Using the Positive Response Service for Arkansas 811

Introduction

The response service can be used to provide the center with multiple ticket responses with a single service call. The service is based on submitting a simple XML document to a HTTP endpoint using the standard POST HTTP verb. The HTTP response will indicate any general issues with the connection and the body of the response will be a similar XML document with result codes for each item.

HTTP

The service will be accessible through a SSL-enabled URL provided to you by the center. Generally, the URL will be in the following format:

https://geocall.arkonecall.com/geocall/api/app/response/bulk

The HTTP request should include an XML request document. This document should be submitted to the URL using the HTTP POST verb. Upon success, the HTTP result will contain a response document.

The following HTTP status might be returned:

Code	Status	Description
200	OK	The document was processed. The body of the response is the result document.
400	Bad Request	The format of the request document was incorrect. This normally would be caused by a malformed XML request document.
401	Access Denied	Authentication for the request failed. Check the authentication supplied in the request document or call the center to verify your credentials.
500	Internal Error	There was an internal error. The document should be resubmitted.

Request and Response Document

The request document is an XML document with the following general format:

```
<locateResponses xmlns="http://schemas.progressivepartnering.com/geocall/v3/response/v1">
    <auth user="assigned_username" password="assigned_password" />
    <responses>
        <response>
            <ticket> 19020516271500</ticket>
            <code>ar0000</code>
            <facilities>Phone,Gas,Cable TV</facilities>
            <action>Located</action>
            <comment>Comment for this action.</comment>
            <result></result>

        </response>
        <response>
            <ticket>19020516271500</ticket>
```

```
        <code> ar0000</code>
        <facilities>Electric,Fiber</facilities>
        <action>Located</action>
        <comment>More comments.</comment>
        <result></result>
    </response>
    <response>
        <ticket>19020516271500</ticket>
        <code> ar0000</code>
        <facilities>Cable TV</facilities>
        <action>Locate Delayed</action>
        <comment>More comments.</comment>
        <result></result>
    </response>
  </responses>
</locateResponses>
```

Special things to note about the XML format:
- XML is case sensitive
- The default namespace for the document must be specified. This will be used for version management in case the formatting of the document needs to be adjusted in the future.

The default namespace for the XML request should be:

```
http://schemas.progressivepartnering.com/geocall/v3/response/v1
```

Elements

The XML request and response documents are identical for simplicity. In most programming languages, this should allow the same object to be serialized to the request and de-serialized from the response. In the request document the 'result' element is optional but will be present in the response document with the result of the requested response.

The element descriptions are:

Element	Description
locateResponses	Root element for the document. Do not forget to add the default namespace to the root element. See the examples.
auth	Authentication information element. Authentication information should be given to you by the center. This element should have two attributes: | user	The user name to use for authentication.
password	The password for the given user. | Note: in the response document, the user and password elements are intentionally blank so the response document can be safely logged without exposing credential information.
responses	Container element for the response element list.
response	The container element for the response information.

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ticket	The ticket number for which to respond.
code	The code responding.
facilities	The list of facilities for the response. If there is more than one named facility in the facility group, separate them with a comma. Numbers may be used in place of text for the FACILITIES tag in the xml format you send us. This means you can respond to the system by using the numbers shown in the "Response Facility Id" column below instead of the verbiage shown in the "Name" column, and the response will be recorded with the associated facility "Name". The value of the element must be either the 'Name' or the 'Response Facility Id" of the facilities in the following table: Facility table below

Response Facility Id	Name
1	Gas
2	Water
3	Electric
4	Phone
5	Cable TV
6	Sewer
7	Fiber

action	The action for this response. A final action is one that 'closes' the response and requires no further response. If the action is not final, the assumption is that another response will be made later that will be a final response.

Numbers may be used in place of text for the ACTION tag in the xml format you send us. This means you can respond to the system by using the numbers shown in the "Response Action Id" column below instead of the verbiage shown in the "Name" column, and the response will be recorded with the associated "Name" response. Please note that the number 1 is reserved for AR811 use only.

The value of the element must be either the 'Name' or the 'Response Action Id" of the action in the following table:

Response Action Id	Name	Description	Final
2	Located	Facilities marked	True
3	Clear	No conflict	True
4	In Conflict	Utility representative is requesting to be on site during excavation	False
5	Locate Delayed	Locate Delayed	False
6	Cannot Locate	Contact Utility	False
7	Located To Meter Only	Private property beyond meter not located	True

comment	A comment for this response. This will be recorded with the response.

result	In the request document, this element is optional and if exists it is ignored.

In the response document, this is the result of the requested response. The possible result values are:

Result	Description
NoCode	The code specified was either not given or not a valid code.
NoOrganization	The code specified was not attached to any organization elements within the system. This is probably a configuration issue and the center should be notified.
NoTicket	The ticket was either not specified or the ticket number specified was not a valid ticket.
InvalidAction	The action specified was not a valid action. Check to make sure that the action submitted was a valid action for the center.
NoResponsesFound	There were no responses found for the specified ticket, code, and facilities specified in the request. Check that all of these elements are correct or contact the center to troubleshoot.
DatabaseFailure	There was a database error of some type. The request should be tried again.
Success	The response was successful.

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Sample Responses:

Single Response Single Facility:

```xml
<locateResponses xmlns="http://schemas.progressivepartnering.com/geocall/v3/response/v1">
    <auth user="assigned_username" password="assigned_password" />
    <responses>
        <response>
            <ticket>19020516271500</ticket>
            <code> ar0000</code>
            <facilities>Phone</facilities>
            <action>Located</action>
            <comment>Comment for this action.</comment>
            <result></result>
        </response>
    </responses>
</locateResponses>
```

Single Response Multiple Facilities:

```xml
<locateResponses xmlns="http://schemas.progressivepartnering.com/geocall/v3/response/v1">
    <auth user="assigned_username" password="assigned_password" />
    <responses>
        <response>
            <ticket>19020516271500</ticket>
            <code> ar0000</code>
            <facilities>Phone,Cable TV</facilities>
            <action>Located</action>
            <comment>Comment for this action.</comment>
            <result></result>
        </response>
    </responses>
</locateResponses>
```

Multiple Response Multiple Facilities:

```xml
<locateResponses xmlns="http://schemas.progressivepartnering.com/geocall/v3/response/v1">
    <auth user="assigned_username" password="assigned_password" />
    <responses>
        <response>
            <ticket>19020516271500</ticket>
            <code> ar0000</code>
            <facilities>Phone,Cable TV</facilities>
            <action>Located</action>
            <comment>Comment for this action.</comment>
            <result></result>
        </response>
        <response>
            <ticket>19020516271501</ticket>
```

```
            <code>ar0000</code>
            <facilities>Gas</facilities>
            <action>Located</action>
            <comment>Comment for this action.</comment>
            <result></result>
        </response>
    </responses>
</locateResponses>
```