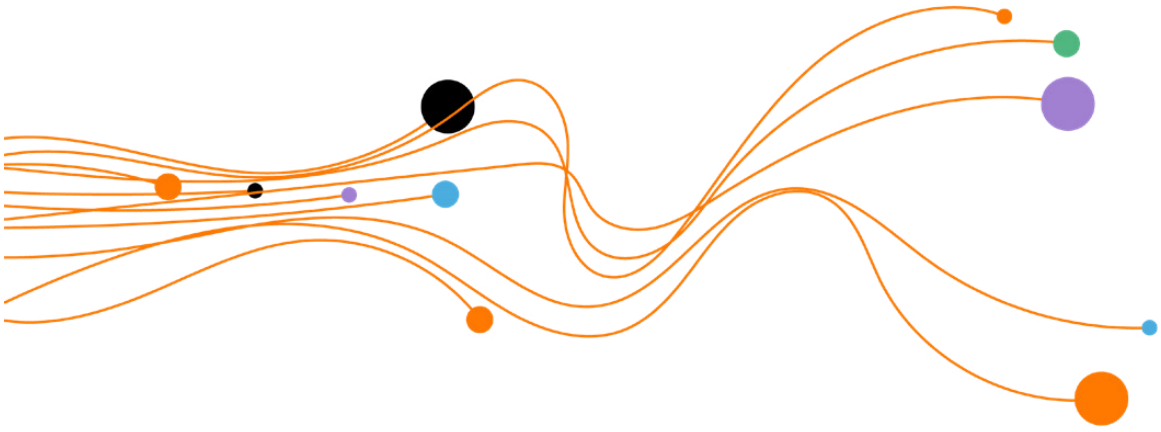
Business Services

## API For Business

# Configure Incident API in Postman

## Contents





## Prerequisite: before starting

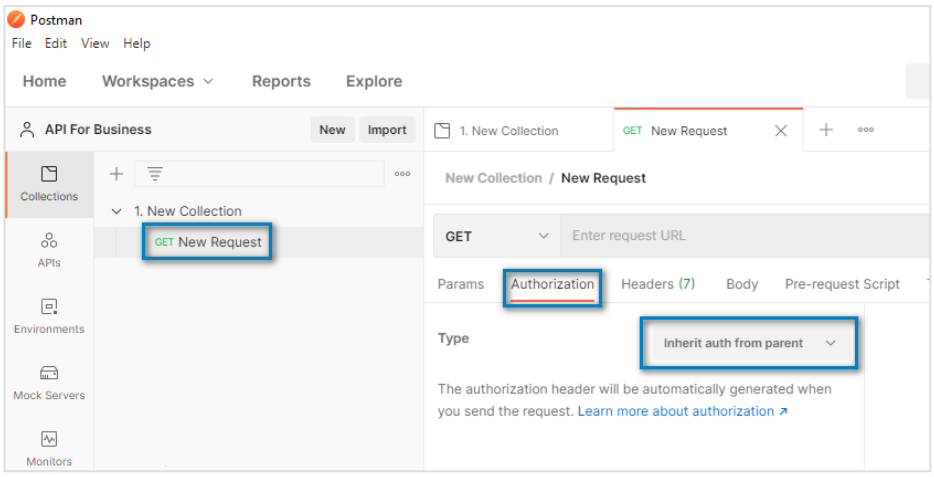
In the “Authorization” tab of the new request, select “Inherit auth from Parent”

Order for Business API is protected with OAuth 2.0.

- The objective is to get the `access_token`.
- The `access_token` must be added to HTTP headers of each API call.
- The Postman authentication configuration is detailed in the annexes of this document

The API also requires the generation of an **API-Key**

- Your Orange Business Service API contact can provide you this API key.
- The API key must be added to HTTP headers of each API call.
- The header is `x-api-Key`.



## Use case 1: Get all my Incidents

List all my incidents without filter, sort, or paging

Use the new request created in the previous step

### Request

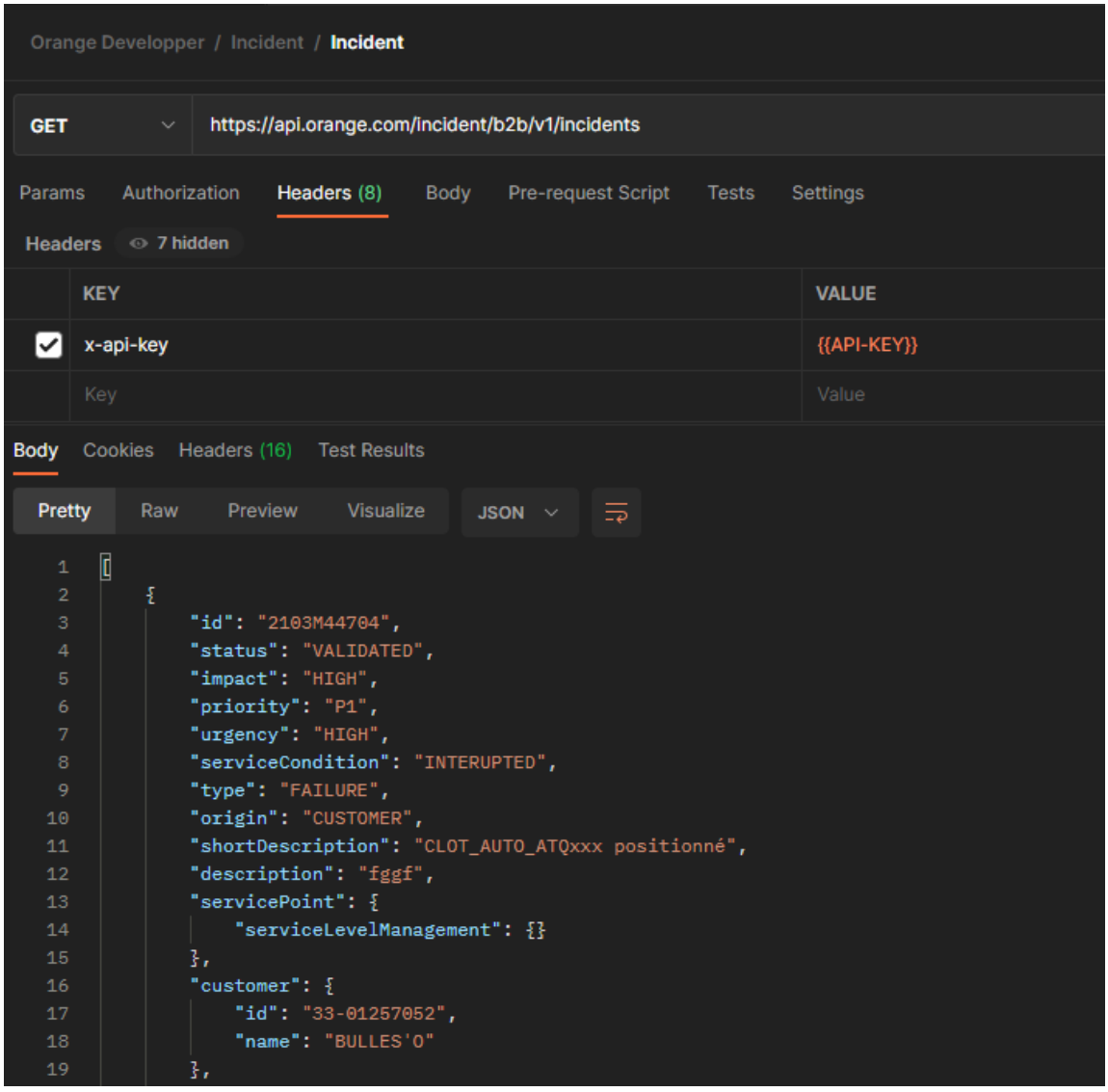
- Method & URL: `GET` , `https://api.orange.com/incident/b2b/v1/incidents`
- Header : add `x-api-key`

### Response

"HTTP Status code = 200" for a successful answer Body

Header you will receive 2 specific headers:

- `X-Result-Count` header, the number of Incidents
- `X-Total-Count` header, the number of all Incidents matching criteria.



## Use case 2: Filter the Incidents list

You have the possibility to filter a collection by adding to the URI some attributes.

**Example:** retrieve incidents occurred in France and with a priority "P1".

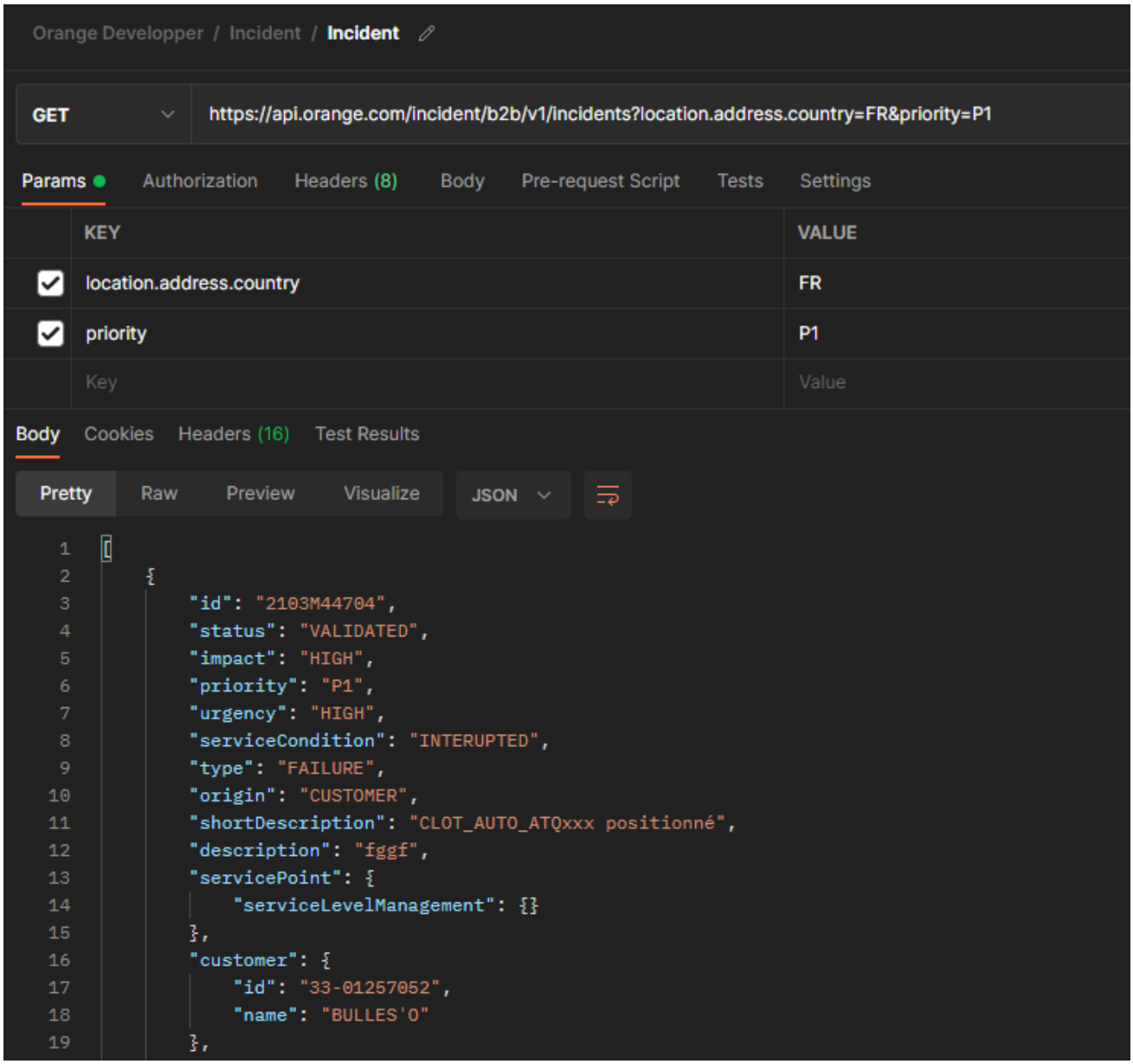
### Request

Add the following parameters the previous request:

- `location.address.country=FR`
- `priority=P1`

### Response

List of your filtered incidents in a json format



## Use case 3: Pagination of the Incidents list

The API provides a pagination mechanism with the following query parameters

- `offset`: The index of the first element to retrieve. Zero is the first item of the collection.
- `limit`: The maximum number of items to return.
- `sort`: The comma-separated list of field names to sort the result. Prefixing a field name with a "-" sign will indicate a descending order.

Thanks to these 3 query parameters, you can retrieve Incidents page per page.

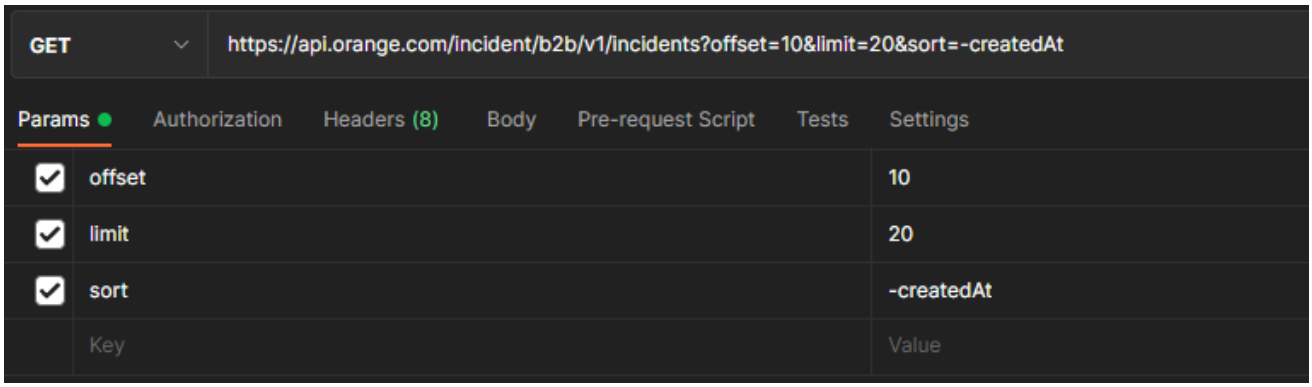
**Example:** to get the next 20 Incidents from the 10th Incident of the global list and ordered by the creation date.

### Request

Uncheck all the previous parameters in the “Query Params” list

Add the following parameters in the “Query Params” list

- `offset=10`
- `limit=20`
- `sort=-createdAt`




### Response

List of 20 incidents in a Json format

## Use case 4: Get details of an Incident

With the Incidents for Business API, you can retrieve all information about a specific incident.

You only need the id of the incident (you can retrieve it from the incidents list).

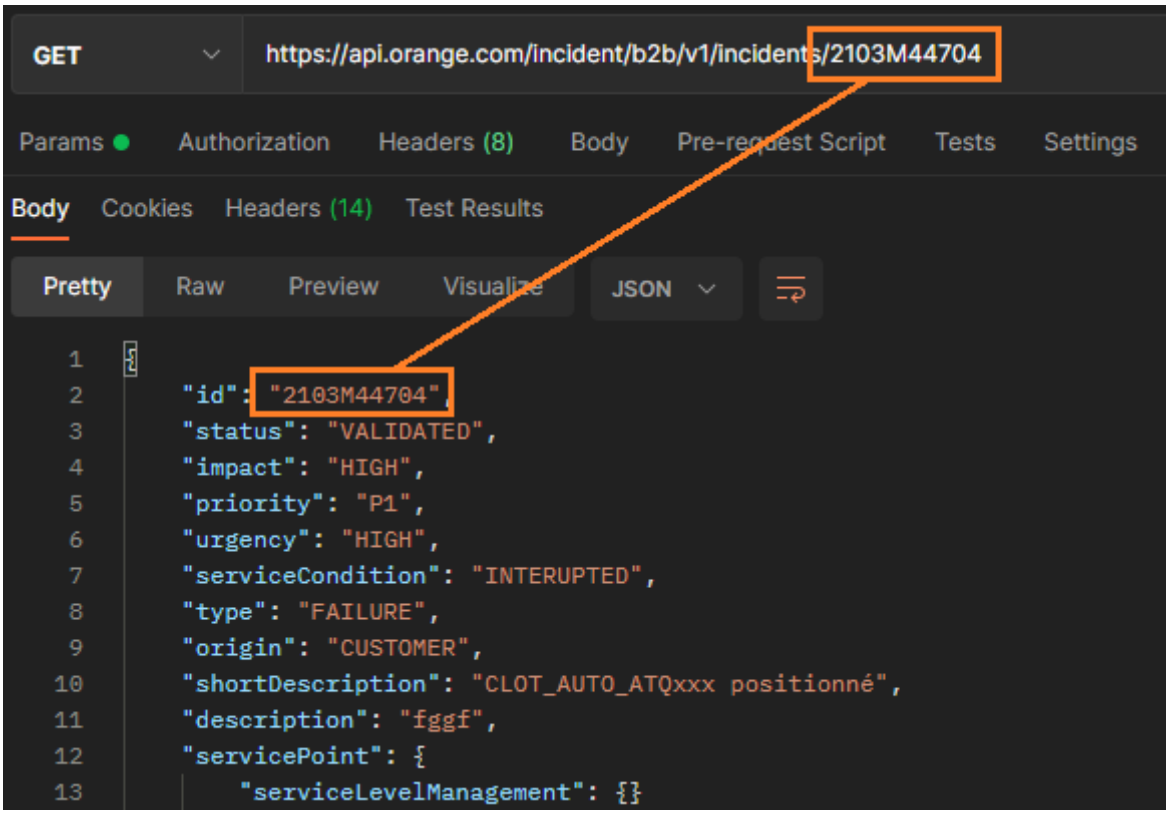
### Request

Uncheck all the parameters in the “Query Params” list

Add the id of the incident (you can retrieve it from the incidents list) to the URL :`/{incident_id}`

### Response

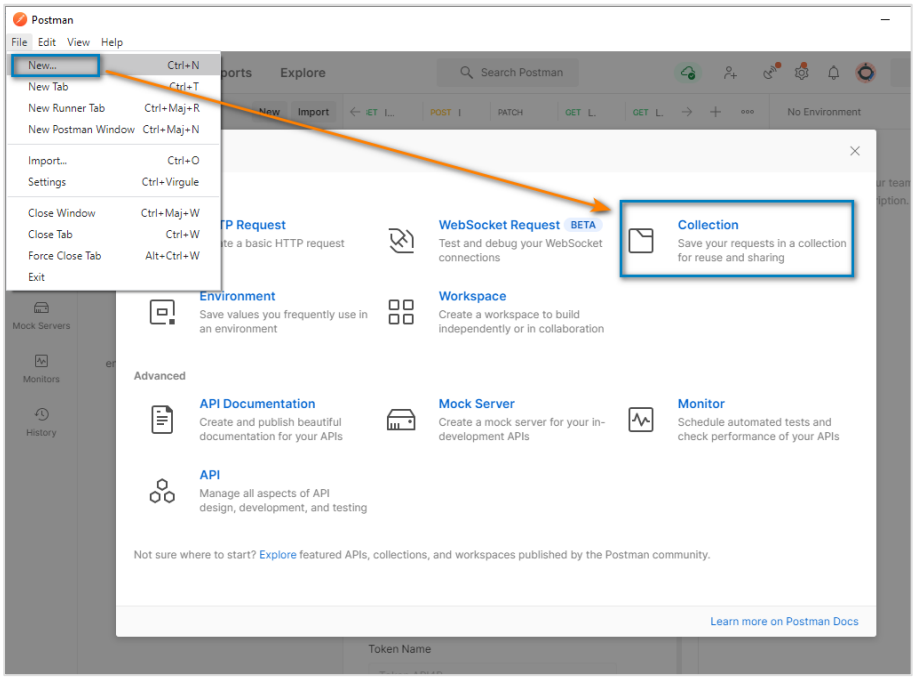
Your incident in a json format



# Annexes: Configure API OAuth 2.0 authentication in Postman

## Step 1: Create a new Collection

File > New > Select “Collection”



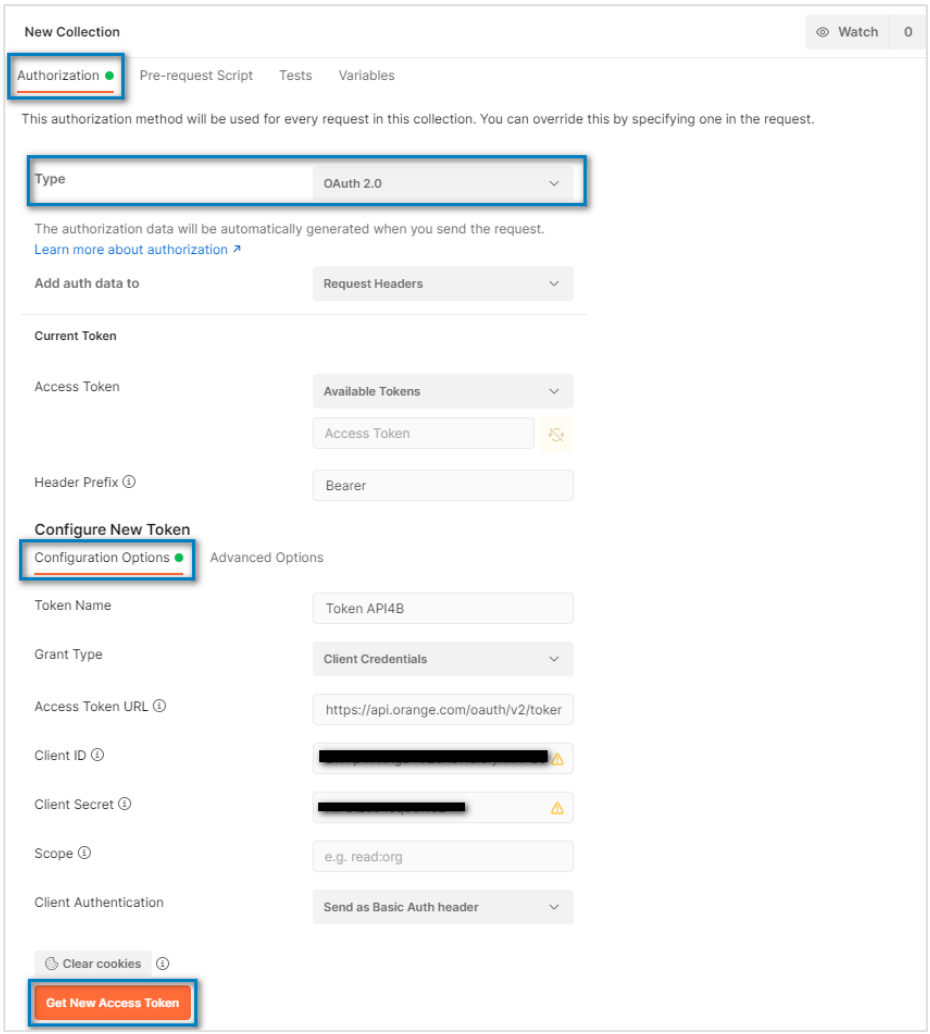

## Step 2: Configure OAuth 2.0 authentication

In the “Authorization” tab :

- Type : OAuth 2.0

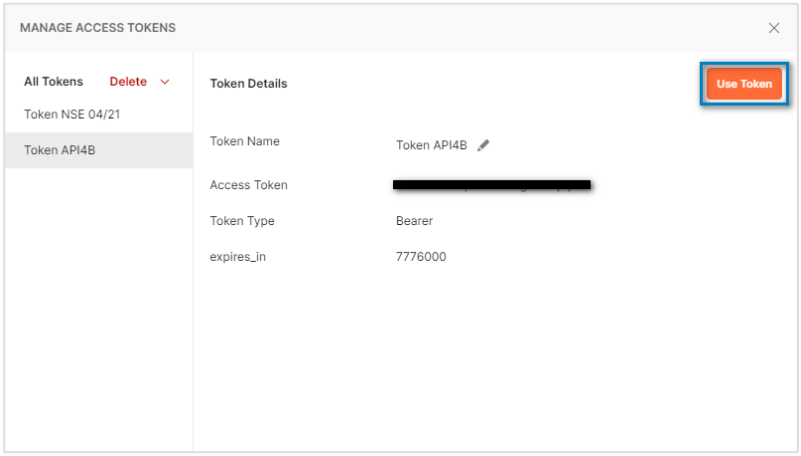
In the configure “New Token Options” section :

- Token Name : Set a name to your Token
- Grant Type : Clients Credentials
- Access Token URL : https://api.orange.com/oauth/v3/token
- Client ID : info provided from your Orange Developer Account
- Client Secret : info provided from your Orange Developer Account
- Scope : Ø
- Client Authentication : Send as Basic Auth header

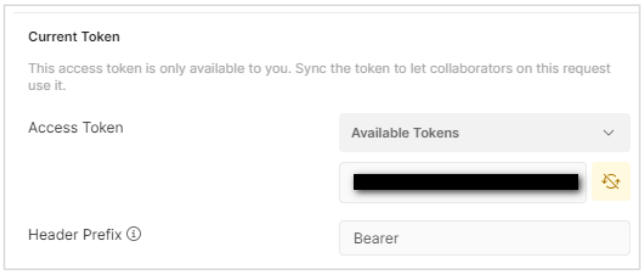



### Step 3: Get Access Token

Click on “Use Token”




The new token is displayed on the previous page in the “Current Token” section




**Step 4: Create a new Request and use the OAuth 2.0 authentication**

Create a new request into the Collection you have created previously

In the “Authorization” tab of the new request, select “Inherit auth from Parent”