

SedonaCloud - Technical Configuration - Move Reporting from FSU Tech Tool to SedonaCloud

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Add Service FSU Service Report to Sedona-X Mobile

Changes in SedonaCloud:

Add endpoint POST /api/fsu/servicereport. This asks the API to generate the requested service report and add it to the documents of the specified entities. The body of the post must contain the following parameters:

- DispatchId - This is the SV_Service_Ticket_Dispatch.Dispatch_Id of the appointment on which the technician is working.
- DocumentTypes - This is a bit-coded value that specifies to which entities the document will be added. The desired values are added together. For example, to add to customer site (2) and system (4), set DocumentTypes to 6. At least one entity must be specified.
 - Bit 0 (value of 1) - Add to the service ticket documents.
 - Bit 1 (value of 2) - Add to the customer site documents.
 - Bit 2 (value of 4) - Add to the customer system documents.
- ReportType - This indicates which report to generate. Currently, the only valid value is 1, which is the Service Ticket Invoice report.
- ServiceTicketId - This is the SV_Service_Ticket.Service_Ticket_Id for which the report will be generated.
- TaxBreakout - This specifies whether or not the tax amounts of individual items should be shown on the invoice.

Special Notes:

- Phone numbers are formatted using the default country code in AR setup rather than the country code of the site itself. Also, if the site country does not match the default country, the default area code should not be used in the formatting.
- Does not set overtime when outside regular business hours on a holiday, but does set overtime when not on a regular business day, even if it is a holiday.

- Tax is calculated individually on each line item rather than on the ticket as a whole.