

ClickBook.net

API Guide for Directory Services V 1.2-05

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Table of Contents

Audience.....	3
Status of this Document.....	3
Definitions.....	3
Introduction.....	3
Technology.....	4
Public API (Anon).....	4
3P API (Restricted Anon).....	4
Private API (Auth).....	4
Architectural Considerations.....	5
Timeslot “holding”.....	5
Caching.....	5
Data Privacy.....	6
Service Provider Search / Listing.....	6
Using FTQuery.....	7
Workflow Example 1: Availability Search, Customer Registration and Appointment Submission.....	7
1. GETPROVIDERINFO.....	8
2. GETPROVIDERLOCATIONSERVICESINFO.....	8
3a. GETPROVIDERAVAILABLEMONTH.....	8
3b. GETPROVIDERAVAILABLEWINDOW.....	8
4. GETPROVIDERAVAILABLETIMES.....	8
Returns available start times for the specified Service, Resource/Staff and Date. In addition to the selected Resource/Staff Member, this method returns a resource called “ALLRESOURCES” which is a unique union of all resources.....	8
5. SETUSERFIELDS (register user - optional).....	9
Register a new user, or check if a user is already registered on ClickBook. The supplied email address is used as key. If a user is existing, the interface must obtain the user's ClickBook Password to sign in to ClickBook prior to submitting an appointment request. Passwords should never be stored.....	9
6a SETAPPTREQUEST (registered users only).....	9
Submit appointment request. This method requires certain customer information.....	9
6b SETAPPTREQUEST3P (unknown user registration status).....	9
This method of submitting an appointment request does not require user registration. Only the customer name, phone number and email address are required. This method is available only to API users that obtain an authorised API key from ClickBook.....	9
Sandbox (Testing) Environment.....	10
Example: Typical Directory Service Interface to ClickBook.....	10
Example 1: Initial Setup.....	11
Example 2: Daily Maintenance.....	12

Example 3: Real-Time Availability Listing.....	13
Example 4: Submitting an Appointment Request.....	18
Appendix 1 – Status Codes.....	20
Appendix 2 – Response Format and Status.....	22
Appendix 3 – Function Usage Notes.....	23
Appendix 4 – Search Syntax (IBM FTQuery).....	24

Audience

This guide is intended for authorised partners who wish to interface with ClickBook for the purpose of harvesting real-time appointment opportunities from ClickBook's database and submit unregistered appointment requests on behalf of service consumers.

Status of this Document

This document is incomplete and should not be relied upon.

Definitions

Service Provider (SP): A ClickBook registered organisation offering services privately or publicly.

Resource: A staff member, room or piece of equipment within the scope of a Service Provider.

Service Provider Customer (SPC): An end user or consumer of Service Provider appointments.

Introduction

ClickBook.net is a sophisticated appointment management solution in use by thousands of Service Providers worldwide. The introduction of the API in 2012 has led to the development and deployment of the [ClickBook Widget](#) for Websites, Facebook and Mobile which is based entirely on the API.

The ClickBook Widget has been in production usage since January 2013 and is testament to the stability of the ClickBook API.

ClickBook's API provides all the methods necessary to:

- Search for appointment providers using:
 1. Known ids or subdomain strings
 2. Geographical criteria
 3. Search text
 4. A combination of 2 & 3.

- Query appointment providers for location, booking policy, staff and service details
- Create end-user registrations as part of an interactive UI process
- Submit authenticated appointment requests (“as customer”) and receive confirmations

- Submit unregistered appointment requests (approved partners only).

Technology

Interface Type: SOAP (XML) Web Services over HTTP

Programming Mode: RPC

SOAP message format RPC/Literal

Public API (Anon)

API functions available for public consumption

- [Specification](#)
- Sandbox Endpoint: <http://t10.clickbook.net:81/wsapi/1.2/ClickBookPublic>
- ProductionEndpoint: <http://clickbook.net/wsapi/1.2/ClickBookPublic>
- WSDL: <http://clickbook.net/wsapi/1.2/ClickBookPublic?WSDL>

3P API (Restricted Anon)

API functions available to 3rd Party authorised partners.

- [Specification](#)
- Sandbox Endpoint: <http://t10.clickbook.net:81/wsapi/1.2/ClickBook3P>
- Production Endpoint: <http://clickbook.net/wsapi/1.2/ClickBook3P>
- WSDL: <http://clickbook.net/wsapi/1.2/ClickBook3P?WSDL>

Private API (Auth)

This section is for awareness only, and is not relevant to the purpose of this document and it's audience.

The Private API operations can only be accessed by authenticated users. ClickBook defines 3 user types:

- Service Provider Authority (Main Contact)
- Service Provider Staff / Resource
- Service Provider Customer

For the purpose of this guide, we will only deal with the Service Provider Customer interface.

Due to the **HTTP session authentication** requirement, a service intending to submit appointment requests to ClickBook must facilitate emailaddress / password entry by the end-user and should never store or cache this information in any way.

- [Specification](#)
- Sandbox Endpoint: <http://t10.clickbook.net:81/wsapi/1.2/ClickBookPrivate>
- Production Endpoint: <http://clickbook.net/wsapi/1.2/ClickBookPrivate>
- WSDL: <http://clickbook.net/wsapi/1.2/ClickBookPrivate?WSDL>

Architectural Considerations

Timeslot “holding”

In a typical booking interface there is a window of time between the display of available timeslots, and the user selecting a timeslot and supplying personal details. During this period, the selected slot can become unavailable.

ClickBook does not “hold” timeslots for end users. Since the vast majority of ClickBook Service Providers are low volume, this characteristic is rarely problematic.

Where a previously available slot becomes unavailable, ClickBook will return error `BOOKING_STAT_UNAVAILABLE`.

When this occurs, the booking interface should alert the user that they must select another timeslot and retrieve the new availability from the API.

Caching

For performance, ClickBook automatically caches availability at the Month level (`GETPROVIDERAVAILABLEMONTH` and `GETPROVIDERAVAILABLEWINDOW`).

Availability searches that have not been previously performed will initially longer than subsequent requests for the same location, service and resource combination, or after configuration changes have taken place on the service provider’s account.

Data Privacy

The API is faithful to the ClickBook Privacy Policy and specific Service Provider privacy configuration options.

Service Providers that opt not to be exposed to the public are not exposed by the Public API search functions. The Public API will however process requests for 'private' Service Providers if a correct subdomain or OrgID key is provided by the initiating transaction.

The following needs to be noted:

1. Email Addresses are never exposed by the API. All communication for the purpose of Booking Notification, Booking Reminder, Booking Changes etc are implemented by ClickBook.
2. Service Provider physical location details are governed by ClickBook Privacy Settings for each Service Provider. Each Service Provider has the following options for exposing physical location details:

<i>Service Provider Privacy Option</i>	<i>Notes</i>
Show full Address to Public	Full address is exposed by some API methods.
Show full Address in Final Confirmations Only	Full address in notifications only - API consumer never sees full address.
Never show full Address	Only Country, State, Town & Zipcode is exposed.

Service Provider Search / Listing

The public method `GETPROVIDERSEARCH` is used to search for service providers by any combination of geography, business category and search text. It is NOT recommended that this interface be used for large downloads of service providers (eg All of United States).

For geography, a Country is the minimum required and is formatted in "English Shortname" format of ISO 3166. eg: "United States".

Parameters:

1. APIKEY
2. ServiceCatId
3. Country (ISO3166 "English Shortname")
4. State (State code - two letter abbreviation for United States).
5. Zip
6. PageSpec [pagenumber]:[resultsPerPage]. Default: "1:10"
7. FTQuery (Full-Text Query Eg: "massage AND remedial")

Using FTQuery

FTQuery is a full-text indexed search facility. It can be used for wildcard text search and / or to restrict by certain criteria. The keywords AND and OR and NOT can be used between keywords. For full query syntax, see Appendix 4. The table in Appendix 4 also contains special parameters such as **SPMODIFIED**, **LASTACTIVEDATE**.

For free-text and wildcard searches, the following Service Provider information is searchable.

- Business Name
- Business Description
- Business Categories
- Resource Full Names
- Primary Location Address details
- ClickBook Subdomain Address (eg. <http://massageplace.clickbook.net>).

Workflow Example 1: Availability Search, Customer Registration and Appointment Submission.

ClickBook provides several methods for discovering appointment availability. For all search methods described below, leaving ResourceID empty will return availability as an aggregate of all resources. This is useful for providing 'actual availability' without having to select a staff member. In that mode, an appropriate staff member must be 'automatically selected' by matching the selected timeslot to an actual resource's available slots, after an end user selects a timeslot. If more than one resource is able to offer that timeslot, one resource must be selected at random.

The following is a typical chain of calls that will yield available timeslots for a given service provider, location, service and resource. Once the user selects a Timeslot, an appointment request can be submitted via one of two techniques. The first technique (6a) requires full user registration and login, and the second technique (6b) is a no-login option requiring only basic customer information.

1. GETPROVIDERINFO

Retrieve basic provider info including **BASIC DETAILS, SERVICE CATEGORIES, LOCATIONS, STAFF/RESOURCES, POLICY**. Typically, with this information the user interface can ask the user to select a location, or use the next method to retrieve service information for all location IDs, and display Services under their Locations hierarchically.

2. GETPROVIDERLOCATIONSERVICESINFO

Retrieve service information for a given location ID. This method returns all information necessary to build a service tree and user selection of service.

2a. GETUSERSERVICEADDONS (optional)

Retrieves addon services for the selected service. This method can only be used if a specific staff member is selected. In all methods that require a serviceID, addon service ids must be concatenated with the main service id using a semicolon as delimiter. The main service id must always come first.

3a. GETPROVIDERAVAILABLEMONTH

Return binary indicators of availability (available/not availability) for each day of an entire month. Given a specific Month/Year, a semicolon-separated list of days are returned which indicate the presence of available timeslots for the given service provider, service and staff/resource combination.

3b. GETPROVIDERAVAILABLEWINDOW

Can be used instead of or to complement GETPROVIDERAVAILABLEMONTH. Retrieves the available days within a window (Start Date and End Date) instead of an entire month. Returns a semicolon separated list of dates.

4. GETPROVIDERAVAILABLETIMES

Returns available start times for the specified Service, Resource/Staff and Date. In addition to the selected Resource/Staff Member, this method returns a resource called "ALLRESOURCES" which is a unique union of all resources.

5. SETUSERFIELDS (register user - optional)

Register a new user, or check if a user is already registered on ClickBook. The supplied email address is used as key. If a user is existing, the interface must obtain the user's

ClickBook Password to sign in to ClickBook prior to submitting an appointment request. Passwords should never be stored.

6a SETAPPTREQUEST (registered users only)

Submit appointment request. This method requires certain customer information

6b SETAPPTREQUEST3P (unknown user registration status)

This method of submitting an appointment request does not require user registration. Only the customer name, phone number and email address are required. This method is available only to API users that obtain an authorised API key from ClickBook.

Sandbox (Testing) Environment

The SandBox is an isolated environment for the purpose of development and testing of interfaces between authorised partners and ClickBook.

The environment contains an arbitrary subset of Service Providers taken directly from the ClickBook Production environment (approx 1000).

Notifications arising from appointments submitted to SPs in the Sandbox are diverted to the API Notification Email Address associated with the identified (authorised) partner submitting the request.

Authorised partners are identified by IP Address and / or an API Key that is issued by ClickBook and submitted with every non-public request.

Please [contact](#) ClickBook to apply for Sandbox access.

Sandbox Endpoints:

- <http://t10.clickbook.net:81/wsapi/1.2/ClickBookPublic>
Description: Public endpoint (no authorisation / key required). This library contains all functions required to search for, query and articulate ClickBook Service Providers that are exposed to the public.
- <http://t10.clickbook.net:81/wsapi/1.2/ClickBookPrivate>
Description: Private endpoint (http no-session authentication required). This library contains functions typically used for 3rd party end-user widgets.
- <http://t10.clickbook.net:81/wsapi/1.2/ClickBook3P>
Description: Authorised 3rd Party (Partner) functions requiring correct host IP address and / or API Key to use. As of this version this library contains a single function for submitting appointment requests on behalf of SPCs.

Example: Typical Directory Service Interface to ClickBook

The 3rd party service (Company X) is a directory listing service wishing to list ClickBook real-time appointment providers and interact in real-time with ClickBook, allowing their end-users to submit real-time appointment requests and receive confirmations.

In the following example a typical implementation is outlined. The implementation requires three steps:

1. Initial Setup (Example 1) which downloads ClickBook Service Providers with their basic details, for fast access on the 3rd Party website.
2. Daily Maintenance (Example 2) which creates new SPs, removes deleted SPS, and

updates modified SPs.

3. Real-time Booking (Example 3) which steps through the UI workflow, demonstrating the process of acquiring up-to-date service details and submitting appointment requests.

Example 1: Initial Setup

Company X has set up a database designed to maintain ClickBook Service Providers in their local environment, and set up a daily procedure to update, add and remove ClickBook SPs from their database.

Initially, SPs are downloaded using the API function GETPROVIDERSEARCH in the Public interface. The following query returns SPs in New York State with “level 1” details, or very high level metadata. The PAGESPEC parameter specifies that we want a page size of 2 SPs per page, and we want page 1 returned in this query.

Send:

```
<urn:GETPROVIDERSEARCH>
  <APIKEY>?</APIKEY>
  <SERVICECATID></SERVICECATID>
  <COUNTRY>United States</COUNTRY>
  <STATE>NY</STATE>
  <ZIP></ZIP>
  <PAGESPEC>2;1</PAGESPEC>
  <FTQUERY></FTQUERY>
</urn:GETPROVIDERSEARCH>
```

Result:

```

<GETPROVIDERSEARCHReturn>
  <QUERY/>
  <COUNTTOTAL>40</COUNTTOTAL>
  <COUNT>2</COUNT>
  <CURRENTPAGE>1</CURRENTPAGE>
  <PAGESTOTAL>20</PAGESTOTAL>
  <PROVIDER>
    <ID>F5CE572BA229D773CA257C45007ECF91</ID>
    <COMPANYNAME>DPHS YEARBOOK</COMPANYNAME>
    <CADDR>DPHSYEARBOOK.ClickBook.net</CADDR>
    <COUNTRY>United States</COUNTRY>
    <STATE>New York</STATE>
    <TOWN>Room 102</TOWN>
    <ZIP>11729</ZIP>
    <CAT xsi:type="xsd:string">Schools & Universities</CAT>
    <BLURB>Welcome to the Deer Park High School Yearbooks
Appointment Maker</BLURB>
    <CONTACTS xsi:nil="true"/>
  </PROVIDER>
  <PROVIDER>
    <ID>F1620FB21B459DDACA257BA9005E7939</ID>
    <COMPANYNAME>COACHING WITH CRYSTAL LLC</COMPANYNAME>
    <CADDR>COACHINGWITHCRYSTAL.ClickBook.net</CADDR>
    <COUNTRY>United States</COUNTRY>
    <STATE>New York</STATE>
    <TOWN>Bronx</TOWN>
    <ZIP>10467</ZIP>
    <CAT xsi:type="xsd:string">Other</CAT>
    <BLURB>Coaching with Crystal is waiting to talk to you! Make an
appointment in the time-frame provided. Let's strategize soon!!</BLURB>
    <CONTACTS xsi:nil="true"/>
  </PROVIDER>
</GETPROVIDERSEARCHReturn>

```

Note: This example is for the SandBox. Intial setup for Production may require an alternate transfer of SP metadata to Company X due to the large volume of data, for which the GETPROVIDERSEARCH function is not suitable.

Example 2: Daily Maintenance

Using GETPROVIDERSEARCH, it is possible to obtain a list of new, deleted and modified

SPs.

- New York State NEW & MODIFIED since [date]:

```
<urn:GETPROVIDERSEARCH>
  <APIKEY>?</APIKEY>
  <SERVICECATID></SERVICECATID>
  <COUNTRY>United States</COUNTRY>
  <STATE>NY</STATE>
  <ZIP></ZIP>
  <PAGESPEC>2;1</PAGESPEC>
  <FTQUERY>[SPModified] >= Dec-28-2013</FTQUERY>
</urn:GETPROVIDERSEARCH>
```

- New York State DELETED since [date]:

```
!! Not implemented !!
```

Example 3: Real-Time Availability Listing

In this example we use the ID of COACHING WITH CRYSTAL LLC.

Step 1: Get "level 2" provider details (Service Category names, Locations etc).

Send:

```
<urn:GETPROVIDERINFO>
  <APIKEY>?</APIKEY>
  <SUBDOMAIN>F1620FB21B459DDACA257BA9005E7939</SUBDOMAIN>
</urn:GETPROVIDERINFO>
```

The Return contains critical information which allows us to build an interface for the user to select a Location and Service Category (if any exist). By default, SPs have a "Primary Location" but may create multiple locations, including "online" and "mobile":

```
<GETPROVIDERINFOReturn>
  <PROVIDER>
    <COMPANYNAME>COACHING WITH CRYSTAL LLC</COMPANYNAME>
    <COMPANYID>F1620FB21B459DDACA257BA9005E7939</COMPANYID>
    <SUBDOMAIN>COACHINGWITHCRYSTAL</SUBDOMAIN>
    <TIMEZONE>Z=5$DO=1$DL=3 2 1 11 1 1$ZN=Eastern$ZX=159</TIMEZONE>
    <TIMEZONESTR>(GMT-05:00) Eastern Time (US & Canada)</TIMEZONESTR>
    <WELCOMEBLURB>Coaching with Crystal is waiting to talk to you!
    Make an appointment in the time-frame provided. Let's strategize soon!!
    </WELCOMEBLURB>
    <TELNO>3472362030</TELNO>
    <WEBSITEURL>http://www.coachingwithcrystal.com</WEBSITEURL>
    <LOGOURI/>
    <TERMSANDCONDITIONS/>
    <ADVERTS>1</ADVERTS>
    <SERVICECATEGORIES>
      <REMARK></REMARK>
      <CATEGORY>
        <CATNAME>Coaching</CATNAME>
        <CATDESC/>
        <IDX>1</IDX>
      </CATEGORY>
    </SERVICECATEGORIES>
    <LOCATIONS>
      <LOCATION>
        <LOCATIONID>3</LOCATIONID>
        <TITLE>Online Services</TITLE>
        <CITY/>
        <STATE/>
        <ZIP/>
        <COUNTRY/>
        <CUSTADDRREQUIRED>0</CUSTADDRREQUIRED>
        <LOCATIONHTML>Services that are rendered via telephone,
internet or email.</LOCATIONHTML>
      </LOCATION>
    </LOCATIONS>
    <RESOURCES>
      <RESOURCE>
        <FULLNAME>Crystal Williamson</FULLNAME>
        <INFO/>
```

```

        <ID>F1620FB21B459DDACA257BA9005E7939</ID>
        <MAXFORWARDSDAYS>26</MAXFORWARDSDAYS>
        <SERVICES>PPPP-99R3C3;PPPP-99W2W2;PPPP-99VVDP;PPPP-
99R3C3;PPPP-99R3C3;PPPP-99W2W2;PPPP-99R3C3;PPPP-99R2NU;PPPP-99R2GA;PPPP-
99R23N;PPPP-99R2NU;PPPP-99R2UF;PPPP-99VVDP</SERVICES>
        </RESOURCE>
    </RESOURCES>
    <POLICY>... This section is relevant only for interfaces wishing
to register new users rather than submit simple 3rd Party booking requests and
has been omitted from this example for brevity.
    ...</POLICY>

    </PROVIDER>
</GETPROVIDERINFOReturn>

```

Step 2: Get Services for Location ID "3".

Send:

```

<urn:GETPROVIDERLOCATIONSERVICESINFO>
  <APIKEY>?</APIKEY>
  <SUBDOMAIN>F1620FB21B459DDACA257BA9005E7939</SUBDOMAIN>
  <LOCATIONID>3</LOCATIONID>
</urn:GETPROVIDERLOCATIONSERVICESINFO>

```

Return:

<GETPROVIDERLOCATIONSERVICESINFOReturn>

<SERVICE>

<TITLE>FREE Strategy coaching - holiday promotion</TITLE>

<FULLTITLE>FREE Strategy coaching - holiday promotion (45 min)</FULLTITLE>

<DESC>Free 35-minute coaching session. Prerequisite email exchange before coach appt (required). A \$97 value. ONE per client. Cannot be combined with other promotions</DESC>

<ID>PPPP-99R3C3</ID>

<PRICEDISP/>

<PRICE>0.00</PRICE>

<DURMINDISP>(45 min)</DURMINDISP>

<DURMIN>45</DURMIN>

<RESOURCEIDS>F1620FB21B459DDACA257BA9005E7939</RESOURCEIDS>

<LEADTIMEHR>36</LEADTIMEHR>

<AUTOCONFIRM>0</AUTOCONFIRM>

<LOCATION>3</LOCATION>

<CATEGORY>Coaching</CATEGORY>

<FEDORGID/>

<FEDSERVICEID/>

<FEDTITLE/>

</SERVICE>

<SERVICE>

<TITLE>CWC Strategy consultation</TITLE>

<FULLTITLE>CWC Strategy consultation \$97.00 (45 min)</FULLTITLE>

<DESC>Prep email(s)

45 minute coaching session

Follow up email with plan</DESC>

<ID>PPPP-99W2W2</ID>

<PRICEDISP>\$97.00</PRICEDISP>

<PRICE>97.00</PRICE>

<DURMINDISP>(45 min)</DURMINDISP>

<DURMIN>45</DURMIN>

<RESOURCEIDS>F1620FB21B459DDACA257BA9005E7939</RESOURCEIDS>

<LEADTIMEHR>36</LEADTIMEHR>

<AUTOCONFIRM>0</AUTOCONFIRM>

<LOCATION>3</LOCATION>

<CATEGORY>Coaching</CATEGORY>

<FEDORGID/>

<FEDSERVICEID/>

<FEDTITLE/>


```
</SERVICE>
  <PARENTSERVICE xsi:nil="true"/>
</GETPROVIDERLOCATIONSERVICESINFOReturn>
```

Step 3: Get availability indication for a particular Month, specifying a service ID.

Leaving ResourceID blank returns availability for all resources for the specified service. An alternative to **GETPROVIDERAVAILABLEMONTH** is **GETPROVIDERAVAILABLEWINDOW** which returns an indication of available days for an arbitrary consecutive number of days which can span months. Please see the API documentation for parameters.

Send:

```
<urn:GETPROVIDERAVAILABLEMONTH>
  <APIKEY>?</APIKEY>
  <COMPANYID>F1620FB21B459DDACA257BA9005E7939</COMPANYID>
  <SERVICEID>PPPP-99R3C3</SERVICEID>
  <RESOURCEID></RESOURCEID>
  <MONTHNUMBER>1</MONTHNUMBER>
  <YEARNUMBER>2014</YEARNUMBER>
  <RESTRICT></RESTRICT>
</urn:GETPROVIDERAVAILABLEMONTH>
```

The Return contains AVAILDAYNUMBERS which is a semicolon delimited list of days where at least one timeslot is presently available:

```
<GETPROVIDERAVAILABLEMONTHReturn>
  <MONTHNUMBER>1</MONTHNUMBER>
  <YEARNUMBER>2014</YEARNUMBER>
  <MAXFORWARDSDAYS>26</MAXFORWARDSDAYS>
  <AVAILDAYNUMBERS>11;13;14;18;20;21;25;27;28</AVAILDAYNUMBERS>
</GETPROVIDERAVAILABLEMONTHReturn>
```

Step 4: Get available Timeslots for a particular service and day.

Leaving ResourceID blank returns availability for all resources.

Send:

```
<urn:GETPROVIDERAVAILABLEMONTH>
  <APIKEY>?</APIKEY>
  <COMPANYID>F1620FB21B459DDACA257BA9005E7939</COMPANYID>
  <SERVICEID>PPPP-99R3C3</SERVICEID>
  <RESOURCEID></RESOURCEID>
  <MONTHNUMBER>1</MONTHNUMBER>
  <YEARNUMBER>2014</YEARNUMBER>
  <RESTRICT></RESTRICT>
</urn:GETPROVIDERAVAILABLEMONTH>
```

Return:

```
<GETPROVIDERAVAILABLETIMESReturn>
  <DAYNUMBER>20</DAYNUMBER>
  <MONTHNUMBER>1</MONTHNUMBER>
  <YEARNUMBER>2014</YEARNUMBER>
  <RESOURCE>F1620FB21B459DDACA257BA9005E7939</RESOURCE>
  <AVAILABILITY>
    <RESOURCENAME>Crystal Williamson</RESOURCENAME>
    <RESOURCEID>F1620FB21B459DDACA257BA9005E7939</RESOURCEID>
    <MORNING/>
    <AFTERNOON/>
    <EVENING>6:00 PM;7:15 PM</EVENING>
    <FLAGS>F</FLAGS>
  </AVAILABILITY>
  <AVAILABILITY>
    <RESOURCENAME>ALLRESOURCES</RESOURCENAME>
    <RESOURCEID/>
    <MORNING/>
    <AFTERNOON/>
    <EVENING>6:00 PM;7:15 PM</EVENING>
    <FLAGS/>
  </AVAILABILITY>
</GETPROVIDERAVAILABLETIMESReturn>
```

Example 4: Submitting an Appointment Request

As illustrated by the example below, all details are required. ResourceID cannot be left blank. CUSTCOMMENT is a message to the service provider from the customer (optional):

```
<urn:SETAPPTREQUEST3P>
  <APIKEY><![CDATA[YOURAPIKEY]]></APIKEY></APIKEY>
  <COMPANYID>F1620FB21B459DDACA257BA9005E7939</COMPANYID>
  <SERVICEID>PPPP-99R3C3</SERVICEID>
  <RESOURCEID>F1620FB21B459DDACA257BA9005E7939</RESOURCEID>
  <CUSTNAME>Keen Customer</CUSTNAME>
  <CUSTTEL>5555-5555</CUSTTEL>
  <CUSTEMAIL>MrKeen@Mustard.com</CUSTEMAIL>
  <YEARNUMBER>2014</YEARNUMBER>
  <MONTHNUMBER>1</MONTHNUMBER>
  <DAYNUMBER>20</DAYNUMBER>
  <TIMEAMPM>7:15 PM</TIMEAMPM>
  <CUSTCOMMENT>Looking forward to meeting you, and boy do I love booking
online!</CUSTCOMMENT>
</urn:SETAPPTREQUEST3P>
```

The return contains status code and other parameters. REDIRECTURL can contain a web URL for payment. ClickBook is integrated with PayPal and SPs (optionally) can request payment for services prior to the appointment date. A URL in this link should be used to forward the user to effect payment:

```
<SETAPPTREQUEST3PReturn>
  <STATUSCODE>1</STATUSCODE>
  <STATUSDESC>Booking Confirmed</STATUSDESC>
  <USERCALLBACKURL/>
  <REDIRECTURL/>
  <REDIRECTTITLE/>
  <SPAMWARN/>
</SETAPPTREQUEST3PReturn>
```

Appendix 1 – Status Codes

Partial list of API codes.

#	Title	Details
1	BOOKING_STAT_CONFIRMED	<i>Booking Confirmed</i>
2	BOOKING_STAT_UNCONFIRMED	<i>Booking Is pending confirmation by Provider</i>
3	BOOKING_STAT_PPUNCONFIRMED	<i>Booking confirmation Is pending receipt of payment</i>
20	BOOKING_STAT_DEMOMODE	<i>Demonstration mode enabled - booking not submitted.</i>
100	BOOKING_STAT_ERROR	<i>General Error</i>
101	BOOKING_STAT_ILLEGAL	<i>Attempt to set an illegal status or attempting to cancel a historic booking.</i>
102	BOOKING_STAT_INSUFFICIENT	<i>Insufficient details provided for booking request.</i>
103	BOOKING_STAT_ILLEGALSP	<i>This booking request could not be fulfilled because the Service Provider has exceeded their quota of locations, staff or current bookings on their current subscription level.</i>
104	BOOKING_STAT_FED_FAILURE	<i>The booking could not be completed. At least one Booking in a Federated Booking failed.</i>
105	BOOKING_STAT_ILLEGAL_OVERLIMIT	<i>Illegal booking attempt. Too many bookings in a short period of time. This is similar to error 202, except that 105 is Service Provider configurable (max bookings per hour per customer).</i>
106	BOOKING_STAT_CANCEL_PHONEONLY	<i>Cancellation not allowed - user must contact Service Provider to cancel or reschedule.</i>
107	BOOKING_STAT_UNAVAILABLE	
202	MOD_STAT_BOOKING_TOO_FREQUENT	<i>Occurs when a User attempts to make more than one booking attempt within 15 seconds.</i>
203	MOD_STAT_BOOKING_NOT_ALLOWED	<i>Service Provider has prevented the particular user (or all users) from making appointments. This occurs when the Service Provider sets Bookings Per Hour to 0.</i>
204	MOD_STAT_BOOKING_HR_MAX	<i>User has exceeded their Bookings-Per-Hour. ClickBook default for Clients is 10.</i>
300	REG_STAT_INVALIDSTUBID	<i>Stub ID is not valid or empty</i>
301	REG_STAT_SUCCESS	<i>Stub registered successfully</i>
302	REG_STAT_USEREXISTS	<i>User already exists based on email address.</i>
303	REG_STAT_REGFAILED	<i>General failure registering user</i>
500	P3_NOAUTH	<i>Not authorised to use requested API method. This can occur if the IP Address of the remote host has not been authorised for use.</i>
501	P3_NOACCESS	<i>Insufficient rights to perform action. This can occur if a target Service Provider is out of scope of the authorised remote host.</i>
502	P3_ORG_BADID	<i>Bad or missing CompanyId</i>

503	P3_SER_BADID	<i>Bad or missing ServiceID</i>
504	P3_RES_BADID	<i>Bad or missing ResourceId</i>
505	P3_SETAPPTREQ_CUSTDATAMISSING	<i>Mininum customer information requirement not met. At least a name and contact number is required. Email address is optional.</i>
506	P3_THROTTLE	<i>Remote host has exceeded the maximum number of transactions per minute for the requested method.</i>
601	BOOKING_SETSTATUS_SUCCESS	
602	BOOKING_SETSTATUS_UNCHANGED	
610	BOOKING_SETSTATUS_NOAUTH	
701	USER_SETINFO_SUCCESS	
702	USER_SETINFO_INVALID	
703	USER_SETINFO_VALIDATIONERROR	
810	ERR_AUT_REQ	
910	SCHEMA_INVALID	

Appendix 2 – Response Format and Status

The API will return a properly formatted SOAP response envelope if processing went as planned. Where internal code exceptions are thrown, a Fault envelope is returned. Exception handling should always check for both Fault condition and Status code in that order.

Normal response (StatusCode):

```
<soapenv:Body>
  <ns1:SETAPPTREQUEST3PResponse xmlns:ns1="urn:DefaultNamespace">
    <SETAPPTREQUEST3PReturn>
      <STATUSCODE>500</STATUSCODE>
      <STATUSDESC>No authority to use method</STATUSDESC>
      <USERCALLBACKURL/>
      <REDIRECTURL/>
      <REDIRECTTITLE/>
      <SPAMWARN/>
    </SETAPPTREQUEST3PReturn>
  </ns1:SETAPPTREQUEST3PResponse>
</soapenv:Body>
```

Internal Fault (Fault):

```
<soapenv:Body>
  <soapenv:Fault>
    <faultcode>soapenv:91</faultcode>
    <faultstring>Object variable not set at line 1806</faultstring>
    <faultactor>WSCOMMON / CLICKBOOK3RDPARTY / NEW</faultactor>
    <detail/>
  </soapenv:Fault>
</soapenv:Body>
```

Appendix 3 – Function Usage Notes

For full function reference please visit the Specification links.

Library: ClickBook Public	
*Incomplete	

Appendix 4 – Search Syntax (IBM FTQuery)

Operator	Description and examples
() [parentheses]	These determine the order in which ClickBook Search processes sections of your query. A part of the query enclosed in parentheses will be processed before parts outside the parentheses.
and AND &	These find documents containing all the conditions or words linked by AND. Example: 'cat AND dog AND fish' finds documents containing all three of these words.
or OR ACCRUE , (comma)	These find documents containing either of the conditions or words and returns them ranked by number of appearances in the document.
NOT not !	These make the query negative. You can put NOT between words: 'cat AND NOT dog' finds documents containing the word cat, but not the word dog. You can put NOT before any field name: 'NOT[author] CONTAINS Simpson' finds documents whose author field does not contain the word Simpson. You can use NOT after CONTAINS, and before a word: '[author] CONTAINS NOT Simpson' finds documents whose author field does not contain the word Simpson. You cannot put NOT after =, <, >, <=, or >= and before a date or number: '[date1] = NOT 12/25/98' does not work.
" "	Placing quotes around operators (like AND, OR, CONTAINS etc.) forces ClickBook Search to read them as normal words.

Operator	Description and examples
	<p>Example: "rock and roll" finds documents containing the phrase, intact.</p>
<p>PARAGRAPH paragraph</p>	<p>This finds documents in which the words surrounding PARAGRAPH are in the same paragraph, and ranks them by how close they are.</p> <p>Example: 'car PARAGRAPH wheels' finds documents in which 'car' and 'wheels' appear in the same paragraph and ranks them by how close the words are within the paragraph.</p>
<p>SENTENCE sentence</p>	<p>This finds documents in which the words surrounding SENTENCE are in the same sentence, and ranks them by how close they are.</p> <p>Example: 'car SENTENCE wheels' finds documents in which 'car' and 'wheels' appear in the same sentence and ranks them by how close the words are within the sentence.</p>
<p>?</p>	<p>This is a wildcard. It represents any single letter. It does not work with dates or numbers.</p> <p>Example: '?one' finds documents containing bone, cone, done, gone (and any other four-letter words that end with 'one') '???ck' finds documents containing stack, clock, stick, truck; rack, rick, rock</p>
<p>*</p>	<p>This is a wildcard. It represents any extension of letters. It does not work with dates or numbers.</p>
<p>TERMWEIGHT termweight</p>	<p>This gives importance, or "weight," to search words. You can use any value from 0 through 65537 to assign weight.</p>
<p>EXACTCASE exactcase</p>	<p>This tells ClickBook Search to search for the exact case of the word following.</p> <p>Example: 'exactcase Apple' finds documents containing 'Apple,' but not 'APPLE' or 'apple.'</p>

Operator	Description and examples
CONTAINS contains	This is tells ClickBook Search that the field before it must contain the text after it. There should be spaces between 'CONTAINS' and words surrounding it.
= < > <= >=	These help you search for numbers or dates in numeric or date fields on
[SPModified]	<p>[SPModified] is a special parameter that is designed to provide an incremental update of service providers that are new or have been modified (in addition to other supplied criteria). This is useful for keeping basic metadata updated.</p> <p>Example:</p> <p>[SPModified] >= Dec-28-2013</p>
[LastActiveDate]	<p>[LastActiveDate] can be used to further refine a query to return high-value profiles that are full ClickBook subscribers, or profiles that have recently registered with ClickBook.</p> <p>Example:</p> <p>[LastActiveDate] >= Dec-1-2013</p>