

Sending signature image in Service Ticket endpoint

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Issue:

Using the API Endpoint PUT /api/ServiceTicket/{id}, we would like to upload a signature image to the service ticket. Is this possible?

Resolution:

It is possible to post the image data (coordinates) via a Base64 encoding.

The ticket must be added first

Once the Service Ticket exists, you can add the SignatureImage via PUT /api/ServiceTicket/{id}.

This updates the Signer and SignatureImage in the database.

The two fields must be sent for the image to save correctly.

Signer must be populated with a value and the SignatureImage must be longer than 50 bytes. If not, the existing signer and signature will be left unchanged.

<https://sedonacloudtest.com/api/help/index.html>

PUT /api/ServiceTicket/{id}

Below is an example request that would update the image.

You can use the data in the SignatureImage in this example if you want to use it as a test. Remember the Signer data must also be sent.

```
{
  "CustomerId": 52334,
  "CustomerSiteId": 59608,
  "CustomerSystemId": 115697,
  "MultipleSystems": false,
  "ProblemId": 12,
  "ScheduledFor": "2024-12-17",
  "EstimatedLength": 60,
  "Billable": false,
  "FieldComments": "",
  "TripCharge": 25.0000,
  "IsInspection": false,
  "ServiceCompanyCode": "ABC Service Provider",
  "PriorityDescription": "Medium",
  "CategoryCode": "SVC Cont",
  "ExpertiseLevel": 3,
```

"ServiceLevelCode": "T&M-Res",

"AutoNotify": "",

"CustomerBillId": 53361,

"CustomerBillBusinessName": "Elizabeth Arrington",

"Signer": "Bob Smith",

"SignatureImage": "CQAAAHNpZ25hdHVyZSADAACgAAAAgAAAJIBAAyAAAAARQAAADIAAABGAAAAMgAAAEgAAAAyAAAASQAAADMAAABKAAAAAANAEEoAAAA3AAAASgAA

}
