

version 2.0.1

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```
}
```

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:7022/oauth/user/permissions/d9bab8c9c4079742e7b57ad5828ed0f>

Header:

```
Authorization: "BEARER  
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlOTI0OTE5MzAsInN1YiI6IjBiMzQyMmE3YTNjOWM0OGYyMWZmMTY1YWJmZGFmZTQ0IiwiaXhwaWJjoxNDkzNzAxNTMwfQ.Wkcpj48gHuHVuy30GZJHqOycFnqTvusgBPu0AdRHEp4"
```

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:7022/main>
- 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:7022/main/v145/role/list>

Header:

```
Authorization: "BEARER  
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlOTI0OTE5MzAsInN1YiI6IjBiMzQyMmE3YTJjOWM0OGYyMWZmMTY1YWJmZGFmZTQ0IiwiaXhwaWJoxNDkzNzAxNTMwfQ.Wkcpj48gHuHVuy30GZJHqOycFnqTvusgBPu0AdRHEp4"
```

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://hearme.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:7022/main/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:7022/main/v1.4/survey/info/8892fc3f42b9e5bbe7be3a73c409692>

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 sảnh 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:7022/main/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 Lòng 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 runring this survey

Content-Type: application/json

Example:

<http://sandbox.hearme.vn:7022/main/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:7022/main/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

Create customer

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

Json fields:

- name: Name of customer
- phone: phone number
- phone2: phone number
- email:
- address
- url
- company
- birthday: date
- notes
- ext_id (Optional)

Example:

<http://sandbox.hearme.vn:7022/main/customer/create>

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload

```
{
```

```
"name": "Hoàng Quyền",
"phone": "09204675476",
"address": "HCM",
"email": "quyen@yahoo.com.vn",
"url": "https://www.facebook.com/"
}
```

Response:

```
status_code: 200
{
  "address": "HCM",
  "birthday": null,
  "company": null,
  "created": "Sat, 06 Oct 2018 17:25:50 GMT",
  "email": "quyen@yahoo.com.vn",
  "ext_id": null,
  "id": "2e3bad78539c10b769c25fc9328c10de",
  "name": "Hoàng Quyền",
  "notes": null,
  "org_id": null,
  "phone": "09204675476",
  "phone2": null,
  "status": 0,
  "url": "https://www.facebook.com/",
  "user_id": "7af817add3f8fe6232c16bd15d12faf7"
}
```

```
status_code: 400
- "code": "CUS01", "status":1, "message":"Required fields must not be
  empty. Operation is rejected"
- "code": "CUS02", "status":2, "message":"Customer data is incorrect.
  Operation is rejected"
- "code": "CUS03", "status":3, "message":"Customer is existed in your
  list. Operation is rejected"
```

Get customer information

- URI: '/customer/info/ <string:cus_id> '
- methods=['GET']
- Content-Type: application/json

Example:

<http://sandbox.hearme.vn:7022/main/customer/info/2e3bad78539c10b769c25fc9328c10de>

Method: GET

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Response:

```
status_code: 200
{
  "address": "HCM",
  "birthday": "Tue, 09 Oct 2018 00:00:00 GMT",

```

```
"company": "hearme co.",
"created": "Sat, 06 Oct 2018 17:25:50 GMT",
"email": "quyen@yahoo.com.vn",
"ext_id": "2839843ekdjfkdsfds",
"id": "2e3bad78539c10b769c25fc9328c10de",
"name": "Thuc",
"notes": "đã gửi lời mời",
"org_id": null,
"phone": "09204675476",
"phone2": null,
"status": 0,
"url": "https://www.facebook.com/",
"user_id": "7af817add3f8fe6232c16bd15d12faf7"
}
```

Update customer

- URI: '/customer/update'
- **method**=['POST']
- Content-Type: application/json

Update json fields:

- name: Name of customer
- phone: phone number
- phone2: phone number
- email:
- address
- url
- company
- birthday: date
- status
 - o 0: active
 - o 1: inactive
- notes
- ext_id (Optional)

Example:

<http://sandbox.hearme.vn:7022/main/customer/update>

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload

```
{
  "birthday": "2018-10-09",
  "company": "hearme co.",
  "ext_id": "2839843ekdjfkdsfds",
  "notes": "đã gửi lời mời",
  "id": "2e3bad78539c10b769c25fc9328c10de"
}
```

Response:

```
status_code: 200
{
  "address": "HCM",
  "birthday": "Tue, 09 Oct 2018 00:00:00 GMT",
  "company": "hearme co.",
  "created": "Sat, 06 Oct 2018 17:25:50 GMT",
  "email": "quyen@yahoo.com.vn",
  "ext_id": "2839843ekdjfkdsfds",
  "id": "2e3bad78539c10b769c25fc9328c10de",
  "name": "Thuc",
  "notes": "đã gửi lời mời",
  "org_id": null,
  "phone": "09204675476",
  "phone2": null,
  "status": 0,
  "url": "https://www.facebook.com/",
  "user_id": "7af817add3f8fe6232c16bd15d12faf7"
}
```

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:7022/main/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
  }
]

```

Invite to join survey

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

This api generate survey URL for each customer, then send email to him

Update json:

- `device_id`: Email channel device
- `ids`: Array of customer ids
- `title` (optional)
- `body` (optional)

Note:

- Insert: `{{url}}` in the middle of email body if want to insert survey url in message body

Return:

Json of array: success and failed customers

Example:

<http://sandbox.hearme.vn:7022/main/customer/update>

Method: POST

Header:

Authorization: BEARER 1NDM0YTQ5MzljYjEy_1BMAZhqNQU

Payload

```
{
  "device_id": "3xx0nfarzdvta38",
  "ids": ["3f9e4b7a211ed6005e2", "55ce2ec553504f2faaf1ddee", "sdfsdfsd"]
}
```

Response:

```
status_code: 200
{
  "success_ids": [
    {
      "url":
"http://192.168.1.221:8007?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlMzklMzg1QXk5qNow6Ws",
      "cus_id": "3f9e4b7ada2bba951638e211ed6005e2"
    },
    {
      "url": "http://192.168.1.221:8007?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlMzklMzgLDPg24",
      "cus_id": "40b36c4247473cc7bcfd2e8320dc0eec"
    }
  ],
  "failed_ids": [
    "55ce2ec553504f2f51f3d86daaf1ddee"
  ],
  "invalid_ids": [
    "sdfsdfsd"
  ]
}
```

Error cases:

```
status_code: 400
- {"code": "CIS01", "message": "This is not an email channel device. Operation rejected", "status": 1}
- {"code": "CIS02", "message": "This device is not active. Operation rejected", "status": 2}
- {"code": "CIS03", "message": "There is not customer id. Operation rejected", "status": 3}
```

```
status_code: 403
- {"code": "API02", "status": 1, "message": "Forbidden"}
```


Data front APIs module

General information

- Purpose: Provide service of feedback raw data and statistics
- Developer server: <http://sandbox.hearme.vn:7022/front>
- Production server: <https://api.hearme.vn/front>

Feedback APIs

Get feedback information

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

Parameter:

- feedback_id

Output:

- Json of feedback detail

Example request:

<http://sandbox.hearme.vn:7022/front/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:7022/front/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:7022/front/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
    },
    {
        "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:7022/front/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:7022/front/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

```
[
  {
    "dtt": 100,
    "prm": 0,
    "score": -100,
    "time": "2018-02"
  },
  {
    "dtt": 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"
    }
]

```

```

    },
    {
      "dttt": 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:7022/front/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 create a hook API 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 device, includes 8 random characters (letter and number)
- status: feedback message status

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

✓ feedback children

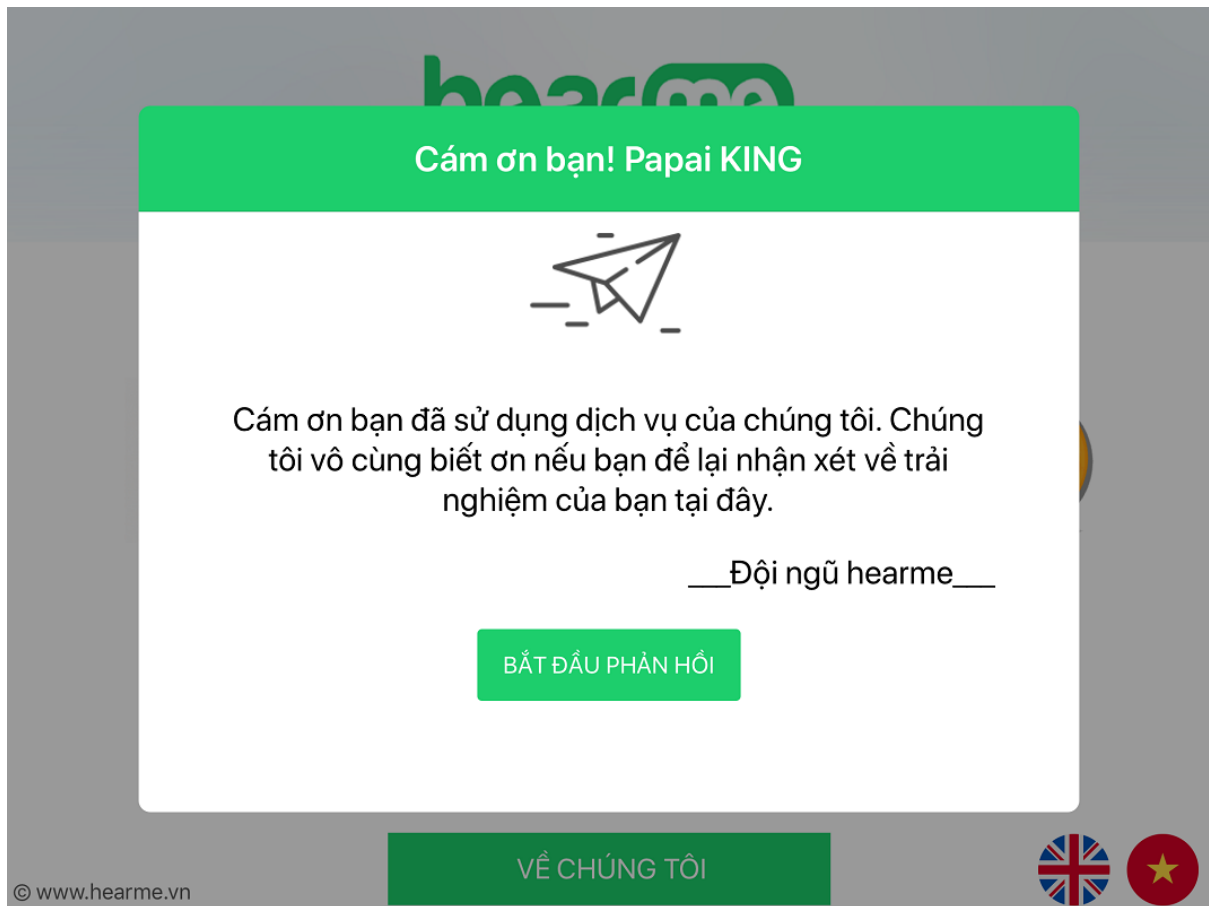
- children: array of feedbacks

Synchronize user information

Feature and application

Through hearme API, external system (such as CRM or POS) can send information of customer who already made an order and sending feedback to system.

By calling this API, Feedback kiosk knows customer information. Right after getting customer information, it displays welcome message to customer:



If there is contact question in survey, kiosk will fill in all customer information into question form automatically.

Bạn vui lòng để lại thông tin giúp chúng tôi liên hệ lại bạn không?

Tên của quý khách * Papai KING	Số điện thoại * 03240400000
Email thuc_10@yahoo.com	Địa chỉ Hà nội, Vietnam

◀

GỬI PHẢN HỒI ▶

This feature is very useful at selling kiosk, where customer can buy goods then leaving feedback after making payment.

How to setup

Synchronize customer information

External system can send customer information to hearme by this API:

- Sandbox URL: http://sandbox.hearme.vn:7022/main/customer/sending_feedback
- Production URL: https://api.hearme.vn/main/customer/sending_feedback
- **methods**: 'POST'
- **Content-Type**: application/json
- **Authorization**: User token

Payload fields:

```
{
  "device_id": "ixn6qmx0ilmt0hzm",
  "customer": {
    "name" (required): "Papai KING",
    "phone2": "0000000",
    "company": null,
    "email": "thuc_10@yahoo.com",
    "phone": "03240400000",
    "birthday": null,
    "url": null,
    "address": "Hà nội, Vietnam",
    "notes": null,
    "ext_id": null
  }
}
```

```

    }
}
- device_id: id of virtual device this feedback kiosk logged in
- customer: is customer information object.
    1. If ext_id in data, system will look up for this customer and send information to device
    2. There is not ext_id, system will create a new customer based on uploaded information. In this case, customer name is required field.
- attach_info: any JSON information that want to attach to feedback data

```

Output: JSON

```

status_code: 200
{
  "message": "OK",
  "status": 0
}

```

```

status_code: 400
- {"code": "CUS01", "status":1, "message":"Required fields must not be empty. Operation is rejected"}
- {"code": "CUS02", "status":2, "message":"Customer data is incorrect. Operation is rejected"}
- {"code": "CUS03", "status":3, "message":"Customer is existed in your list. Operation is rejected"}

```

Reset customer information

Clear customer information in specific device:

- Sandbox URL: http://sandbox.hearme.vn:7022/main/v201/object_emit_event
- Production URL: https://api.hearme.vn/main/v201/object_emit_event
- methods='POST'
- Content-Type: application/json
- Authorization: User token

Payload fields:

```

{
  "obj_id": "3grtrt",
  "event": "reset_customer"
}

```

- obj_id: id of virtual device

Output: JSON

```

status_code: 200
{
  "message": "OK",
  "status": 0
}

```

```
status_code: 400
{"code": "API04", "message": "No object with specified id", "status": 0}
{"code": "SOB02", "message": "Error in sending event to object", "status": 2}
```

Reset device feedback

Clear current feedback and customer information in specific device and go to first survey screen:

- Sandbox URL: http://sandbox.hearme.vn:7022/main/v201/object_emit_event
- Production URL: https://api.hearme.vn/main/v201/object_emit_event
- **methods**='POST'
- **Content-Type**: application/json
- **Authorization**: User token

Payload fields:

```
{
  "obj_id": "3grtrt",
  "event": "reset_feedback"
}
```

- **obj_id**: id of virtual device

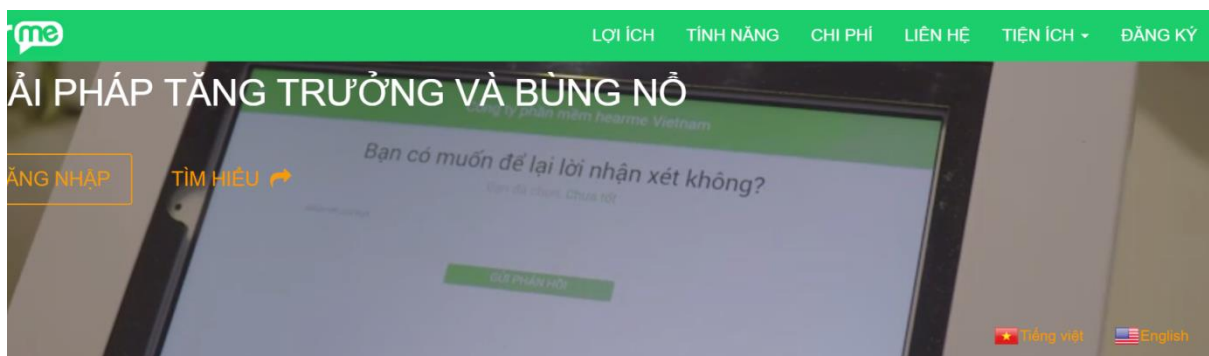
Output: JSON

```
status_code: 200
{
  "message": "OK",
  "status": 0
}
```

Feedback widget

Quick steps

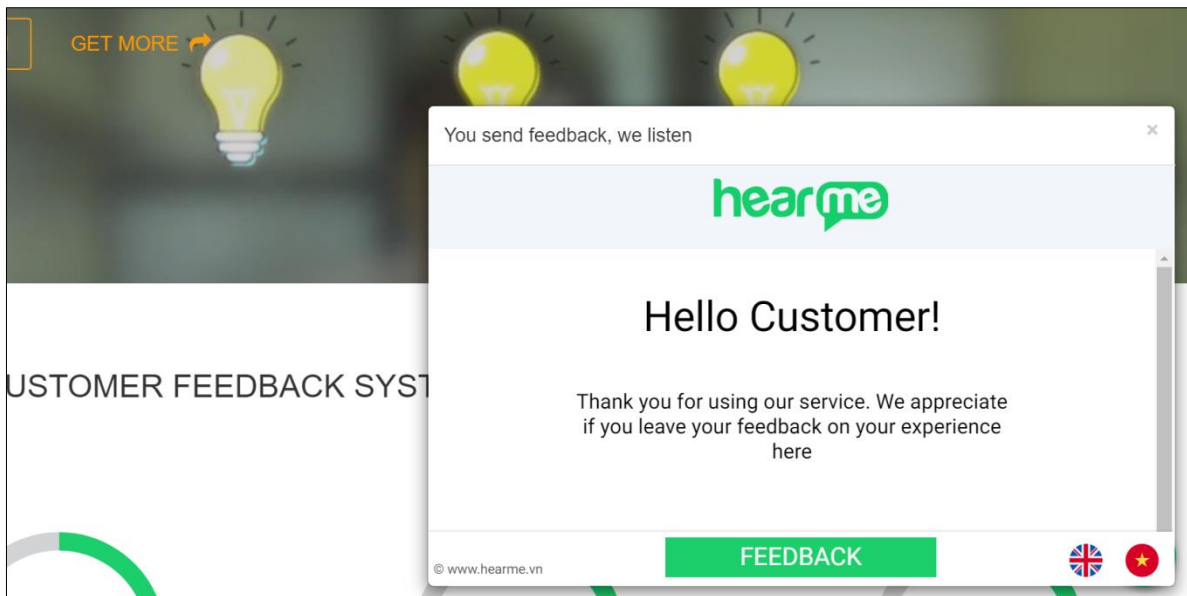
Purpose: making widget in your website, allow customer to send feedback to you inside your web page



Feedback widget

HỆ THỐNG GỬI PHẢN HỒI VÀ ĐO LƯỜNG SỰ HÀI LÒNG KHÁCH HÀNG





Steps for integration:

1. Get survey link in hearme administration system

After this step, we can have survey link like this:

https://cx.hearme.vn/?token=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJpYXQiOiJlNTQyNzk4OTksDgIfQ.VZqWi_7fQk9TBrvn9klp_tz3Hw4AEinNJajrmNE1URM

2. Open html file and import css file into header

```
<link rel="stylesheet" href="https://hearme.vn/css/hm_feedback.css">
```

3. Import Javascript file into body

```
<script src="https://hearme.vn/js/hm_fb.js"></script>
```

4. Init library by inserting following lines of code into your web page:

```
<script src="https://hearme.vn/js/hm_fb.js"></script>
<script>
  var cx_options = {
    cx_url: "survey_link_above_step_1",
    visible: true,
    title: "WELCOME TO HEARME",
    width: 945,
    height: 551,
    bottom: 160,
    left: 200,
    icon_bottom: 20,
    icon_right: 90,
    icon_title: "Phản hồi"
  }
  var hf = hm_register(cx_options);
</script>
```

Change variables values for what you want

- `cx_url(required)`: value from step 1
- `options(optional)`- optional parameters:
 - ✓ `visible`: initial visible state for feedback dialog
 - ✓ `title`: title for feedback dialog
 - ✓ `width`: width of feedback dialog
 - ✓ `height`: height of feedback dialog
 - ✓ `top`: top of feedback dialog
 - ✓ `left`: left of feedback dialog
 - ✓ `right`: right of feedback dialog
 - ✓ `bottom`: bottom of feedback dialog
 - ✓ `icon_top`: top of feedback icon
 - ✓ `icon_right`: right of feedback icon
 - ✓ `icon_bottom`: bottom of feedback icon
 - ✓ `icon_left`: left of feedback icon
 - ✓ `icon_title`: text title for feedback icon

5. Restart your website

Feedback Button

Class: `FButton`

Create new button: `button_handle = new FButton(dialog_handle, options);`

`dialog_handle`: hearme dialog handle

`options`: parameter to create button – in JSONtype. Some option values:

- `widget`: optional - Widget types

- o 0: 
- o 1: sticky on page side 

- `icon_top`
- `icon_right`
- `icon_bottom`
- `icon_left`
- `icon_title`
- `icon_zindex`

Feedback dialog

Create object

Class: `FDialog`

Create new dialog: `let dialog_handle = new FBDialog(cx_url, options);`

`cx_url`: survey URL in web channel

`options`: dialog options with following values

- `cb_dialog`: call back function for dialog
- `lang_id`: default language id in feedback screen. It can be following values:
 - o 0: for Vietnamese language
 - o 1: for English language
- `title`: dialog title. Default value is "You feedback, we listen"
- `visible`: if true, this dialog will be open after creating this object
- `bottom`: dialog bottom position
- `right`
- `left`
- `top`
- `z-index`

Some methods

- `openFBPopup()`: open feedback pop-up
- `closePopUp()`: close feedback pop-up
- `sendSessionInfo(customer, attached_info)`: send session information to feedback pop-up. This information will be received by feedback channel, displayed into survey screen and attached to feedback.

This method has two parameters:

- `customer`: JSON type; include customer information
- `attached_info`: JSON. This information will be attached into feedback

Event code of survey application in postMessage

```
/**
Define Application status
EVENT FROM SURVEY PAGE
*/
STATUS_NOT_INIT: 10,
STATUS_NOT_LOGGED: 0,
STATUS_LOGGED: 1,
STATUS_ATTACHED: 2,
```

```
STATUS_ATTACHED_FAILED: 3,  
STATUS_ACTIVE: 4,  
STATUS_INACTIVE: 5,  
STATUS_NO_SURVEY: 6,  
STATUS_ACTIVE_SURVEY: 7,  
STATUS_SEND_FEEDBACK: 8,  
STATUS_SURVEY_FINISHED: 9,  
STATUS_SURVEY_READY: 11,  
  
STATUS_WIDGET_LOADED: 100
```

Event callback

Same as Feedback survey class

Life cycle

1. Widget ready

Happened when widget is already loaded.

Possible event number:

```
STATUS_WIDGET_LOADED: 100
```

2. Other events

All events from Feedback survey class will be happened, then.

Feedback survey

General and creation

Class: FBSurvey

Purpose: create object to attach survey screen into html container

GỬI MỘT TIN NHẮN

Tiêu đề tin nhắn

-- Chọn --

Địa chỉ e-mail

Mã đặt hàng

Đính kèm file

không chọn tập tin nào

Chọn tập tin

You feedback, we listen!

hear^{me}

Xin kính chào Quý khách!

Cám ơn bạn đã sử dụng dịch vụ của chúng tôi. Chúng tôi vô cùng biết ơn nếu bạn để lại nhận xét về trải nghiệm của bạn tại đây.

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PHẢN HỒI

Survey screen is attached into web page

Create and attach survey screen into container:

```
let survey = new FBSurvey(container_id, cx_url, options);
```

- `container_id`: id of html element that will contain survey screen
- `cx_url`: URL of survey in web channel.
- `options`: some options for attaching into html page. In JSON type. Member variables:
 - o `cb_feedback`: callback function. It will be call when each event in survey screen happens
- `lang_id`: default language id in feedback screen. It can be following values:
 - o 0: for Vietnamese language
 - o 1: for English language
-

Methods

- `start()`: start to attach survey into container
- `end()`: close iframe and clear survey contain in container
- `sendSessionInfo(customer, attached_info)`: send customer and attached information into survey session

Others

customer object should follows these field in order to be imported into customer DB later:

1	name
2	phone

3	phone2
4	email
5	address
6	url
7	company
8	birthday
9	status
10	notes
11	created
12	ext_id

Event callback

```
cb_function(data) {
}
```

data parameter is transferred to callback function with following field:

- `status`: event number
- `message`: content of each event.

Life cycle

After creating `FBSurvey`, it will have following events. Each event happens, it will call the callback function with data:

1. Init survey

Possible event number:

```
STATUS_NOT_INIT: 10,
STATUS_NOT_LOGGED: 0,
STATUS_LOGGED: 1,
STATUS_ATTACHED: 2,
STATUS_ATTACHED_FAILED: 3,
STATUS_ACTIVE: 4,
STATUS_INACTIVE: 5,
STATUS_NO_SURVEY: 6,
STATUS_AVTIVE_SURVEY: 7,
```

2. Survey ready

Possible event number:

```
STATUS_SURVEY_READY: 11
```

3. Feedback sent

Possible event number:

```
STATUS_SEND_FEEDBACK: 8
```

In this event, `message` in callback function will be content of feedback, example:

```

{
  "device_id": "r9cktrhpoxkid5om",
  "grp_id": "8deae17198c3261a2aeb7f9a72931d5f",
  "feedback": {
    "rating": 0,
    "sur_id": "9f6747b3c6449cc8a6039684eb7d2a3e",
    "sur_path": "",
    "type": 8,
    "status": 0,
    "children": [
      {
        "rating": 4,
        "sur_id": "ee8f78480069bc6544a4873aec79dc19",
        "sur_path": "9f6747b3c6449cc8a6039684eb7d2a3e",
        "type": 0,
        "status": 0
      },
      { ... }
    ],
    "id": "98258ac93211b8980e948f0da5ffa8f9"
  },
  "status": 0,
  "device_date": "Wed Dec 04 2019 16:00:02 GMT+0700 (Indochina Time)",
  "created": "2019-12-04T16:00:02.959Z"
}

```

4. Survey finished

After this event, container's content will be destroyed

Possible event number:

```
STATUS_SURVEY_FINISHED: 9
```

Feedback URL parameters

When create `cx_url` paramters, you can add parameter for this url value:

- `tran_id`: transaction id, in string type
- `orientation`: portrait / landscape; otherwise application will detect orientation by window size
- `welcome`: value is 0 / 1. This parameter tell that application will display welcome page or not – default is 1)
- `no_tm`: value 1 or any (default: with trade_mark; if 1, 'yes' or any value: ignore trade mark in footer)
- `lang_id`: 0 (Vietnamese) / 1 (English)
- `c`: id of short link. If this parameter is in URL, token is not necessary

hearme feedback widget

Init widget

```
var hf = hm_register(cx_options);
```

Some methods

Returned value in feedback widget is object of `FBDIALOG` class. It has following methods:

- `openFBPopup()` : open feedback pop-up
- `closePopUp()` : close feedback pop-up
- `sendSessionInfo(customer, attached_info)` : send session information to feedback pup-up.

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:

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>