d7ceb74120c3a288943",
```

```

        "lang_id": 0,
        "row_id": "83e6efe996b43deec773e31e88d6260b",
        "table_name": "survey",
        "value": "Khu vực sản đạt yêu cầu"
    },
    {
        "column_name": "question",
        "id": "e22774d100434af4f9480a073dbd8329",
        "lang_id": 1,
        "row_id": "83e6efe996b43deec773e31e88d6260b",
        "table_name": "survey",
        "value": "Sanitary area is not satisfactory"
    }
],
"scales": 5,
"score": 0,
"status": 0,
"sub_order": 5,
"type": 0,
"user_id": "7af817add3f8fe6232c16bd15d12faf7"
}
],
"type": 0,
"user_id": "7af817add3f8fe6232c16bd15d12faf7"
}

```

Or:

```

status_code=400
{"status":0, "message":"No survey with specified id"}

```

Get survey tree

- Created from version 1.5
- **URI:** `'/survey/tree>'`
- **methods:** `['POST']`
- Return survey tree: survey information, sub surveys, children surveys - recursively.
- Content-Type: application/json

Json fields:

```
- id: survey id
```

Example:

<http://sandbox.hearme.vn:7001/survey/tree> _

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload:

```
{
  "id": "a2543e59f5bea51548ac2a35ef23b5ec"
}
```

Response:

Status_code: 200

```
{
  "children": [
    {
      "children": [
        {
          "children": [],
          "col_id": null,
          "created": "Thu, 01 Mar 2018 17:40:56 GMT",
          "description": null,
          "ext_question": "Bạn gặp khó khăn ở công đoạn nào?",
          "fb_count": 0,
          "id": "d37b02a33299a6a4aedc10b66ee8f243",
          "name": "Đo Lường CES",
          "org_id": null,
          "parent": null,
          "question": "Tính năng sử dụng không?",
          "relation": {
            "child_id": "d37b02a33299a6a4aedc10b66ee8f243",
            "child_order": 0,
            "created": "Wed, 30 May 2018 16:00:09 GMT",
            "id": "b158ebbfdb73f1cbeb73f47066b8c44c",
            "parent_id": "6091b5feadd4572cc699015bb82be5d5",
            "rule": "good",
            "status": 0
          },
          "scales": 7,
          "score": 0,
          "status": 1,
          "sub_order": 0,
          "subs": [],
          "sur_path": "good.609115bb82be5d5.good",
          "tags": null,
          "type": 2,
          "user_id": "7af817add3f8fe6232c16bd15d12faf7"
        }
      ],
      "col_id": "2820d70de903438f963dcd92f2703dd6",
      "created": "Fri, 09 Feb 2018 17:21:14 GMT",
      "description": "Khảo sát nhãn hiệu Toong",
      "ext_question": "Chúng tôi có thể làm không?",
      "fb_count": 0,
      "id": "6091b5feadd4572cc699015bb82be5d5",
      "name": "CSAT-Toong",
      "org_id": null,
      "parent": null,
      "question": "Bạn có hài lòng với dịch vụ của STARBUCKS không?",
      "relation": {
        "child_id": "6091b5feadd4572cc699015bb82be5d5",
        "child_order": 0,
        "created": "Wed, 30 May 2018 16:00:09 GMT",
        "id": "854f01a1568d62a26a752e6a769d7531",

```



```

        "parent_id": "a2543e59f5bea51548ac2a35ef23b5ec",
        "rule": "good",
        "status": 0
    },
    "scales": 5,
    "score": 0,
    "status": 1,
    "sub_order": 0,
    "subs": [
        {
            "col_id": null,
            "created": "Mon, 26 Feb 2018 17:33:45 GMT",
            "description": null,
            "ext_question": null,
            "fb_count": 0,
            "id": "67b562b56aa0386f51980b726c60e553",
            "name": "CSAT-Toong",
            "org_id": null,
            "parent": "6091b5feadd4572cc699015bb82be5d5",
            "question": "Có lỗi không?",
            "scales": 5,
            "score": 0,
            "status": 1,
            "sub_order": 8,
            "tags": null,
            "type": 0,
            "user_id": "7af817add3f8fe6232c16bd15d12faf7"
        }
    ],
    "sur_path": "a2543e59f5bea51548ac2a35ef23b5ec.good",
    "tags": null,
    "type": 0,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7"
}
],
"col_id": null,
"created": "Sun, 20 May 2018 00:50:53 GMT",
"description": "tong hop cac loai khao sat",
"ext_question": null,
"fb_count": 0,
"id": "a2543e59f5bea51548ac2a35ef23b5ec",
"name": "khao sat tong hop",
"org_id": null,
"parent": null,
"question": "",
"scales": 5,
"score": 0,
"status": 1,
"sub_order": 0,
"subs": [],
"sur_path": "",
"tags": null,
"type": 8,
"user_id": "7af817add3f8fe6232c16bd15d12faf7"
}

```

Group management APIs

Get list of groups

- URI: '/v145/group/list'
- methods='POST'
- Purpose: get groups that user has permission

Parameters

- name: optional - part of name field. If name=='*' get all name
- org_id: optional. organization id.
- sur_id: optional. Get group that run this survey. In this case, there is another parameter:
 - ✓ group_status: optional.
 - 0: in-active - get group that run this survey in previous time
 - 1- active - get group that is running this survey

Content-Type: application/json

Example:

<http://sandbox.hearme.vn:7001/v145/group/list>

Payload:

```
{
  "name": "Enterprise",
  "org_id": "1943d8edde7a0d6cd98ac6cd149949c2"
}
```

Response:

```
[
  {
    "user_id": "7af817add3f8fe6232c16bd15d12faf7",
    "description": "Enterprise group",
    "org_id": "1943d8edde7a0d6cd98ac6cd149949c2",
    "sur_id": null,
    "idle_URL": null,
    "media_type": 0,
    "id": "00bb382e3a367f52860c125ee95a2268",
    "name": "Enterprise Device group at Toong Tràng Thi"
  }
]
```

Device management APIs – called by Management Module

Get list of devices

- URI: '/v145/device/list'
- methods='POST'
- Purpose: get devices in permitted group or organization
- Content-Type: application/json

Parameters:

- org_id: optional
- status value: optional
 - ✓ 0: newly created - inactive;
 - ✓ 1: activated;
 - ✓ 2: user locked;
 - ✓ 3: system locked
 - ✓ If status==100: get all status
- Name (optional): part of name field.
- grp_id (optional): filter by group id
- type: device channel
 - ✓ 0 (default): kiosk channel
 - ✓ 1: Web channel
 - ✓ 2: Email channel

Example:

<http://sandbox.hearme.vn:7001/v145/device/list>

Payload:

```
{
  "org_id": "1943d8edde7a0d6cd98ac6cd149949c2",
  "name": "Enterprise"
}
```

Response:

```
[
  {
    "status": 0,
    "fb_method": 0,
    "fb_rate": 0,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7",
    "name": "Enterprise device",
    "created": "2018-04-06T11:21:15",
    "os": null,
    "hardware_id": null,
    "org_id": "1943d8edde7a0d6cd98ac6cd149949c2",
```

```
    "receivable": 0,
    "systemlock": 0,
    "secret": "pbkdf2:sha256:50000$Twj8qBDT",
    "grp_id": "3308d8008c8389729a56432516204cf7",
    "sur_id": null,
    "socket_status": 0,
    "type": 0,
    "id": "puv96okgowcaidaw",
    "description": "For Enterprise use only"
  }
]
```

Customer management

Get list of customers

- URI: '/customer/list'
- methods=['POST']
- Content-Type: application/json

Parameters:

- search: key word for search customer (in fields: name, phone, email)
- status: status of customer
- org_id (optional): id of organization

if org_id is NULL, get all config parameter belong to user

if org_id is not NULL, get config parameter belong to this organization

Example:

<http://sandbox.hearme.vn:7001/customer/list> _

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload

```
{
  "search": "yahoo"
}
```

Response:

```
status_code: 200
[
  {
    "status": 0,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7",
    "name": "Hoàng Quyền",
    "created": "2018-10-06T17:25:50",
  }
]
```

```

    "phone2": null,
    "company": null,
    "org_id": null,
    "email": "quyen@yahoo.com.vn",
    "phone": "09204675476",
    "birthday": null,
    "url": "https://www.facebook.com/",
    "address": "HCM",
    "notes": null,
    "id": "2e3bad78539c10b769c25fc9328c10de",
    "ext_id": null
  },
  {
    "status": 0,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7",
    "name": "Trần Vỹ",
    "created": "2018-10-06T17:23:04",
    "phone2": null,
    "company": null,
    "org_id": null,
    "email": "thuc@yahoo.com",
    "phone": "0920467893",
    "birthday": null,
    "url": null,
    "address": "HN",
    "notes": null,
    "id": "90d85c5b94a50e23f7849f6e1e8ab83b",
    "ext_id": null
  }
]

```

Data front APIs module

General information

- Purpose: Provide service of feedback raw data and statistics
- Developer server: <http://sandbox.hearme.vn:7003>
- Production server: <https://api.hearme.vn/front>

Feedback APIs

Get feedback information

- URI: `'/feedback/detail/<string:fb_id>'`
- `methods='GET'`
- Get all information on feedback of logged user

Parameter:

- feedback_id

Output:

- Json of feedback detail

Example request:

<http://sandbox.hearme.vn:7003/feedback/detail/96b11e47c0babcf1dacf9a286a095aa0>

Method: GET

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Response:

```
{
  "comment": "Thh",
  "contact": "44555",
  "created": "Tue, 08 May 2018 21:41:10 GMT",
  "device_id": "0wkqgm3pfhr09g3i",
  "device_type": 0,
  "grp_id": "9707db7ce56383cbcd0d5d4f3585fb04",
  "id": "96b11e47c0babcf1dacf9a286a095aa0",
  "name": "tuu",
  "notes": null,
  "os": "Android",
  "parent": null,
  "rating": 2,
  "status": 0,
  "sub_feedbacks": [
    {
      "comment": "",
      "contact": null,
      "created": "Tue, 08 May 2018 21:41:10 GMT",
      "device_id": "0wkqgm3pfhr09g3i",
      "device_type": 0,
      "grp_id": "9707db7ce56383cbcd0d5d4f3585fb04",
      "id": "c43e6ca18ef92fd60170940c7b894bb6",
      "name": null,
      "notes": null,
      "os": "Android",
      "parent": "96b11e47c0babcf1dacf9a286a095aa0",
      "rating": 4,
      "status": 0,
      "sur_id": "cd88af92472a46f0538502dd25ebe598",
      "user_id": "7af817add3f8fe6232c16bd15d12faf7"
    }
  ],
  "sur_id": "1e86518486dbb5f39d5159f9eab21768",
  "user_id": "7af817add3f8fe6232c16bd15d12faf7"
}
```

Get Feedback list

- Updated by version 1.5
- URI: '/v145/feedback/list'
- **methods='POST'**
- **Get list of feedbacks**

Parameters:

- `sur_id`: survey id. This survey must belong to user that logged into system
 - Range of time:
 - ✓ `time_unit`: 0 (default): by day; 1: by month
 - ✓ `bias` (default 30 days): from number of days (or months) before
- or:
- ✓ `start_time`: in format "YYYY-MM-dd"
 - ✓ `end_time`: in format "YYYY-MM-dd"

Optional fields:

- `grp_id`: group id
- `device_id`: device id
- `status`: feedback status
- `limit` = 100 (default)
- `offset` = 0 (default)
- `order` = "created" (default), "rating"
- `sort` = "DESC" (default) or "ASC"
- **`sur_path`: survey path**

Output:

- JSON of feedbacks
- **Field "body"**: - tyle string of JSON object, include all information on feedback and its children

Example request:

<http://sandbox.hearme.vn:7003/v145/feedback/list>

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload:

```
{
  "order": "created",
  "sort": "DESC",
  "limit": 20,
  "offset": 0,
  "time_unit": 1,
  "bias": 30,
  "sur_id": "1e86518486dbb5f39d5159f9eab21768"
}
```

Response:

```
[
  {
    "body":
    [{"sur_id": "3f6fdbb772201b53dff5414f824eb12f", "sur_path": "", "type": "0", "children":
    [{"sur_id": "feb4a2af1c7639ac3539ecb36b40bfb7", "sur_path": "3f6fdbb772201b53dff5414f824eb12f.good", "contact": "4565476546", "type": "3", "rating": 5}, {"comment": "comment content", "rating": 5, "name": "PapaiKing", "sur_path": "3f6fdbb772201b53dff5414f824eb12f.good", "contact": "4565476546", "sur_id": "10742682cacbd203bb8c7c0518aef957", "type": "3"}], "rating": 5}],
    "comment": null,
    "contact": null,
    "created": "Tue, 29 May 2018 15:34:49 GMT",
    "device_id": "2d9uhz9olpshlyuv",
    "device_type": 0,
    "grp_id": "0ea4c3c1e43928595bae49aa849677c7",
    "id": "6b15ef1efe690df597fac3d987953e36",
    "name": null,
    "notes": null,
    "org_id": "efaa4cbbce0a87d813ab5a082d6346d7",
    "os": "Android",
    "parent": null,
    "rating": 5,
    "status": 0,
    "sur_id": "3f6fdbb772201b53dff5414f824eb12f",
    "sur_path": null,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7"
  },
  {
    "body": null,
    "comment": "comment content",
    "contact": "4565476546",
    "created": "Thu, 17 May 2018 15:34:49 GMT",
    "device_id": "skvfw0xbasuyew3",
    "device_type": 0,
    "grp_id": "0ea4c3c1e43928595bae49aa849677c7",
    "id": "cbf195167fd9a6e8b2ac68ac22b85362",
    "name": "PapaiKing",
  }
]
```



```

    "notes": null,
    "org_id": null,
    "os": "Android",
    "parent": null,
    "rating": 5,
    "status": 0,
    "sur_id": "3f6fdbb772201b53dff5414f824eb12f",
    "sur_path": null,
    "user_id": "7af817add3f8fe6232c16bd15d12faf7"
  }
]

```

Example of body after parsing to JSON object:

```

{
  "sur_id": "3f6fdbb772201b53dff5414f824eb12f",
  "sur_path": "",
  "type": "0",
  "children": [
    {
      "sur_id": "feb4a2af1c7639ac3539ecb36b40bfb7",
      "sur_path": "3f6fdbb772201b53dff5414f824eb12f.good",
      "contact": "4565476546",
      "type": "3",
      "rating": 5
    },
    {
      "comment": "comment content",
      "rating": 5,
      "name": "PapaiKing",
      "sur_path": "3f6fdbb772201b53dff5414f824eb12f.good",
      "contact": "4565476546",
      "sur_id": "10742682cacbd203bb8c7c0518aef957",
      "type": "3"
    }
  ],
  "rating": 5
}

```

Body field

- This field contain all information on customer feedback
- After parsing into JSON, it has following structure:

1. feedback header

- sur_id
- sur_path: path of survey id
- type: survey type

2. feedback content

- rating: value: 0-5
- comment
- name (optional)
- contact (optional)

3. feedback children

- children: array of feedbacks

```
{
  "id": "message id",
  "sur_id": "survey id",
  "sur_path": "path of survey id",
  "type": "survey type",
  "rating": 0,
  "comment": "comment content",
  "name": "Contact name",
  "contact": "Phone number",
  "children": []
}
```

General statistics

Get basic reports

- URI: '/v145/survey/basic_reports'
- methods='POST'

This API eliminate feedbacks of invalide status

Input required:

- sur_id: survey id. User mus have permission on this survey
 - type: survey type
 - ✓ 0: CSAT
 - ✓ 1: NPS
 - ✓ 2: CES
 - Range of time:
 - ✓ time_unit: 0: by day; 1: by month
 - ✓ bias: from number of days (or months) before
- or:
- ✓ start_time: in format "YYYY-MM-dd"
 - ✓ end_time: in format "YYYY-MM-dd"
 - ✓ if number of days < 30: time unit is day
 - ✓ if number of days < 365: time unit is month
 - ✓ if number of days > 365: time unit is year

Optional fields:

- grp_id: group id
- device_id: device id

Output:

- Total number of feedback: total_feedbacks
- Proportion of each rating level: ratings
- score for this survey: score

Example request:

http://sandbox.hearme.vn:7003/v145/survey/basic_reports

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload:

```
{
  "start_time": "2017-12-01",
  "end_time": "2018-12-01",
  "type": 0,
  "sur_id": "1e86518486dbb5f39d5159f9eab21768"
}
```

Response:

For CES or CSAT:

```
{
  "ratings": [
    {
      "count": 3,
      "proportion": 10.34,
      "rating": 1
    },
    {
      "count": 7,
      "proportion": 24.14,
      "rating": 2
    },
    {
      "count": 1,
      "proportion": 3.45,
      "rating": 3
    },
    {
      "count": 9,
      "proportion": 31.03,
      "rating": 4
    },
    {
      "count": 9,

```

```
        "proportion": 31.03,  
        "rating": 5  
    }  
],  
"score": 3,  
"total_feedbacks": 29  
}
```

For NPS:

```
{  
  "ratings": [  
    {  
      "count": 1,  
      "proportion": 3.33,  
      "rating": 0  
    },  
    {  
      "count": 3,  
      "proportion": 10,  
      "rating": 1  
    },  
    {  
      "count": 3,  
      "proportion": 10,  
      "rating": 2  
    },  
    {  
      "count": 2,  
      "proportion": 6.67,  
      "rating": 3  
    },  
    {  
      "count": 4,  
      "proportion": 13.33,  
      "rating": 4  
    },  
    {  
      "count": 5,  
      "proportion": 16.67,  
      "rating": 5  
    },  
    {  
      "count": 1,  
      "proportion": 3.33,  
      "rating": 7  
    },  
    {  
      "count": 4,  
      "proportion": 13.33,  
      "rating": 8  
    },  
    {  
      "count": 1,  
      "proportion": 3.33,  
      "rating": 9  
    }  
  ]  
}
```

```

        "rating": 9
      },
      {
        "count": 6,
        "proportion": 20,
        "rating": 10
      }
    ],
    "score": {
      "detractor": 60,
      "nps": -36.67,
      "promoter": 23.33
    },
    "total_feedbacks": 30
  }

```

Feedback count timeline

- URI: '/v145/survey/fbcount_bytimes'
- **methods='POST'**
- Purpose: return feedback count by time unit

Parameters:

Input required:

- sur_id: survey id. User must have permission on this survey
 - type: survey type
 - ✓ 0: CSAT
 - ✓ 1: NPS
 - ✓ 2: CES
 - Range of time:
 - ✓ time_unit: 0: by day; 1: by month
 - ✓ bias: from number of days (or months) before
- or:
- ✓ start_time: in format "YYYY-MM-dd"
 - ✓ end_time: in format "YYYY-MM-dd"
 - ✓ if number of days < 30: time unit is day
 - ✓ if number of days < 365: time unit is month
 - ✓ if number of days > 365: time unit is year

Optional fields:

- grp_id: group id
- device_id: device id

Output:

- total number of feedbacks
- Number of feedback by each time_unit

Example request:

http://sandbox.hearme.vn:7003/v145/survey/fbcount_bytimes

Method: POST

Header:

Authorization: BEARER 1NDM0YtQ5MzljYjEy_1BMAZhqNQU

Payload:

```
{
  "start_time": "2017-12-01",
  "end_time": "2018-4-01",
  "type": 1,
  "sur_id": "19514ff0c0de4fa55d9c04b25413e6e2"
}
```

Response:

```
[
  {
    "count": 4,
    "time": "2018-02"
  },
  {
    "count": 26,
    "time": "2018-03"
  }
]
```

Score by time

- URI: '/v145/survey/score_bytimes'
- methods='POST'
- Calculate score for each time unit

Parameters: same as basic report

Output:

- Array of scores by each time_unit

Example request:

http://sandbox.hearme.vn:7003/v145/survey/score_bytimes

Method: POST

Header:

Authorization: BEARER 1NDM0YtQ5MzljYjEy_1BMAZhqNQU

Payload:

```
{
  "start_time": "2017-12-01",
  "end_time": "2018-4-01",
  "type": 1,
  "sur_id": "19514ff0c0de4fa55d9c04b25413e6e2"
}
```

Response:

CES or CSAT by time

```
[
  {
    "score": 66.6667,
    "time": "2018-02"
  },
  {
    "score": 61.5385,
    "time": "2018-03"
  }
]
```

NPS by time

```
[
  {
    "dtm": 100,
    "prm": 0,
    "score": -100,
    "time": "2018-02"
  },
  {
    "dtm": 53.8462,
    "prm": 26.9231,
    "score": -26.9231,
    "time": "2018-03"
  }
]
```

Statistics for survey

- **URI:** '/v145/survey/statistics'
- **methods:** 'POST'

Parameters: same as basic report

Return all reports for survey

- count_bytimes
- ratings
- score
- score_bytimes
- total_feedbacks

Sample reponse:

```

status_code: 200
{
  "count_bytimes": [
    {
      "count": 3,
      "time": "2018-02"
    },
    {
      "count": 26,
      "time": "2018-03"
    }
  ],
  "ratings": [
    {
      "count": 3,
      "proportion": 10.34,
      "rating": 1
    },
    {
      "count": 7,
      "proportion": 24.14,
      "rating": 2
    },
    {
      "count": 1,
      "proportion": 3.45,
      "rating": 3
    },
    {
      "count": 9,
      "proportion": 31.03,
      "rating": 4
    },
    {
      "count": 9,
      "proportion": 31.03,
      "rating": 5
    }
  ],
  "score": 62.06,
  "score_bytimes": [
    {
      "score": 66.6667,
      "time": "2018-02"
    },
    {
      "score": 61.5385,

```



```
        "time": "2018-03"
      }
    ],
    "total_feedbacks": 29
  }
}
```

For NPS

```
{
  "count_bytimes": [
    {
      "count": 4,
      "time": "2018-02"
    },
    {
      "count": 26,
      "time": "2018-03"
    }
  ],
  "ratings": [
    {
      "count": 1,
      "proportion": 3.33,
      "rating": 0
    },
    {
      "count": 3,
      "proportion": 10,
      "rating": 1
    },
    {
      "count": 3,
      "proportion": 10,
      "rating": 2
    },
    {
      "count": 2,
      "proportion": 6.67,
      "rating": 3
    },
    {
      "count": 4,
      "proportion": 13.33,
      "rating": 4
    },
    {
      "count": 5,
      "proportion": 16.67,
      "rating": 5
    },
    {
      "count": 1,
      "proportion": 3.33,
      "rating": 7
    }
  ]
}
```

```

    },
    {
      "count": 4,
      "proportion": 13.33,
      "rating": 8
    },
    {
      "count": 1,
      "proportion": 3.33,
      "rating": 9
    },
    {
      "count": 6,
      "proportion": 20,
      "rating": 10
    }
  ],
  "score": {
    "detractor": 60,
    "nps": -36.67,
    "promoter": 23.33
  },
  "score_bytimes": [
    {
      "dtm": 100,
      "prm": 0,
      "score": -100,
      "time": "2018-02"
    },
    {
      "dtm": 53.8462,
      "prm": 26.9231,
      "score": -26.9231,
      "time": "2018-03"
    }
  ],
  "total_feedbacks": 30
}

```

Statistics on factor selection

- Created from version 1.5
- URI: '/survey/factorcount '
- methods='POST'

Get number of selections for factors in survey

Input required:

- sur_id: survey id. This survey must belong to user that logged into system
- type: survey type.
- Range of time:
 - ✓ time_unit: 0: by day; 1: by month

- ✓ bias: from number of days (or months) before

or:

- ✓ start_time: in format "YYYY-MM-dd"
- ✓ end_time: in format "YYYY-MM-dd"

Optional fields:

- grp_id: group id
- device_id: device id
- status: feedback status
- limit = 100 (default)
- offset = 0 (default)
- order = "created" (default), "rating"
- sort = "DESC" (default) or "ASC"
- sur_path: survey path

Output:

- JSON of feedbacks

Example request:

<http://sandbox.hearme.vn:7003/survey/factorcount>

Method: POST

Header:

Authorization: BEARER 1NDM0YtQ5MzljYjEy_1BMAZhqNQU

Payload:

```
{
  "start_time": "2017-10-01",
  "end_time": "2018-12-01",
  "type": 4,
  "sur_id": "3f6fdbb772201b53dff5414f824eb12f"
}
```

Response:

```
[
  {
    "count": 1,
    "sur_id": "10742682cacbd203bb8c7c0518aef957"
  },
  {
    "count": 2,
    "sur_id": "feb4a2af1c7639ac3539ecb36b40bfb7"
  }
]
```

HOOK function

Hook api is called right after a feedback is created. Enterprise must make hook in following rules:

- Method POST
- Payload: JSON
- Payload sample:

```
{
  "created": "2018-05-17 15:34:49",
  "grp_id": "0ea4c3c1e43928595bae49aa849677c7",
  "notification": true,
  "pro_id": "",
  "code": "NPDSF",
  "feedback": {
    {
      "id": "message id",
      "sur_id": "survey id",
      "sur_path": "path of survey id",
      "type": "survey type",
      "rating": 0,
      "comment": "comment content",
      "name": "Contact name",
      "contact": "Phone number",
      "children": []
    },
    "notificationMessages": notificationMessages,
    "notificationColor": notificationColor
  }
}
```

Hook header:

- created
- grp_id
- notification (optional)
- pro_id: If user have a pointcode, send promotion id.
- code: promotion code - generated by deivce, includes 8 random characters (letter and number)
- status: feedback message status
- **g-recaptcha-response: code for validate by Google reCaptcha**

Status value:

- 0: new feedback
- 1: In processing
- 2: Processed

- 3: Invalid
- 4: Unfinished feedback

Feedback:

✓ feedback header

- sur_id
- sur_path: path of survey id
- type: survey type

✓ feedback content

- rating: value: 0-5
- comment
- name (optional)
- contact (optional)

Following is field for contact survey:

- name: null,
- phone: null,
- email: null,
- address: null

This information is processed as follow:

- Entire feedback is saved into contact table
- Contact is also saved into feedback a row

✓ feedback children

- children: array of feedbacks

Plugins

Plugin is created to extend hearme features, to create create button in feedback detail dialog.

When user opens feedback detail dialog, plugin button will be appeared. Plugin will be called if user press into its button:

Detail information ×

<p>Status:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Newly created <input type="radio"/> Processing <input type="radio"/> Proceesed <input type="radio"/> Invalid <input type="radio"/> Un-Completed <p>Notes:</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p style="text-align: center;">Update</p>	<p>Created: Thu, 22 Nov 2018 15:23:07 GMT</p> <p>Group device: Nhóm Ngân Hàng</p> <hr/> <p>CSAT: 2/5</p> <hr/> <p>SELECTION: Quý khách lựa chọn mô tả đúng về giao dịch viên?</p> <p>Được tư vấn đầu đủ rõ ràng</p> <hr/> <p>COMMENT: Tốt</p> <p>NAME: Thúc</p> <p>CONTACT: 394309249023</p>
--	--

Send email
Create task
Close

Plugin button

Plugin API must follow these rules:

- Method POST
- Payload: JSON
- Payload sample:

```

{
  "feedback": {
    "body": "{\\"status\\": 4, \\"rating\\":
0, \\"id\\": \\"e43d2a1c5792adcf82892d2d8cc7733f\\", \\"sur_path\\": \\"\\", \\"sur_
id\\": \\"bfead2f92a63458b5cd60565e808674f\\", \\"type\\": 8, \\"children\\":
[{\\"sur_id\\": \\"e5b76c86a8275401654044e60d3df4ed\\", \\"rating\\":
3, \\"sur_path\\": \\"bfead2f92a63458b5cd60565e808674f\\", \\"status\\":
4, \\"type\\": 0}]]",
    "comment": null,
    "contact": null,
    "created": "Wed, 14 Nov 2018 22:03:13 GMT",
    "cus_id": null,
    "device_id": "84n8oa4ea6a721kb",
    "device_type": 0,
    "grp_id": "c15947bd7baeb2f64a7a0500be40df08",
    "id": "e43d2a1c5792adcf82892d2d8cc7733f",
    "inv_id": null,
    "ip_add": null,
    "name": null,
    "notes": null,
    "org_id": null,
    "os": "Android",
    "parent": null,
    "rating": 0,
    "status": 4,
    "sur_id": "bfead2f92a63458b5cd60565e808674f",
    "sur_path": null,
    "user_id": "6a33d40cb773a97c493576f9d413fb9b"
  },
  "readable": "html string"
}

```

hearme console

- Purpose: for administration operations
- Developer URL: <http://sandbox.hearme.vn:7005>
- Production URL: <http://hearme.vn/user/>

Virtual device

- Purpose: provide virtual end-user device (device emulator) when you work with sandbox system.
- Run in browser, without mobile device.
- Device URL: <http://sandbox.hearme.vn:7007>