

# TM Forum Specification

## Appointment API Conformance Profile

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# Table of Contents

NOTICE .....	2
Table of Contents.....	3
INTRODUCTION - API DESCRIPTION.....	4
RESOURCE MODEL CONFORMANCE.....	5
API MANDATORY AND OPTIONAL RESOURCES .....	5
Appointment MANDATORY AND OPTIONAL ATTRIBUTES .....	5
SearchTimeSlot MANDATORY AND OPTIONAL ATTRIBUTES.....	8
API OPERATIONS CONFORMANCE.....	12
Appointment MANDATORY AND OPTIONAL OPERATIONS .....	12
SearchTimeSlot MANDATORY AND OPTIONAL OPERATIONS.....	12
API GET FILTERING OPERATION CONFORMANCE.....	13
GET /appointment/appointment?fields=...&{filtering} .....	13
GET /appointment/appointment/{ID}?fields=...&{filtering}.....	13
GET /appointment/searchTimeSlot?fields=...&{filtering}.....	13
GET /appointment/searchTimeSlot/{ID}?fields=...&{filtering} .....	14
API POST OPERATION CONFORMANCE .....	15
POST /appointment/appointment/ .....	15
API PATCH OPERATION CONFORMANCE.....	17
API DELETE OPERATION CONFORMANCE.....	18
SearchTimeSlot resource OPERATION CONFORMANCE.....	19
API CONFORMANCE TEST SCENARIOS.....	20
Appointment resource TEST CASES .....	20
Document History.....	27
Version History .....	27
Release History .....	27

# INTRODUCTION - API DESCRIPTION

The following document is the REST API Conformance for the Appointment API (TMF646).

Appointment API is one of Pre-Ordering Management API Family. An Appointment is an arrangement to do something or meet someone at a particular time and place. It is previously made during an interaction or may be necessary to solve a customer problem or to deliver a product order item. The appointment API goal is to manage an appointment with all the necessary characteristics. First, the API consists in searching free slots based on given parameters. Then, the appointment is created. The appointment has characteristics such as nature of appointment, place of appointment...

Appointment API allows to:

- Retrieve available time slots depending on filter criteria before creating or rescheduling an appointment
- Retrieve an existing appointment or a collection of appointments
- Create an appointment
- Update an appointment to cancel or reschedule it for example
- Delete an appointment

# RESOURCE MODEL CONFORMANCE

## API MANDATORY AND OPTIONAL RESOURCES

For the resources defined by the API fill the following table and indicate which ones are mandatory and which ones are optional.

Resource Name	Mandatory or Optional	Comments
Appointment	M	
SearchTimeSlot	O	

## Appointment MANDATORY AND OPTIONAL ATTRIBUTES

The table below summarizes mandatory and optional attributes for resource "Appointment":

Attribute Name	Mandatory or Optional	Comments
id	M (in response messages) O (otherwise)	Initially generated by the server and provided in the response upon resource creation. Accepted in entity-creation request if the server supports the incoming identifier as the reference to create new resource
href	M (in response messages) O (otherwise)	Value in response must be the same as the one set in location header provided upon entity creation
externalId	O	
description	O	
category	O	
creationDate	M (in response messages) O (otherwise)	Refers to the date when the appointment entity was created in the server. Only required in the response messages from the server when providing the appointment entity content
lastUpdate	M (in response messages) O (otherwise)	
status	M (in response messages) O (otherwise)	Generated by the server and provided in the response upon resource creation
validFor	M	A time period

Attribute Name		Mandatory or Optional	Comments
	startDateTime	M	
	endDateTime	M	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	attachment	O	An Array of attachments
	id	M (if isRef=true) O (otherwise)	
	href	O	
	attachmentType	O	
	content	O	
	description	O	
	mimeType	O	
	name	O	
	url	O	
	size	O	
	amount	O	
	units	O	
	validFor	O	
	startDateTime	O	
	endDateTime	O	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	O	
	calendarEvent	O	
	id	M	
	href	O	
	name	O	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	O	
	contactMedium	O	An Array of contact mediums
	mediumType	O	
	preferred	O	
	characteristic	O	
	city	O	
	contactType	O	
	country	O	
	emailAddress	O	
	faxNumber	O	
	phoneNumber	O	

Attribute Name		Mandatory or Optional	Comments
	postCode	O	
	socialNetworkId	O	
	stateOrProvince	O	
	street1	O	
	street2	O	
	type	O	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	O	
	validFor	O	
	startDateTime	O	
	startDateTime	O	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
note		O	An array of notes
	id	O	
	author	O	
	date	O	Business Required
	text	O	Business Required
	@baseType	O	
	@type	O	
	@schemaLocation	O	
relatedEntity		O	An array of entities
	id	M	
	href	O	
	name	O	
	role	M	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	
relatedParty		O	An array of structures At least one related party is necessary Can be optional if relatedParty is not known and can be assigned later on. Anonymous appointments where never a related party will be assigned can also be possible.
	id	M	
	href	O	
	name	O	
	role	O/M	The role is mandatory if the id is referring a party resource.

Attribute Name		Mandatory or Optional	Comments
			The role is optional is the id is referring a partyRole resource.
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	It allows to get id type : partyRole or Party or Party specialization: individual or organization
relatedPlace		O	
	id	M if isRef =true	
	href	O	
	name	O	
	role	M	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	Because place could be a geographicAddress, a geographicLocation or a geographicSite, a type must be provided.
@baseType		O	
@type		O	
@schemaLocation		O	

## SearchTimeSlot MANDATORY AND OPTIONAL ATTRIBUTES

The table below summarizes mandatory and optional attributes for resource " SearchTimeSlot"

Attribute Name		Mandatory or Optional	Comments
id		M (in response messages) O (otherwise)	Initially generated by the server and provided in the response upon resource creation. Accepted in entity-creation request if the server supports the incoming identifier as the reference to create new resource
href		M (in response messages) O (otherwise)	Value in response must be the same as the one set in location header provided upon entity creation
searchDate		O	
searchResult		O	
status		M (in response messages) O (otherwise)	Generated by the server and provided in the response upon resource creation
relatedEntity		O	An array of entities
	id	M	



Attribute Name		Mandatory or Optional	Comments
	href	O	
	name	O	
	role	M	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	
relatedParty		O	An array of structures At least one related party is necessary Can be optional if relatedParty is not known and can be assigned later on. Anonymous appointments where never a related party will be assigned can also be possible.
	id	M	
	href	O	
	name	O	
	role	O/M	The role is mandatory if the id is referring a party resource. The role is optional is the id is referring a partyRole resource.
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	It allows to get id type : partyRole or Party or Party specialization: individual or organization
relatedPlace		O	
	id	M if isRef =true	
	href	O	
	name	O	
	role	M	
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	Because place could be a geographicAddress, a geographicLocation or a geographicSite, a type must be provided.
requestedTimeSlot		O	
	id	M if isRef =true	
	href	O	
	validFor	M	
	startDateTime	M	
	startDateTime	M	
	relatedParty	O	An array of structures At least one related party is necessary

Attribute Name		Mandatory or Optional	Comments
			Can be optional if relatedParty is not known and can be assigned later on. Anonymous appointments where never a related party will be assigned can also be possible.
	id	M	
	href	O	
	name	O	
	role	O/M	The role is mandatory if the id is referring a party resource. The role is optional is the id is referring a partyRole resource.
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	It allows to get id type : partyRole or Party or Party specialization: individual or organization
	@baseType	O	
	@type	O	
	@schemaLocation	O	
availableTimeSlot		O	An array of available time slots
	id	M if isRef =true	
	href	O	
	validFor	O	
	startDateTime	M	
	startDateTime	M	
	relatedParty	O	An array of structures At least one related party is necessary Can be optional if relatedParty is not known and can be assigned later on. Anonymous appointments where never a related party will be assigned can also be possible.
	id	M	
	href	O	
	name	O	
	role	O/M	The role is mandatory if the id is referring a party resource. The role is optional is the id is referring a partyRole resource.
	@baseType	O	
	@type	O	
	@schemaLocation	O	
	@referredType	M	It allows to get id type : partyRole or Party or Party specialization: individual or organization

Attribute Name		Mandatory or Optional	Comments
	@baseType	O	
	@type	O	
	@schemaLocation	O	
@baseType		O	
@type		O	
@schemaLocation		O	

## API OPERATIONS CONFORMANCE

For every single resource use the following templates and define what operations are optional and what operations are mandatory.

### Appointment MANDATORY AND OPTIONAL OPERATIONS

The following table indicates which ones are mandatory and which ones are optional for Appointment resource:

Uniform API Operation	Mandatory/Optional	Comments
GET	M	GET must be used to retrieve a representation of a resource
POST	M	POST must be used to create a new resource
PUT	O	PUT must be used to completely update a resource identified by its resource URI
PATCH (JSON-MERGE)	O	PATCH must be used to partially update a resource
DELETE	O	DELETE must be used to remove a resource

### SearchTimeSlot MANDATORY AND OPTIONAL OPERATIONS

The following table indicates which ones are mandatory and which ones are optional for SearchTimeSlot resource:

Uniform API Operation	Mandatory/Optional	Comments
GET	M	GET must be used to retrieve a representation of a resource
POST	M	POST must be used to create a new resource
PUT	O	PUT must be used to completely update a resource identified by its resource URI
PATCH (JSON-MERGE)	O	PATCH must be used to partially update a resource
DELETE	O	DELETE must be used to remove a resource

Note: SearchTimeSlot is an optional resource but it is managed both POST and GET operations must be provided.

# API GET FILTERING OPERATION CONFORMANCE

For every single resource use the following template to specify the mandatory and optional features supported by the GET filtering operation.

## Definitions

**Filtered Search:** : A filtered search can be applied using query parameters in order to obtain only the resource entities that meet the criteria defined by the filtering parameters included in the query request. Several elements can be applied to the filtered search. In that case logic, a logical AND is applied to combine the criteria (e.g.:?category=<value> &state=<value>)

**Attribute selection (Filtered Response Data):** In order to apply a filter and limit the number of attributes included in the response, the GET request can include the “?fields=” query parameter. Several elements can be applied to the filter. In that case, a logical AND is applied to combine the values (e.g.:?fields=category,state) will provide in the response only the values assigned to attributes category and state. Attribute selection capabilities are the same for collections retrieval and individual resource queries

All the GET operations in this API share the same status code pattern.

GET	M	
Response Status Code 200	M	With JSON appointment objects as body response.
Response Status Code 404	M	When resource can't be found
Other Status Codes	N/A	

## GET /appointment/appointment?fields=...&{filtering}

This operation lists appointment entities.

Attribute selection is enabled for all first level attributes.

Filtering is mandatory for appointment to avoid answer with too many appointment occurrences.

## GET /appointment/appointment/{ID}?fields=...&{filtering}

This Uniform Contract operation is used to returns a specific appointment with given {ID}, where {ID} indicates the identifier assigned by the server when an appointment resource was created.

Attribute selection is mandatory for all first level attributes. Filtering on sub-resources is optional for all compliance levels.

## GET /appointment/searchTimeSlot?fields=...&{filtering}

This operation lists searchTimeSlot entities.

Attribute selection is enabled for all first level attributes.

Filtering is mandatory for searchTimeSlot to avoid answer with too many searchTimeSlot occurrences.

## **GET /appointment/searchTimeSlot/{ID}?fields=...&{filtering}**

This Uniform Contract operation is used to returns a specific searchTimeSlot with given **{ID}**, where **{ID}** indicates the identifier assigned by the server when a searchTimeSlot resource was created.

Attribute selection is mandatory for all first level attributes. Filtering on sub-resources is optional for all compliance levels.

# API POST OPERATION CONFORMANCE

## POST /appointment/appointment/

This operation is used to create an appointment resource in the server.

The response to this operation must include a Location header set to /appointment/appointment/{ID} where {ID} indicates the identifier assigned by the server to the new appointment resource created

POST	M	
Response Status Code 201	M	
Other Status Codes	NA	

The following table indicates attributes that are required to be sent when creating a new appointment as well as attributes with special considerations. All other attributes defining the resource are not required to be sent as part of the BODY of the POST request message:

Attribute name	Mandatory	Default	Rule
id	NA		Must not be in POST request
href	NA		Must not be in POST request
category	O		
creationDate	NA		Must not be in POST request
description	O		
externalId	O		
lastUpdate	NA		Must not be in POST request
attachment	O		
calendarEvent	O		If present an id must be provided.
contactMedium	O		
note	O		
relatedEntity	O		If provided, role is mandatory. id and @referredType must be provided.
relatedParty	O		At least one party is provided (for which the appointment is booked) Can be optional if relatedParty is not known and can be assigned later on. Anonymous appointments where never a related

			party will be assigned can also be possible.  id and @referredType are mandatory for each relatedParty provided.
relatedPlace	O		If provided, role is mandatory. If isRef = true then an id and @referredType must be provided. if isRef = false then @type is mandatory
status	O		Must not be in POST request
validFor	M		One period with a begin and an end date. validFor.startDateTime must not be in the past validFor.endDateTime must not be in the past  validFor.endDateTime must be superior to validFor.startDateTime

The response from the server must include a BODY with the contents of the new resource created, filled with at least the same information elements that were included in the request and are supported by the server. Notice that the value stored by the server may be different than the one set in the request.

If the POST request includes optional parameters (as per the model resource definition) that are not supported by the server, then the server must reject the request (replying with a 4xx error response) indicating the parameter not supported.

The BODY of the response from the server must include attribute “href” set to the same value as the one in the Location header.

The server must include in the BODY of the response, even if they are not included in the request, the following attributes that are mandatory in the definition of an Appointment as per the resource model defined

- id
- href
- status

The BODY of the response from the server must include attribute “href” (or “reference”) under each one of the entities within the Appointment model that can be addressed individually and were included in the response. This applies to any of the following entities

- relatedParty
- relatedEntity
- calendarEvent
- place



# API PATCH OPERATION CONFORMANCE

This section defines which attributes are patchable.

Since PATCH operation is optional and not included in the basic CONNECT certification this is not applicable in this conformance document.

# API DELETE OPERATION CONFORMANCE

This section defines what operations can be used to delete an appointment resource.

Since DELETE operation is optional and not included in the basic CONNECT certification this is not applicable in this conformance document

# SearchTimeSlot resource OPERATION CONFORMANCE

This section defines what operations can be used to CancelProductOrder resource.

Since all CancelProductOrder operation are optional and not included in the basic CONNECT certification this is not applicable in this conformance document

# API CONFORMANCE TEST SCENARIOS

This section describes the test scenarios required for the basic CONNECT certification of ProductOrdering API.

Test Cases must be executed in the order defined for each resource because the result from one of the scenarios will be input for the next one.

Requests must be addressed to the endpoint provided for certification, specifically they must be addressed to the URI defined by the concatenation of the {apiRoot} and the specific resource, where the {apiRoot} is defined as {serverRoot}/appointmentManagement/v4, being {serverRoot} defines the certification endpoint

## Appointment resource TEST CASES

### Nominal Scenarios

#### TC\_Appointment\_N1 – Check available time slots in a calendar

- Send a POST message to {apiRoot}/searchTimeSlot/ with the following contents in the BODY

```
{
  "RelatedPlace": {
    "name": "client's address",
    "role": "interventionAddress",
    "@type": "RelatedPlace",
    "@schemaLocation": "../RelatedPlaceByValue.schema.json",
    "streetNr": "96",
    "streetType": "avenue",
    "streetName": "de Versailles",
    "postCode": "75016",
    "city": "Paris",
    "country": "France"
  },
  "relatedEntity": [
    {
      "id": "789",
      "href": "https://host:port/troubleTicket/troubleTicket/789",
      "name": "Internet connexion problem to solve",
      "role": "Problem description",
      "@referredType": "troubleTicket"
    }
  ],
  "requestedTimeSlot": [
    {
      "validFor": {
        "startDateTime": "2018-02-15T00:00:00.000Z",
        "endDateTime": "2018-02-18T00:00:00.000Z"
      }
    }
  ]
}
```

```
    }  
  }  
]  
}
```

- Wait for a response from the server with the following characteristics
  - Response Code 201-Created
  - The response message contains a list of available time slots.
  - The body of the response matches the values set in the original request

#### TC\_Appointment\_N2 – Create new Appointment with minimum set of parameters supported by server

- Send a POST message to {apiRoot}/appointment with the following contents in the BODY:

```
{  
  "category": "intervention",  
  "description": "Fix an internet connexion problem for a customer",  
  "validFor": {  
    "startDateTime": "2018-02-15T14:00:00.071Z",  
    "endDateTime": "2018-02-15T16:00:00.071Z"  
  },  
  "relatedParty": [  
    {  
      "id": "32",  
      "href": "https://host:port/partyManagement/individual/32",  
      "name": "Kate Smith",  
      "role": "customer",  
      "@referredType": "Individual"  
    },  
    {  
      "id": "56",  
      "href": "https://host:port/partyManagement/individual/56",  
      "name": "John Doe",  
      "role": "technician",  
      "@referredType": "Individual"  
    }  
  ],  
  "place": {  
    "name": "client's address",  
    "role": "interventionAddress",  
    "@type": "RelatedPlace",  
    "@schemaLocation": "../RelatedPlaceByValue.schema.json",  
    "streetNr": "96",  
    "streetType": "avenue",  
    "streetName": "de Versailles",  
    "postCode": "75016",  
    "city": "Paris",  
    "country": "France"  
  }  
}
```

```

    }
  }
}

```

- Wait for a response from the server with the following characteristics:
  - Response Code 201-Created
  - Include a location header in the body set to `{apiRoot}/appointment/{IDAP1}` where `{IDAP1}` indicates the identifier assigned by the server to the new Appointment resource
  - The response message includes all mandatory parameters
  - The body of the response matches the values set in the original request
- Send a GET message to `{apiRoot}/appointment/{IDAP1}`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The body of the response includes one appointment resource with ID set to `{IDAP1}`, the same identifier as assigned by the server to the new resource created
  - The response message includes all mandatory parameters
  - The body of the response for the resource with identifier `{IDAP1}` matches the values set in the original request

### TC\_Appointment\_N3 – Create new Appointment with minimum set of parameters

- Send a POST message to `{apiRoot}/appointment` with the following contents in the BODY:

```

{
  "category": "customerProblem",
  "description": "Customer bill problem explanation",
  "validFor": {
    "startDateTime": "2018-02-15T14:00:00.071Z",
    "endDateTime": "2018-02-15T15:00:00.071Z"
  },
  "relatedParty": [
    {
      "id": "32",
      "href": "https://host:port/partyManagement/individual/32",
      "name": "Kate Smith",
      "role": "customer",
      "@referredType": "Individual"
    },
    {
      "id": "62",
      "href": "https://host:port/partyManagement/individual/62",
      "name": "Adam Smith",
      "role": "customerRepresentative",
      "@referredType": "Individual"
    }
  ]
}

```

```

    ],
    "contactMedium": [
      {
        "type": "phoneNumber",
        "preferred": true,
        "characteristic": {
          "phoneNumber": "0901020304",
          "type": "mobile"
        }
      }
    ]
  }
}

```

- Wait for a response from the server with the following characteristics:
  - Response Code 201-Created
  - Include a location header in the body set to `/apiRoot/appointment/{IDAP2}` where `{IDAP2}` indicates the identifier assigned by the server to the new Appointment resource
  - The response message includes all mandatory parameters
  - The body of the response matches the values set in the original request
- Send a GET message to `/apiRoot/appointment/{IDAP2}`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The body of the response includes one appointment resource with ID set to `{IDAP2}`, the same identifier as assigned by the server to the new resource created
  - The response message includes all mandatory parameters
  - The body of the response for the resource with identifier `{IDAP2}` matches the values set in the original request.

#### TC\_Appointment\_N4 – Search for Appointment with specific characteristics

- Send a GET message to `/apiRoot/appointment`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The body of the response includes at least two appointment resources referring to `{IDAP1}` and `{IDAP2}`
  - The body of the response for the resource with each identifier matches the values in the corresponding original request
- Send a GET message to `/apiRoot/appointment?relatedParty.id=56`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The body of the response includes one appointment resource referring to `{IDAP1}` and there is no reference to appointment resource `{IDAP2}`
  - The response message includes all mandatory parameters
  - The body of the response for the resource with identifier `{IDAP1}` matches the values in the original request
- Send a GET message to `/apiRoot/appointment?relatedParty.id=62`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK

- The body of the response includes one appointment resource referring to {IDAP2} and there is no reference to appointment resource {IDAP1}
- The response message includes all mandatory parameters
- The body of the response for the resource with identifier {IDAP2} matches the values in the original request

#### TC\_Appointment\_N5 – Filtered retrieval of Appointment

- Send a GET message to `/apiRoot/appointment/{IDAP1}?fields=id,state,validFor,relatedParty.id,relatedParty.name,relatedParty.role`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The body of the response includes one appointment resource referring to {IDAP1} and including only attributes appointment id, state and validFor, and an array of relatedParty with id, name and role.

#### TC\_Appointment\_N6 – Filtered Search and Filtered data response

- Send a GET message to `/apiRoot/appointment?relatedParty.id=62&fields=id,state`
- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The body of the response includes one appointment resource referring to {IDAP2} and there is no reference to appointment resource {IDAP1}
  - The body of the response for the resource includes only attributes id and state, matching the values in the corresponding original request

Notice that this test case is using the parameter `relatedParty.id` to filter the data included in the response but any other parameter could be used.

#### TC\_Appointment\_N7 – Cancel an existing appointment

- Send a PATCH message to `/apiRoot/appointment/{IDAP1}` with the following contents in the body:

```
{
  "status": "cancelled"
}
```

- Wait for a response from the server with the following characteristics:
  - Response Code 200-OK
  - The response message contains a list of available slots that can be used for this appointment.

#### TC\_Appointment\_N8 – Delete an appointment

- Send a DELETE message to `/apiRoot/appointment/{IDAP1}`
- Wait for a response from the server with the following characteristics: - Response Code 204 - OK
- Send a GET message to `/apiRoot/appointment/{IDAP1}`
- Wait for a response from the server with the following characteristics:
  - Response Code 404 – NOT FOUND



## Error Scenarios

**TC\_Appointment\_E1 – Unknown Appointment identifier**

- Send a GET message to `{apiRoot}/appointment/{IDAP3}`, where `{IDAP3}` does not match any of the identifiers previously created in the server
- Wait for a response from the server with the following characteristics  
Response Code 404 – NOT FOUND

**TC\_Appointment\_E2 – Invalid Request – Missing mandatory parameter**

- Send a POST message to `{apiRoot}/appointment` with the following contents in the BODY:

```
{
  "category": "intervention",
  "description": "Fix an internet connexion problem for a customer",
  "relatedParty": [
    {
      "id": "32",
      "href": "https://host:port/partyManagement/individual/32",
      "name": "Kate Smith",
      "role": "customer",
      "@referredType": "Individual"
    },
    {
      "id": "56",
      "href": "https://host:port/partyManagement/individual/56",
      "name": "John Doe",
      "role": "technician",
      "@referredType": "Individual"
    }
  ],
  "place": {
    "name": "client's address",
    "role": "interventionAddress",
    "@type": "RelatedPlace",
    "@schemaLocation": "../RelatedPlaceByValue.schema.json",
    "streetNr": "96",
    "streetType": "avenue",
    "streetName": "de Versailles",
    "postCode": "75016",
    "city": "Paris",
    "country": "France"
  }
}
```

Notice that this request is missing a `validFor` but any other mandatory parameter could be used.

- Wait for an error response from the server indicating the mandatory parameter is missing in the request.

# Document History

## Version History

Version Number	Date	Release led by:	Description
1.0.0	10/04/2018	Orange Team	New, also incorporating API updates for release 18.0: new features from guidelines 3.0, remarks from SID mapping, remarks from NTS Retail API implementation
1.0.1	27-Jun-2018	Adrienne Walcott	Formatting/style edits prior to R18 publishing
2.0.0	04-Jun-2019	Grégoire Laurent <a href="mailto:gregoire.laurent@orange.com">gregoire.laurent@orange.com</a>  Pierre Gauthier TM Forum <a href="mailto:pgauthier@tmforum.org">pgauthier@tmforum.org</a>	Modifications for R19.0

## Release History

Release Number	Date	Release led by:	Description
Release 18.0.0	25-Jun-2018	Orange Team	Initial Release
Release 19.0.0	04-Jun-2019	Grégoire Laurent - Orange <a href="mailto:gregoire.laurent@orange.com">gregoire.laurent@orange.com</a>  Pierre Gauthier - TM Forum <a href="mailto:pgauthier@tmforum.org">pgauthier@tmforum.org</a>	Version 4.0 of the API REST  <i>Nota: the version 4.0 is assigned to all the APIs delivered in the release 19.0</i>