

Oracle[®] CRM Application Foundation

API Reference Guide

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Oracle CRM Application Foundation API Reference Guide

Part No. A90092-01

Release 1.0

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Oracle CRM Application Foundation API Reference Guide, Release 1.0

Part No. A90092-01

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Preface

Welcome to the Oracle CRM Application Foundation API Reference Guide. This manual describes the CRM Application Foundation's public APIs, and provides information to help you work effectively with these public APIs.

Note: This document provides API information for the following Oracle CRM Application Foundation modules only:

- Interaction History
 - Resource Manager
 - Task Manager
-
-

This preface explains how the Reference Guide is organized and introduces other sources of information that can help you.

Intended Audience

This manual is intended for anyone who is interested in understanding, using or customizing (with minimal impact) the public APIs provided by Oracle CRM Application Foundation.

This includes the following:

- Oracle consultants
- Oracle internal development members
- Oracle support members
- Oracle customers

The information in this document is intended for experienced application programmers working in PL/SQL only.

Structure

This manual contains the following chapters:

- | | | |
|-----------|---|---|
| Chapter 1 | Introduction | Discusses the following topics: <ul style="list-style-type: none">■ API and parameter specifications■ Standard IN and OUT parameters■ Status messages |
| Chapter 2 | Interaction History Public APIs | Discusses the Interaction History public package (JTF_IH_PUB), and the associated public APIs. |
| Chapter 3 | Resource Manager Public APIs | Discusses the following Resource Manager public packages, and the associated public APIs: <ul style="list-style-type: none">■ JTF_RESOURCES_PUB■ JTF_RS_GROUP_PUB■ JTF_RS_SALESREPS_PUB |
| Chapter 4 | Task Manager Public APIs | Discusses the following Task Manager public packages, and the associated public APIs: <ul style="list-style-type: none">■ JTF_TASKS_PUB■ JTF_TASK_ASSIGNMENT_PUB■ JTF_TASK_REFERENCES_PUB |

Related Documents

For additional information about Oracle CRM Application Foundation, see the following manuals:

- *Oracle CRM Foundation Technical Reference Manual*
- *Oracle CRM Foundation 11i Implementation Guide*
- *Oracle CRM Foundation 11i Concepts and Procedures*

For information about Oracle coding standards, see the following: *Oracle Applications Coding Standards, A42530-02*.

Additional Sources of Information

For general information about Oracle CRM Application Foundation, see the following classes provided through Oracle University:

- *11i Implement CRM Foundation*
- *11i Use and Administer CRM Foundation*

Notational Conventions

This document uses the following notational conventions:

Monospace text	Monospace text represents code or SQL statements.
<i>lowercase italics</i>	Lowercase italics in the text represent variables. Substitute an appropriate value for the variable.
UPPERCASE	Uppercase characters within the text represent command names, SQL reserved words and keywords, and terms associated with the Oracle database.
Indentation	Indentation helps to show structure within code examples, but is not required.
<text>	Text inside angle brackets denotes a variable that is replaced with an actual value at runtime.

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Introduction

The public APIs provided by the Oracle CRM Application Foundation and described in this document are divided into groups of public packages. There are one or more packages for each of the following Foundation modules covered here:

- Interaction History
- Resource Manager
- Task Manager

Within the appropriate package, each API is specified by listing its code definition, including all of its parameters. The API parameters are then defined. In addition, the data structures used by the individual APIs are also defined, as are the relevant status messages for each API.

Note: The words *procedure* and *API* are used interchangeably in this document.

1.1 Parameter Specifications

The specifications for the public APIs provided by the Oracle CRM Application Foundation define four categories of parameters:

- Standard IN
- Standard OUT
- Procedure specific IN
- Procedure specific OUT

Standard IN and OUT parameters are specified by the Oracle Applications business object API Coding Standards, and are discussed in the following sections.

Procedure specific IN and OUT parameter are related to the API being specified, and are discussed with that individual API.

1.1.1 Standard IN Parameters

The following table describes standard IN parameters, which are common to all public APIs provided by Oracle CRM Application Foundation.

Table 1–1 Standard IN Parameters

Parameter	Data Type	Required	Description
p_api_version	NUMBER	Yes	This must match the version number of the API. An unexpected error is returned if the calling program version number is incompatible with the current API version number (provided in the documentation).
p_init_msg_list	VARCHAR2	Yes	Default = FND_API.G_FALSE. <ul style="list-style-type: none"> ■ If set to true, then the API makes a call to <i>fnd_msg_pub.initialize</i> to initialize the message stack. ■ If set to false then the calling program must initialize the message stack. This action is required to be performed only once, even in the case where more than one API is called.
p_commit	VARCHAR2(1)	No	Default = FND_API.G_FALSE <ul style="list-style-type: none"> ■ If set to true, then the API commits before returning to the calling program. ■ If set to false, then it is the calling program's responsibility to commit the transaction.

1.1.2 Standard OUT Parameters

The following table describes standard OUT parameters, which are common to all public APIs provided by Oracle CRM Application Foundation.

Note: All standard OUT parameters are required.

Table 1–2 Standard OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2(1)	Indicates the return status of the API. The values returned are one of the following: <ul style="list-style-type: none"> ■ FND_API.G_RET_STS_SUCCESS Success: Indicates the API call was successful ■ FND_API.G_RET_STS_ERROR Expected Error: There is a validation error, or missing data error. ■ FND_API.G_RET_STS_UNEXP_ERROR Unexpected Error: The calling program can not correct the error.
x_msg_count	NUMBER	Holds the number of messages in the message list.
x_msg_data	VARCHAR2(2000)	Holds the encoded message if <i>x_msg_count</i> is equal to one.

1.1.3 Parameter Size

Verify the size of the column from the base table for that column when passing a parameter of a specific length. For example, if you pass a NUMBER value, first query to find the exact value to pass. An incorrect value can cause the API call to fail.

1.1.4 Missing Parameter Attributes

The following table describes optional IN parameters which are initialized to pre-defined values representing missing constants. These constants are defined for the common PL/SQL data types and should be used in the initialization of the API formal parameters.

Table 1–3 Initialized IN Parameters

Parameter	Type	Initialized Value
G_MISS_NUM	CONSTANT	NUMBER:= 9.99E125

Table 1–3 Initialized IN Parameters

Parameter	Type	Initialized Value
G_MISS_CHAR	CONSTANT	VARCHAR2(1):= chr(0)
G_MISS_DATE	CONSTANT	DATE:= TO_DATE('1','j');

These constants are defined in the package FND_API in the file *fndpapis.pls*. All columns in a record definition are set to the G_MISS_X constant as defined for the data type.

1.1.5 Parameter Validations

The following types of parameters are always validated during the API call:

- Standard IN
- Standard OUT
- Mandatory procedure specific IN
- Procedure specific OUT

1.1.6 Invalid Parameters

If the API encounters any invalid parameters during the API call, then one of the following actions will occur:

- An exception is raised.
- An error message identifying the invalid parameter is generated.
- All API actions are cancelled.

1.2 Version Information

It is mandatory that every API call pass a version number for that API as its first parameter (*p_api_version*).

This version number must match the internal version number of that API. An unexpected error is returned if the calling program version number is incompatible with the current API version number.

Warning: The currently supported version at this time is 1.0. Use only this for the API version number.

In addition, the object version number **must** be input for all update and delete APIs.

- If the *object_version_number* passed by the API matches that of the object in the database, then the update is completed.
- If the *object_version_number* passed by the API does not match that of the object in the database, then an error condition is generated.

1.3 Status Messages

Note: It is not required that all status notifications provide a number identifier along with the message, although, in many cases, it is provided.

Every API must return one of the following states as parameter *x_return_status* after the API is called:

- S (Success)
- E (Error)
- U (Unexpected error)

Each state can be associated with a status message. The following table describes each state.

Table 1–4 Status Message and Description

Status	Description
S	<p>Indicates that the API performed all the operations requested by its caller.</p> <ul style="list-style-type: none"> ■ A success return status may or may not be accompanied by messages in the API message list. ■ Currently, the CRM Foundation APIs do not provide a message for a return status of success.

Table 1–4 Status Message and Description

Status	Description
E	<p>Indicates that the API failed to perform one or more of the operations requested by its caller.</p> <p>An error return status is accompanied by one or more messages describing the error.</p>
U	<p>Indicates that the API encountered an error condition it did not expect, or could not handle, and that it is unable to continue with its regular processing.</p> <ul style="list-style-type: none"> <li data-bbox="444 499 1265 552">■ For example, certain programming errors such as attempting to a division by zero will cause this error. <li data-bbox="444 565 1265 618">■ These types of errors usually cannot be corrected by the user and requires a system administrator or application developer to correct.

Warning and Information Messages

In addition to these three types of possible status messages, you can also code the following additional message types:

- Warnings
- Information

To create a warning message, perform the following steps:

1. Create a global variable to be used to signal a warning condition. For example, this could be similar to the following:

```
G_RET_STS_WARNING := 'W'
```

This global variable is not part of the FND_API package.

2. Return this value if the warning condition is encountered. For example, using the same example as in step one, set up the following code in the API to process the warning condition:

```
x_return_status := G_RET_STS_WARNING
```

This code replaces the more usual:

```
x_return_status := fnd_api.g_ret_sts_unexp_error for "U"
```

3. If desired, perform a similar procedure to create Information messages.

Interaction History Public APIs

Interaction History provides other CRM modules with a common framework for capturing and accessing all "interaction" data associated with customer contacts. Interaction History acts as the central repository and provides a consistent API interface for tracking all automated or agent-based customer interactions.

2.1 Package JTF_IH_PUB

All public procedures (APIs) relating to interactions, activities, media items, and media item lifecycles are stored in the JTF_IH_PUB package. There are three types of Interaction History APIs:

- [Non-cached Creation APIs](#)
- [Cached Creation APIs](#)
- [Counting APIs](#)

Cached APIs vs. Non-cached APIs

Interaction History provides two categories of public creation APIs:

- Non-cached
- Cached

Non-cached APIs enable a client application to write and close an interaction in a single API call. This action is more efficient than that used for the cached APIs as the record is written and created in one transaction cycle. However, the client application must persist the interaction data during the creation of the interaction, or the entire interaction record can be lost if the data flow is interrupted.

If you use non-cached APIs for transactions and communication between the client application and the server is disrupted during creation of the record, then the entire transaction is lost.

Cached APIs enable Interaction History clients to create and update interactions on the server prior to closing the interaction, before the interaction becomes a historical record which cannot be updated or deleted. In this case, a partial interaction record is stored on the server and updated as needed until the final Close Interaction API call makes it a historical record. This mechanism provides some level of fault-tolerance and recovery to client applications creating the interactions.

If you use cached APIs for transactions and communication between the client application and the server is disrupted, all information captured up to the point of disruption can be recovered.

Counting APIs

The counting APIs are classified as selector methods. They return the count of an interaction or an activity based on filtering parameter values that are passed by the caller.

2.1.1 Interaction History Public APIs

The following three tables describe the public APIs which are discussed in this chapter.

Table 2–1 Interaction History Non-cached Creation APIs

Procedure	Description
Create Interaction	Creates an interaction record in table JTF_IH_INTERACTIONS, and associates one or more activities with this interaction in table JTF_IH_ACTIVITIES.
Create Media Item	Creates a media item in table JTF_IH_MEDIA_ITEMS.
Create Media Lifecycle	Creates a media lifecycle record in table JTF_IH_MEDIA_ITEM_LC_SEGS.

Table 2–2 Interaction History Cached Creation APIs

Procedure	Description
Open Interaction	<ul style="list-style-type: none"> ■ Creates an interaction in table JTF_IH_INTERACTIONS. ■ Sets the state of the interaction to OPEN. ■ Returns a sequence generated <i>interaction_id</i> number.
Update Interaction	Updates the current interaction with values supplied by the calling application. The state of the interaction remains open.
Close Interaction	Sets the state of the interaction and its associated activities to CLOSE.
Add Activity	<ul style="list-style-type: none"> ■ Creates an activity in the table JTF_IH_ACTIVITIES that is associated with the interaction that is passed by the calling application. The state of the interaction and associated activity remain open. ■ Returns a sequence generated <i>activity_id</i> number.
Update Activity	Updates the current interaction with values supplied by the calling application. The state of the interaction remains open.
Update Activity Duration	Updates the current activities <i>end_date_time</i> and <i>duration</i> with values supplied by the calling application.
Open Media Item	<ul style="list-style-type: none"> ■ Creates a media item in table JTF_IH_MEDIA_ITEMS. The state of the media item remains open. ■ Returns a sequence generated <i>media_id</i> number.
Update Media Item	Updates the current Media Item with values supplied by the calling application. The state of the media item remains open.
Close Media Item	Sets the state of the media item and its associated media lifecycle to CLOSE.
Add Media Lifecycle	<ul style="list-style-type: none"> ■ Creates a Media Lifecycle in table JTF_IH_MEDIA_ITM_LC_SEGS that is associated with a Media Item that is passed by the calling application. The state of the media item and associated media lifecycle remain open. ■ Returns a sequence generated MILCS_ID number.
Update Media Lifecycle	Updates the current media lifecycle with values supplied by the calling application. The state of the media lifecycle remains open.

Table 2–3 Interaction History Counting APIs

Procedure	Description
Get Interaction Activity Count	Retrieves the activity count from table JTF_IH_ACTIVITIES.
Get Interaction Count	Retrieves the interaction count from table JTF_IH_ACTIVITIES.

2.2 Non-cached Creation APIs

The non-cached creation APIs consist of the following procedures:

- [Create Interaction](#)
- [Create Media Item](#)
- [Create Media Lifecycle](#)

2.2.1 Create Interaction

This procedure performs the following tasks:

- It creates a customer interaction record in table JTF_IH_INTERACTIONS.
- It associates one or more activities with that record in table JTF_IH_ACTIVITIES.

Procedure Specification

```
PROCEDURE create_interaction
(
  p_api_version          in    number,
  p_init_msg_list       in    varchar2 default fnd_api.g_false,
  p_commit              in    varchar2 default fnd_api.g_false,
  p_resp_appl_id       in    number  default null,
  p_resp_id            in    number  default null,
  p_user_id            in    number,
  p_login_id           in    number  default null,
  x_return_status      out    varchar2,
  x_msg_count          out    number,
  x_msg_data           out    varchar2,
  p_interaction_rec    in    interaction_rec_type,
  p_activities         in    activity_tbl_type
);
```

Current Version

1.0

Parameter Descriptions

In the Create APIs, the value of the input parameter is set to NULL if it corresponds to the value of the *G_MISS_X* constant. If it does not correspond, the passed-in value is retained.

The following table describes the IN parameters associated with this API.

Table 2–4 Create Interaction IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in the table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table. FND_LOGINS, and identifies the login session.

Table 2–4 Create Interaction IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_interaction_rec	INTERACTION_ REC_TYPE	Yes	<p>Contains the elements that comprise the interaction record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ▪ start_date_time If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. ▪ end_date_time ▪ handler_id ▪ outcome_id ▪ result_id ▪ reason_id ▪ resource_id ▪ party_id ▪ source_code ▪ source_code_id <p>See "Interaction Record Type" on page 2-40 for the record specification.</p>

Table 2–4 Create Interaction IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_activities	activity_tbl_type	Yes	<p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ▪ start_date_time If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. ▪ end_date_time ▪ action_item_id ▪ outcome_id ▪ result_id ▪ reason_id ▪ action_id ▪ source_code ▪ source_code_id <p>See "Activity Record Type" on page 2-41 for the record specification.</p>

¹ The Application ID, Responsibility ID, and the User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–5 Create Interaction OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

2.2.2 Create Media Item

This procedure creates a media item in table JTF_IH_MEDIA_ITEMS.

Procedure Specification

```
PROCEDURE create_mediaitem
(
  p_api_version    in      number,
  p_init_msg_list  in      varchar2      default fnd_api.g_false,
  p_commit         in      varchar2      default fnd_api.g_false,
  p_resp_appl_id   in      number        default null,
  p_resp_id        in      number        default null,
  p_user_id        in      number,
  p_login_id       in      number        default null,
  x_return_status  out     varchar2,
  x_msg_count      out     number,
  x_msg_data       out     varchar2,
  p_media          in      media_rec_type,
  p_mlcs           in      mlcs_tbl_type
);
```

Current Version

1.0

Parameter Descriptions

In the Create APIs, the value of the input parameter is set to NULL if it corresponds to the value of the *G_MISS_X* constant. If it does not correspond, the passed-in value is retained.

The following table describes the IN parameters associated with this API.

Table 2–6 Create Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier

Table 2–6 Create Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in the table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in the table FND_LOGINS, and identifies the login session.
p_media	media_rec_type	Yes	See " Media Item Record Type " on page 2-42.
p_mlcs	mlcs_tbl_type	Yes	See " Media Item Lifecycle Record Type " on page 2-43.

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–7 Create Media Item OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

2.2.3 Create Media Lifecycle

This procedure creates a media lifecycle record in table JTF_IH_MEDIA_ITEM_LC_SEGS.

Procedure Specification

```
PROCEDURE create_medialifecycle
(
  p_api_version   in      number,
  p_init_msg_list in      varchar2      default fnd_api.g_false,
  p_commit        in      varchar2      default fnd_api.g_false,
```

```

    p_resp_appl_id in      number          default null,
    p_resp_id   in        number          default null,
    p_user_id   in        number,
    p_login_id  in        number          default null,
    x_return_status out    varchar2,
    x_msg_count out    number,
    x_msg_data  out    varchar2,
    p_media_lc_rec in      media_lc_rec_type
);

```

Current Version

1.0

Parameter Descriptions

In the Create APIs, the value of the input parameter is set to NULL if it corresponds to the value of the *G_MISS_X* constant. If it does not correspond, the passed-in value is retained.

The following table describes the IN parameters associated with this API.

Table 2–8 Create Media Lifecycle IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in the table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in the table FND_LOGINS, and identifies the login session.

Table 2–8 Create Media Lifecycle IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_media_lc_rec	media_lc_rec_type	Yes	<p>This record captures the media lifecycle. The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. ■ end_date_time <p>See "Media Item Lifecycle Record Type" on page 2-43 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–9 Create Media Lifecycle OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

2.3 Cached Creation APIs

The cached creation APIs consist of the following procedures:

- [Open Interaction](#)
- [Update Interaction](#)
- [Close Interaction](#)
- [Add Activity](#)
- [Update Activity](#)
- [Update Activity Duration](#)
- [Open Media Item](#)

- [Update Media Item](#)
- [Close Media Item](#)
- [Add Media Lifecycle](#)
- [Update Media Lifecycle](#)

2.3.1 Open Interaction

This procedure performs the following tasks:

- It creates an interaction in table JTF_IH_INTERACTIONS.
- It sets the state of the interaction to open.
- It returns a sequence generated *interaction_id* number.

Procedure Specification

```
PROCEDURE Open_Interaction
(
  p_api_version          in      number,
  p_init_msg_list        in      varchar2 default fnd_api.g_false,
  p_commit               in      varchar2 default fnd_api.g_false,
  p_resp_appl_id         in      number  default null,
  p_resp_id              in      number  default null,
  p_user_id              in      number,
  p_login_id             in      number  default null,
  x_return_status        out     varchar2,
  x_msg_count            out     number,
  x_msg_data             out     varchar2,
  p_interaction_rec      in      interaction_rec_type,
  x_interaction_id       out     number
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–10 Open Interaction IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_interaction_rec_type	interaction_rec_type	Yes	<p>Contains the elements that comprise the interaction record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time <ul style="list-style-type: none"> If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. ■ end_date_time ■ handler_id ■ outcome_id ■ result_id ■ reason_id ■ resource_id ■ party_id ■ source_code ■ source_code_id <p>See "Interaction Record Type" on page 2-40 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–11 Open Interaction OUT Parameter

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_interaction_id	NUMBER	Corresponds to a sequence generated reference for the interaction record.

2.3.2 Update Interaction

Updates the current interaction with values supplied by the calling application. The state of the interaction remains open.

Procedure Specification

```
PROCEDURE update_interaction
(
    p_api_version          in    number,
    p_init_msg_list       in    varchar2 default fnd_api.g_false,
    p_commit               in    varchar2 default fnd_api.g_false,
    p_resp_appl_id        in    number  default null,
    p_resp_id             in    number  default null,
    p_user_id             in    number,
    p_login_id            in    number  default null,
    x_return_status       out    varchar2,
    x_msg_count           out    number,
    x_msg_data            out    varchar2,
    p_interaction_rec     in    interaction_rec_type
);
```

Current Version

1.0

Parameter Descriptions

In the Update APIs, columns which have passed-in values corresponding to the *G_MISS_X* constants are **not** updated.

The following table describes the IN parameters associated with this API.

Table 2–12 Update Interaction IN Parameters

Parameter	Date Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.

Table 2–12 Update Interaction IN Parameters

Parameter	Date Type	Required	Descriptions and Validations
p_interaction_rec	interaction_rec_type	Yes	<p>Used in updating the interaction record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ▪ start_date_time If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. ▪ end_date_time ▪ handler_id ▪ outcome_id ▪ result_id ▪ reason_id ▪ resource_id ▪ party_id ▪ source_code ▪ source_code_id <p>See "Interaction Record Type" on page 2-40 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–13 Update Interaction OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

2.3.3 Close Interaction

This procedure sets the state of the interaction and its associated activities to CLOSE based upon successful completion of the call.

Procedure Specification

```
PROCEDURE Close_Interaction
(
  p_api_version          in      number,
  p_init_msg_list       in      varchar2  default fnd_api.g_false,
  p_commit              in      varchar2  default fnd_api.g_false,
  p_resp_appl_id       in      number    default null,
  p_resp_id            in      number    default null,
  p_user_id            in      number,
  p_login_id           in      number    default null,
  x_return_status      out      varchar2,
  x_msg_count          out      number,
  x_msg_data           out      varchar2,
  p_interaction_rec    in      interaction_rec_type
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2-14 Close Interaction IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier

Table 2–14 Close Interaction IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_interaction_rec	interaction_rec_type	Yes	<p>Contains the elements that comprise the interaction record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ▪ start_date_time <p>If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.</p> <ul style="list-style-type: none"> ▪ end_date_time <p>If the <i>end_date_time</i> parameter is not supplied at the time that the <i>Close_Interaction</i> API is invoked, then <i>sysdate</i> is inserted in its place.</p> <ul style="list-style-type: none"> ▪ handler_id ▪ outcome_id ▪ result_id ▪ reason_id ▪ resource_id ▪ party_id ▪ source_code ▪ source_code_id <p>See "Interaction Record Type" on page 2-40 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–15 Close Interaction OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

2.3.4 Add Activity

This procedure performs the following tasks:

- It creates an activity in table JTF_IH_ACTIVITIES that is associated with the interaction passed by the calling application. The state of the interaction and associated activity remain open.
- It returns a sequence generated *activity_id* number.

Procedure Specification

PROCEDURE Add_Activity

```
(
  p_api_version          in      number,
  p_init_msg_list        in      varchar2  default fnd_api.g_false,
  p_commit               in      varchar2  default fnd_api.g_false,
  p_resp_appl_id         in      number    default null,
  p_resp_id              in      number    default null,
  p_user_id              in      number,
  p_login_id             in      number    default null,
  x_return_status        out      varchar2,
  x_msg_count            out      number,
  x_msg_data             out      varchar2,
  p_activity_rec         in      activity_rec_type,
  x_activity_id          out      number
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–16 Add Activity IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_activity_rec	activity_rec_type	Yes	Used in updating the interaction record. The following record parameters are always validated: <ul style="list-style-type: none"> ■ start_date_time If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. <ul style="list-style-type: none"> ■ end_date_time ■ action_item_id ■ outcome_id ■ result_id ■ reason_id ■ action_id ■ source_code ■ source_code_id See "Activity Record Type" on page 2-41 for the record specification.

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–17 Add Activity OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_activity_id	NUMBER	Corresponds to the sequence generated activity identifier for the record created.

2.3.5 Update Activity

This procedure updates the current interaction with the values supplied by the calling application. The state of the interaction remains open upon completion of the API call.

Procedure Specification

```

PROCEDURE Update_Activity
(
  p_api_version          in    number,
  p_init_msg_list        in    varchar2    default fnd_api.g_false,
  p_commit               in    varchar2    default fnd_api.g_false,
  p_resp_appl_id         in    number      default null,
  p_resp_id              in    number      default null,
  p_user_id              in    number,
  p_login_id             in    number      default null,
  x_return_status        out    varchar2,
  x_msg_count            out    number,
  x_msg_data             out    varchar2,
  p_activity_rec         in    activity_rec_type
);

```

Current Version

1.0

Parameter Descriptions

In the Update APIs, columns which have passed-in values corresponding to the *G_MISS_X* constants are **not** updated.

The following table describes the IN parameters associated with this API.

Table 2–18 Update Activity IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_activity_rec	activity_rec_type	Yes	Used in updating the interaction record. The following record parameters are always validated: <ul style="list-style-type: none"> ■ start_date_time If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place. ■ end_date_time ■ action_item_id ■ outcome_id ■ result_id ■ reason_id ■ action_id ■ source_code ■ source_code_id See "Activity Record Type" on page 2-41 for the record specification.

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–19 Update Activity OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

2.3.6 Update Activity Duration

This procedure updates the current activities *end_date_time* and *duration* with values supplied by the calling application.

Procedure Specification

```
PROCEDURE Update_ActivityDuration
(
  p_api_version          in    number,
  p_init_msg_list       in    varchar2  default fnd_api.g_false,
  p_commit              in    varchar2  default fnd_api.g_false,
  p_resp_appl_id       in    number    default null,
  p_resp_id            in    number    default null,
  p_user_id            in    number,
  p_login_id           in    number    default null,
  x_return_status      out    varchar2,
  x_msg_count          out    number,
  x_msg_data           out    varchar2,
  p_activity_id       in    number,
  p_end_date_time     in    date,
  p_duration          in    number
);
```

Current Version

1.0

Parameter Descriptions

In the Update APIs, columns which have passed-in values corresponding to the *G_MISS_X* constants are *not* updated.

The following table describes the IN parameters associated with this API.

Table 2–20 Update Activity Duration IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	Optional*	Responsibility identifier
p_user_id	NUMBER	Optional*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_activity_id	NUMBER		Activity identifier. This number corresponds to a certain activity.
p_start_date_time	DATE		If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.
p_end_date_time	DATE		End date time. Time in date format at the end of the transaction.
p_duration	NUMBER		Duration. Time difference between the end_date_time and the start_date_time converted to seconds.

¹ The application ID, responsibility ID, and user ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–21 Update Activity Duration OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.

Table 2–21 Update Activity Duration OUT Parameters

Parameter	Data Type	Description
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

2.3.7 Open Media Item

This procedure creates a media item record in table JTF_IH_MEDIA_ITEMS. The state of the media item remains open upon completion of the API call.

Procedure Specification

```

PROCEDURE Open_MediaItem
(
    p_api_version    in    number,
    p_init_msg_list  in    varchar2          default fnd_api.g_false,
    p_commit         in    varchar2          default fnd_api.g_false,
    p_resp_appl_id  in    number            default null,
    p_resp_id       in    number            default null,
    p_user_id       in    number,
    p_login_id      in    number            default null,
    x_return_status out    varchar2,
    x_msg_count     out    number,
    x_msg_data      out    varchar2,
    p_media_rec     in    media_rec_type,
    x_media_id      out    number
);
    
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–22 Open Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.

Table 2–22 Open Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_media	media_rec_type		<p>Enumerates the elements that comprise a media record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time <p>If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.</p> ■ end_date_time <p>See "Media Item Record Type" on page 2-42 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–23 Open Media Item OUT Parameter

Parameter	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_activity_id	NUMBER	Corresponds to the sequence generated record for the media item created.

2.3.8 Update Media Item

This procedure updates the current media item with values supplied by the calling application. The state of the media item remains open upon completion of the API call. For this to be a valid operation, the *media_id* update state must be active (ACTIVE= 'Y').

This procedure only updates columns with valid values. All input values must be valid as the procedure does not perform a partial update.

Procedure Specification

```
PROCEDURE Update_MediaItem
(
  p_api_version    in      number,
  p_init_msg_list  in      varchar2      default fnd_api.g_false,
  p_commit         in      varchar2      default fnd_api.g_false,
  p_resp_appl_id  in      number         default null,
  p_resp_id       in      number         default null,
  p_user_id       in      number,
  p_login_id      in      number         default null,
  x_return_status out      varchar2,
  x_msg_count     out      number,
  x_msg_data      out      varchar2,
  p_media_rec     in      media_rec_type
);
```

Current Version

1.0

Parameter Descriptions

In the Update APIs, columns which have passed-in values corresponding to the *G_MISS_X* constants are **not** updated.

The following table describes the IN parameters associated with this API.

Table 2–24 Update Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.

Table 2–24 Update Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No	Corresponds to the column USER_ID in the table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No*	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_media	media_rec_type		<p>Enumerates the elements that comprise a media record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time <p>If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.</p> ■ end_date_time <p>See "Media Item Record Type" on page 2-42 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–25 Update Media Item OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

2.3.9 Close Media Item

This procedure sets the state of the current media item and its associated media lifecycle to CLOSE. For this to be a valid operation, the *media_id* update state must be active (ACTIVE= 'Y').

The record set, media item and associated *milcs_id(s)* are now considered to be historical records. They are now immutable and can no longer be updated or changed.

Procedure Specification

```
PROCEDURE Close_MediaItem
(
  p_api_version    in      number,
  p_init_msg_list  in      varchar2      default fnd_api.g_false,
  p_commit         in      varchar2      default fnd_api.g_false,
  p_resp_appl_id   in      number        default null,
  p_resp_id        in      number        default null,
  p_user_id        in      number,
  p_login_id       in      number        default null,
  x_return_status  out     varchar2,
  x_msg_count      out     number,
  x_msg_data       out     varchar2,
  p_media_rec      in      media_rec_type
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–26 Close Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.

Table 2–26 Close Media Item IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_media	media_rec_type	Yes	<p>Enumerates the elements that comprise a media record.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time <p>If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.</p> ■ end_date_time <p>If the <i>end_date_time</i> parameter is not supplied at the time that the <i>Close_MediaItem</i> API is invoked, then <i>sysdate</i> is inserted in its place.</p> <p>See "Media Item Record Type" on page 2-42 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–27 Close Media Item OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

2.3.10 Add Media Lifecycle

This procedure performs the following tasks:

- It creates a media lifecycle record in table JTF_IH_MEDIA_ITEM_LC_SEGS that is associated with a media item passed to it by the calling application. The state of the media item and associated media lifecycle remain open.
- It returns a sequence generated *milcs_id* number.

For this to be a valid operation, the *media_id* update state must be active (ACTIVE='Y').

All parameter values passed-in must be valid. The procedure does not create a record with a partial set of valid values.

Procedure Specification

PROCEDURE Add_MediaLifecycle

```
(
  p_api_version    in      number,
  p_init_msg_list  in      varchar2      default fnd_api.g_false,
  p_commit         in      varchar2      default fnd_api.g_false,
  p_resp_appl_id  in      number         default null,
  p_resp_id       in      number         default null,
  p_user_id       in      number,
  p_login_id      in      number         default null,
  x_return_status out      varchar2,
  x_msg_count     out      number,
  x_msg_data      out      varchar2,
  p_media_lc_rec  in      media_lc_rec_type,
  x_milcs_id      out      number
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–28 Add Media Lifecycle IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.

Table 2–28 Add Media Lifecycle IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_media_lc_rec_type	media_lc_rec_type		<p>Composite record that enumerates the elements that comprise a media lifecycle.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time <p>If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.</p> ■ end_date_time <p>See "Media Item Lifecycle Record Type" on page 2-43 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–29 Add Media Lifecycle OUT Parameter

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

Table 2–29 Add Media Lifecycle OUT Parameter

Parameter	Data Type	Description
x_milcs_id	NUMBER	Corresponds to the sequence generated media lifecycle identifier for the record created.

2.3.11 Update Media Lifecycle

This procedure updates the current media lifecycle in table JTF_IH_MEDIA_ITEM_LC_SEGS that is associated with the media item (with state OPEN) passed to it by the calling application. The state of the media item and the state of the media lifecycle remain open upon completion of the API call.

All parameter values passed-in must be valid. This procedure does not update a record with a partial set of valid values.

Procedure Specification

```
PROCEDURE Update_MediaLifecycle
(
  p_api_version    in    number,
  p_init_msg_list  in    varchar2      default fnd_api.g_false,
  p_commit         in    varchar2      default fnd_api.g_false,
  p_resp_appl_id  in    number         default null,
  p_resp_id       in    number         default null,
  p_user_id       in    number,
  p_login_id      in    number         default null,
  x_return_status out    varchar2,
  x_msg_count     out    number,
  x_msg_data      out    varchar2,
  p_media_lc_rec  in    media_lc_rec_type
);
```

Current Version

1.0

Parameter Descriptions

In the Update APIs, columns which have passed-in values corresponding to the *G_MISS_X* constants are **not** updated.

The following table describes the IN parameters associated with this API.

Table 2–30 Update Media Lifecycle IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_media_lc_rec	media_lc_rec_type	Yes	<p>Composite record that enumerates the elements that comprise a media lifecycle.</p> <p>The following record parameters are always validated:</p> <ul style="list-style-type: none"> ■ start_date_time <p>If the <i>start_date_time</i> parameter is not supplied, then <i>sysdate</i> is inserted in its place.</p> ■ end_date_time <p>See "Media Item Lifecycle Record Type" on page 2-43 for the record specification.</p>

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–31 Update Media Lifecycle OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

Table 2–31 Update Media Lifecycle OUT Parameters

Parameter	Data Type	Description
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

2.4 Counting APIs

The counting APIs consist of the following procedures:

- [Get Interaction Activity Count](#)
- [Get Interaction Count](#)

2.4.1 Get Interaction Activity Count

This procedure retrieves the interaction and activity count from table JTF_IH_ACTIVITIES based on the input parameters.

Procedure Specification

```
PROCEDURE Get_InteractionActivityCount
(
  p_api_version      in      number,
  p_init_msg_list    in      varchar2      default fnd_api.g_false,
  p_resp_appl_id     in      number        default null,
  p_resp_id          in      number        default null,
  p_user_id          in      number,
  p_login_id         in      number        default null,
  x_return_status    out     varchar2,
  x_msg_count        out     number,
  x_msg_data         out     varchar2,
  p_outcome_id       in      number,
  p_result_id        in      number,
  p_reason_id        in      number,
  p_script_id        in      number,
  p_media_id         in      number,
  x_activity_count   out     number
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–32 Get Interaction Activity Count IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_outcome_id	NUMBER	No	Outcome identifier. The number corresponds to a certain outcome.
p_result_id	NUMBER	No	Result identifier. The number corresponds to a certain result.
p_reason_id	NUMBER	No	Reason identifier. The number corresponds to certain reasons.

¹ The Application ID, Responsibility ID, and User ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–33 Get Interaction Activity Count OUT Parameters

Parameter	Data Type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

Table 2–33 Get Interaction Activity Count OUT Parameters

Parameter	Data Type	Description
x_activity_count	NUMBER	Corresponds to the number of interactions and activities found that match the search criteria.

2.4.2 Get Interaction Count

This procedure retrieves the interaction count from table JTF_IH_INTERACTIONS based on the input parameters.

Procedure Specification

```
PROCEDURE Get_InteractionCount
(
  p_api_version          in    number,
  p_init_msg_list        in    varchar2          default fnd_api.g_false,
  p_resp_appl_id         in    number           default null,
  p_resp_id              in    number           default null,
  p_user_id              in    number,
  p_login_id             in    number           default null,
  x_return_status        out   varchar2,
  x_msg_count            out   number,
  x_msg_data             out   varchar2,
  p_outcome_id           in    number,
  p_result_id            in    number,
  p_reason_id            in    number,
  p_attribute1           in    varchar2         default null,
  p_attribute2           in    varchar2         default null,
  p_attribute3           in    varchar2         default null,
  p_attribute4           in    varchar2         default null,
  p_attribute5           in    varchar2         default null,
  p_attribute6           in    varchar2         default null,
  p_attribute7           in    varchar2         default null,
  p_attribute8           in    varchar2         default null,
  p_attribute9           in    varchar2         default null,
  p_attribute10          in    varchar2         default null,
  p_attribute11          in    varchar2         default null,
  p_attribute12          in    varchar2         default null,
  p_attribute13          in    varchar2         default null,
  p_attribute14          in    varchar2         default null,
  p_attribute15          in    varchar2         default null,
  p_attribute_category   in    varchar2         default null,
  x_interaction_count    out   number
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 2–34 Get Interaction Count IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resp_appl_id	NUMBER	No ¹	Application identifier
p_resp_id	NUMBER	No*	Responsibility identifier
p_user_id	NUMBER	No*	Corresponds to the column USER_ID in table FND_USER, and identifies the Oracle Applications user.
p_login_id	NUMBER	No	Corresponds to the column LOGIN_ID in table FND_LOGINS, and identifies the login session.
p_outcome_id	NUMBER	No	Outcome identifier. The number corresponds to a certain outcome.
p_result_id	NUMBER	No	Result identifier. The number corresponds to a certain result.
p_reason_id	NUMBER	No	Reason identifier. The number corresponds to certain reasons.
p_attribute1	VARCHAR2(150)	No ²	Customer flex field segment.
p_attribute2	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute3	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute4	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute5	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute6	VARCHAR2(150)	No**	Customer flex field segment.

Table 2–34 Get Interaction Count IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_attribute7	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute8	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute9	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute10	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute11	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute12	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute13	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute14	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute15	VARCHAR2(150)	No**	Customer flex field segment.
p_attribute_category	VARCHAR2(30)	No	

¹ The application ID, responsibility ID, and user ID determine which profile values are used as defaults. Those items marked with an asterisk also follow these guidelines.

² You must pass in segment IDs for none or all descriptive flexfield columns that might be used in the descriptive flexfield. Those items marked with two asterisks also follow these guidelines.

The following table describes the OUT parameters associated with this API.

Table 2–35 Get Interaction Count OUT Parameter

Name	Data Type	Description
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_interaction_count	NUMBER	Corresponds to the number of interactions found.

2.5 Data Structure Specifications

The following data structures are used by the Interaction History APIs:

- [Interaction Record Type](#)

- [Activity Record Type](#)
- [Media Item Record Type](#)
- [Media Item Lifecycle Record Type](#)

Nested Record Types

PL/SQL record types are used in all open, add, and close Interaction History APIs. In certain cases, nested record types are used as well.

For example, in the *Create_Interaction* API:

- Input parameter *p_activities* is a record of type *activity_tbl_type*.
- In turn, *activity_tbl_type* contains a record of type *activity_rec_type* as one of its elements.

Using nested data structures in this fashion enables the calling API to pass one or more activities to an Interaction History creation API.

2.5.1 Interaction Record Type

This composite record type enumerates all the elements that represent an interaction record. This business entity represents a contact point between a customer, customer system, or potential customer and a single human or automated agent.

Record Specification

```
TYPE interaction_rec_type IS RECORD
(
  interaction_id           number           :=fnd_api.g_miss_num,
  reference_form          varchar2(1000)   :=fnd_api.g_miss_char,
  follow_up_action        varchar2(80)     :=fnd_api.g_miss_char,
  duration                number          :=fnd_api.g_miss_num,
  inter_interaction_duration number        :=fnd_api.g_miss_num,
  non_productive_time_amount number       :=fnd_api.g_miss_num,
  preview_time_amount     number          :=fnd_api.g_miss_num,
  productive_time_amount  number          :=fnd_api.g_miss_num,
  start_date_time         date            :=fnd_api.g_miss_date,
  wrapup_time_amount     number          :=fnd_api.g_miss_num,
  handler_id             number          :=fnd_api.g_miss_num,
  script_id              number          :=fnd_api.g_miss_num,
  outcome_id             number          :=fnd_api.g_miss_num,
  result_id              number          :=fnd_api.g_miss_num,
  reason_id              number          :=fnd_api.g_miss_num,
```

```

resource_id          number          :=fnd_api.g_miss_num,
party_id            number          :=fnd_api.g_miss_num,
parent_id           number          :=fnd_api.g_miss_num,
object_id           number          :=fnd_api.g_miss_num,
object_type         varchar2(30)    :=fnd_api.g_miss_char,
source_code_id      number          :=fnd_api.g_miss_num,
source_code         varchar2(30)    :=fnd_api.g_miss_char,
attribute1          varchar2(150)   :=fnd_api.g_miss_char,
attribute2          varchar2(150)   :=fnd_api.g_miss_char,
attribute3          varchar2(150)   :=fnd_api.g_miss_char,
attribute4          varchar2(150)   :=fnd_api.g_miss_char,
attribute5          varchar2(150)   :=fnd_api.g_miss_char,
attribute6          varchar2(150)   :=fnd_api.g_miss_char,
attribute7          varchar2(150)   :=fnd_api.g_miss_char,
attribute8          varchar2(150)   :=fnd_api.g_miss_char,
attribute9          varchar2(150)   :=fnd_api.g_miss_char,
attribute10         varchar2(150)   :=fnd_api.g_miss_char,
attribute11         varchar2(150)   :=fnd_api.g_miss_char,
attribute12         varchar2(150)   :=fnd_api.g_miss_char,
attribute13         varchar2(150)   :=fnd_api.g_miss_char,
attribute14         varchar2(150)   :=fnd_api.g_miss_char,
attribute15         varchar2(150)   :=fnd_api.g_miss_char,
attribute_category  varchar2(30)    :=fnd_api.g_miss_char
);

```

2.5.2 Activity Record Type

This composite record type enumerates all elements that represent an activity record. This business entity can be associated with the business functions performed during an interaction.

Record Specification

```

TYPE activity_rec_type IS RECORD
(
    activity_id          number          :=fnd_api.g_miss_num,
    duration            number          :=fnd_api.g_miss_num,
    cust_account_id     number          :=fnd_api.g_miss_num,
    cust_org_id         number          :=fnd_api.g_miss_num,
    role                varchar2(240)   :=fnd_api.g_miss_char,
    start_date_time     date            :=fnd_api.g_miss_date,
    task_id            number          :=fnd_api.g_miss_num,
    doc_id             number          :=fnd_api.g_miss_num,
    doc_ref            varchar2(30)     :=fnd_api.g_miss_char,

```

```
doc_source_object_name    varchar2(80)    :=fnd_api.g_miss_char,
media_id                  number         :=fnd_api.g_miss_num,
action_item_id            number         :=fnd_api.g_miss_num,
interaction_id             number         :=fnd_api.g_miss_num,
outcome_id                number         :=fnd_api.g_miss_num,
result_id                 number         :=fnd_api.g_miss_num,
reason_id                 number         :=fnd_api.g_miss_num,
description                varchar2(1000) :=fnd_api.g_miss_char,
action_id                 number         :=fnd_api.g_miss_num,
interaction_action_type    varchar2(240)   :=fnd_api.g_miss_char,
object_id                 number         :=fnd_api.g_miss_num,
object_type               varchar2(30)    :=fnd_api.g_miss_char,
source_code_id            number         :=fnd_api.g_miss_num,
source_code               varchar2(30)   :=fnd_api.g_miss_char
);
```

2.5.3 Media Item Record Type

This composite record type enumerates all elements that represent a media record. This business entity can be generated by a customer, by the system, or an application.

Record Specification

```
TYPE media_rec_type IS RECORD
(
  media_id                number         :=fnd_api.g_miss_num,
  source_id               number         :=fnd_api.g_miss_num,
  direction                varchar2(240) :=fnd_api.g_miss_char,
  duration                 number         :=fnd_api.g_miss_num,
  interaction_performed    varchar2(240) :=fnd_api.g_miss_char,
  start_date_time          date          :=fnd_api.g_miss_date,
  media_data               varchar2(80)  :=fnd_api.g_miss_char,
  source_item_create_date_time date      :=fnd_api.g_miss_date,
  source_item_id           number         :=fnd_api.g_miss_num,
  media_item_type          varchar2(80)  :=fnd_api.g_miss_char,
  media_item_ref           varchar2(240) :=fnd_api.g_miss_char
);
```

2.5.4 Media Item Lifecycle Record Type

This composite record type enumerates all elements that represent a media lifecycle record. This business entity unit represents a unit of time associated with the handling of a media item.

Record Specification

```
TYPE media_lc_rec_type IS RECORD
(
  start_date_time          date           :=fnd_api.g_miss_date,
  type_type                varchar2(80)   :=fnd_api.g_miss_char,
  type_id                  number         :=fnd_api.g_miss_num,
  duration                 number         :=fnd_api.g_miss_num,
  milcs_id                 number         :=fnd_api.g_miss_num,
  milcs_type_id            number         :=fnd_api.g_miss_num,
  media_id                 number         :=fnd_api.g_miss_num,
  handler_id               number         :=fnd_api.g_miss_num,
  resource_id              number         :=fnd_api.g_miss_num,
  milcs_code                varchar2(80)   :=fnd_api.g_miss_char
);
```

2.6 Messages and Notifications

The following APIs contained in package JTF_IH_PUB generate messages and notifications as needed:

- [Create Interaction](#)
- [Open Interaction](#)
- [Update Interaction](#)
- [Close Interaction](#)
- [Add Activity](#)
- [Update Activity](#)
- [Open Media Item](#)
- [Close Media Item](#)
- [Add Media Lifecycle](#)

Note: It is not required that all status notifications provide a number identifier along with the message, although, in many cases, it is provided.

2.6.1 JTF_IH_PUB

Create Interaction

The following [Table 2–36, "Create Interaction Messages"](#) lists the messages and notifications that the Create Interaction API can generate.

Table 2–36 Create Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for party_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for resource_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for party_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for resource_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for handler_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for outcome_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for result_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for reason_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for action_id is invalid.

Table 2–36 Create Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for script_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for source_code_id set and source_code not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for source_code set and source_code_id not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for interaction_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for non_production_time_ amount.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for interaction is not active.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for activity_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for action_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for activity is not active.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Create_Interaction): The value <parameter value> for cust_account_id is invalid.

Open Interaction

The following [Table 2–37, "Open Interaction Messages"](#) lists the messages and notifications that the Open Interaction API can generate.

Table 2–37 Open Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for party_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for resource_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for party_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for resource_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for handler_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for outcome_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for result_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for reason_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for action_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for script_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for source_code_id set and source_code not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for source_code set and source_code_id not set is invalid.

Table 2–37 Open Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for interaction_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for non_production_time_amount.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_Interaction): The value <parameter value> for interaction is not active.

Update Interaction

The following [Table 2–38, "Update Interaction Messages"](#) lists the messages and notifications that the Update Interaction API can generate.

Table 2–38 Update Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for party_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for resource_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for party_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for resource_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for handler_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for outcome_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for result_id is invalid.

Table 2–38 Update Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for reason_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for action_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for script_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for source_code_id set and source_code not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for source_code set and source_code_id not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for interaction_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for non_production_time_ amount.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Interaction): The value <parameter value> for interaction is not active.

Close Interaction

The following [Table 2–39, "Close Interaction Messages"](#) lists the messages and notifications that the Close Interaction API can generate.

Table 2–39 Close Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for party_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for resource_id touchpoint1_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for party_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for resource_id touchpoint2_type is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for handler_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for outcome_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for result_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for reason_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for action_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for script_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for source_code_id set and source_code not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for source_code set and source_code_id not set is invalid.

Table 2–39 Close Interaction Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for interaction_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for non_production_time_amount.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_Interaction): The value <parameter value> for interaction is not active.

Add Activity

The following [Table 2–40, "Add Activity Messages"](#) lists the messages and notifications that the Add Activity API can generate.

Table 2–40 Add Activity Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for outcome_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for result_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for reason_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for action_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for source_code_id set and source_code not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for source_code set and source_code_id not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for end_date_time is invalid.

Table 2–40 Add Activity Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for activity_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for cust_account_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Activity): The value <parameter value> for active is not active.

Update Activity

The following [Table 2–41, "Update Activity Messages"](#) lists the messages and notifications that the Update Activity API can generate.

Table 2–41 Update Activity Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for outcome_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for result_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for reason_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for action_item_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for action_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for source_code_id set and source_code not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for source_code set and source_code_id not set is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for end_date_time is invalid.

Table 2–41 Update Activity Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for activity_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for cust_account_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_Activity): The value <parameter value> for active is not active.

Open Media Item

The following [Table 2–42, "Open Media Item Messages"](#) lists the messages and notifications that the Open Media Item API can generate.

Table 2–42 Open Media Item Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Open_MediaItem): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Open_MediaItem): The value <parameter value> for media_item_type is invalid.

Update Media Item

The following [Table 2–43, "Update Media Item Messages"](#) lists the messages and notifications that the Update Media Item API can generate.

Table 2–43 Update Media Item Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Update_MediaItem): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Update_MediaItem): The value <parameter value> for media_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Update_MediaItem): The value <parameter value> for media_item_type is invalid.

Close Media Item

The following [Table 2–44, "Close Media Item Messages"](#) lists the messages and notifications that the Close Media Item API can generate.

Table 2–44 Close Media Item Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Close_MediaItem): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Close_MediaItem): The value <parameter value> for media_id is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Close_MediaItem): The value <parameter value> for media_item_type is invalid.

Add Media Lifecycle

The following [Table 2–45, "Add Media Lifecycle Messages"](#) lists the messages and notifications that the Add Media Lifecycle API can generate.

Table 2–45 Add Media Lifecycle Messages

Type	Name	Text
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB.Add_Medialifecycle): The value <parameter value> for end_date_time is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Add_Medialifecycle): The value <parameter value> for milcs_code is invalid.
E	JTF_API_ALL_INVALID_ARGUMENT	API Programming Error (JTF_IH_PUB. Add_Medialifecycle): The value <parameter value> for milcs_type_id is invalid.

Resource Manager Public APIs

Resource Manager provides the CRM modules with a common framework for importing, defining and viewing resources, creating teams and groups, and organizing resources within those teams and groups. Resource Manager acts as the central repository and provides a consistent API interface for working resources.

3.1 Resource Manager Public Packages

There are three public Resource Manager packages:

- [Package JTF_RESOURCES_PUB](#)
- [Package JTF_RS_GROUPS_PUB](#)
- [Package JTF_RS_SALESREPS_PUB](#)

Package JTF_RESOURCES_PUB

All public procedures (APIs) relating to creating a resource are stored in package JTF_RESOURCES_PUB. This package contains the following procedures:

- [Create Resource](#)
- [Update Resource](#)

Package JTF_RS_GROUPS_PUB

All public procedures (APIs) relating to creating a resource group are stored in package JTF_RS_GROUPS_PUB. This package contains the following procedures:

- [Create Resource Group](#)
- [Update Resource Group](#)

Package JTF_RS_SALESREPS_PUB

All public procedures (APIs) relating to creating a Salesperson are stored in package JTF_RS_SALESREPS_PUB. This package contains the following procedures:

- [Create SalesRep](#)
- [Update SalesRep](#)

3.1.1 Resource Manager Public APIs

The following table describes the public APIs which are discussed in this chapter.

Table 3–1 Resource Manager Public APIs

Parameter	Description
Create Resource	Used to create all categories of resources like Employee, Party, Supplier Contact, and Other.
Update Resource	Used to update resource attributes like Resource Name, Start Date, End Date, and User Identifier.
Create Resource Group	Used to create a Resource Group.
Update Resource Group	Used to update Resource Group attributes like Group Name, Group Description, Start and End Date effectively.
Create SalesRep	Used to create a resource of type SalesRep that can be used by resources created using the Create Resource API.
Update SalesRep	Used to update SalesRep attributes like SalesRep Number, Sales Credit Type, Start and End Date effectively.

3.2 Package JTF_RESOURCES_PUB

This package contains the following procedures:

- [Create Resource](#)
- [Update Resource](#)

3.2.1 Create Resource

This API is used to create all categories of resources like Employee, Party, Supplier Contact, and Other. The API first verifies that the resource does not already exist in the Resources table before creating it. From this API, you can insert resource information into Call Center, Compensation, and the Account Receivables tables.

Procedure Specification

```

PROCEDURE create_resource
(
  p_api_version      in number,
  p_init_msg_list    in varchar2 default fnd_api.g_false,
  p_commit           in varchar2 default fnd_api.g_false,
  p_category         in jtf_rs_resource_extns.category%type,
  p_source_id        in jtf_rs_resource_extns.source_id%type          default null,
  p_address_id       in jtf_rs_resource_extns.address_id%type        default null,
  p_contact_id       in jtf_rs_resource_extns.contact_id%type        default null,
  p_managing_emp_id  in jtf_rs_resource_extns.managing_employee_id%type default null,
  p_managing_emp_num in per_employees_current_x.employee_num%type    default null,
  p_start_date_active in jtf_rs_resource_extns.start_date_active%type,
  p_end_date_active  in jtf_rs_resource_extns.end_date_active%type   default null,
  p_time_zone        in jtf_rs_resource_extns.time_zone%type        default null,
  p_cost_per_hr      in jtf_rs_resource_extns.cost_per_hr%type       default null,
  p_primary_language in jtf_rs_resource_extns.primary_language%type  default null,
  p_secondary_language in jtf_rs_resource_extns.secondary_language%type default null,
  p_support_site_id  in jtf_rs_resource_extns.support_site_id%type   default null,
  p_ies_agent_login  in jtf_rs_resource_extns.ies_agent_login%type   default null,
  p_server_group_id  in jtf_rs_resource_extns.server_group_id%type   default null,
  p_interaction_center_name in varchar2                               default null,
  p_assigned_to_group_id in jtf_rs_resource_extns.assigned_to_group_id%type default null,
  p_cost_center       in jtf_rs_resource_extns.cost_center%type      default null,
  p_charge_to_cost_center in jtf_rs_resource_extns.charge_to_cost_center%type default null,
  p_comp_currency_code in jtf_rs_resource_extns.compensation_currency_code%type
                                                                default null,
  p_commissionable_flag in jtf_rs_resource_extns.commissionable_flag%type default 'y',
  p_hold_reason_code  in jtf_rs_resource_extns.hold_reason_code%type  default null,
  p_hold_payment      in jtf_rs_resource_extns.hold_payment%type      default 'n',
  p_comp_service_team_id in jtf_rs_resource_extns.comp_service_team_id%type default null,
  p_user_id           in jtf_rs_resource_extns.user_id%type          default null,
  p_transaction_number in jtf_rs_resource_extns.transaction_number%type default null,
  x x_return_status    out varchar2,
  x_msg_count          out number,
  x_msg_data           out varchar2,
  x_resource_id        out jtf_rs_resource_extns.resource_id%type,
  x_resource_number    out jtf_rs_resource_extns.resource_number%type
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 3–2 Create Resource IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resource_category	JTF_RESOURCE_EXTN. RESOURCE_CATEGORY%TYPE	Yes	Resource category
p_employee_person_id	JTF_RESOURCE_EXTN. EMPLOYEE_PERSON_ID %TYPE		Employee identifier
p_partner_customer_id	JTF_RESOURCE_EXTN. PARTNER_CUSTOMER_ID %TYPE		Sales Partner identifier
p_partner_address_id	JTF_RESOURCE_EXTN. PARTNER_ADDRESS_ID %TYPE		Sales Partner Address identifier
p_partner_contact_id	JTF_RESOURCE_EXTN. PARTNER_CONTACT_ID %TYPE		Sales Partner Contact identifier
p_vendor_id	JTF_RESOURCE_EXTN. VENDOR_ID %TYPE		Vender identifier
time_zone	JTF_RESOURCE_EXTN. VENDOR_ID %TYPE		Time Zone
cost_per_hr	JTF_RESOURCE_EXTN. COST_PER_HR %TYPE		Cost Per Hour
primary_language	JTF_RESOURCE_EXTN. PRIMARY_LANGUAGE %TYPE		Primary Language
secondary_language	JTF_RESOURCE_EXTN. SECONDARY_LANGUAGE %TYPE		Secondary Language
support_site	JTF_RESOURCE_EXTN. SUPPORT_SITE %TYPE		Support Site
active_flag	JTF_RESOURCE_EXTN. ACTIVE_FLAG %TYPE		Indicates resource is active.

Table 3–2 Create Resource IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_support_site_id	JTF_RESOURCE_EXTN.SUPPORT_SITE_ID		PL/SQL table for Compensation parameters.
p_ies_agent_login	JTF_RESOURCE_EXTN.IES_AGENT_LOGIN		PL/SQL table for Call Center parameters.
p_comp_currency_code	JTF_RESOURCE_EXTN.COMPENSATION_CURRENCY_CODE		PL/SQL table for Accounts Receivable parameters.

The following table describes the OUT parameters associated with this API.

Table 3–3 Create Resource OUT Parameters

Parameter	Data type	Description
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_resource_id	JTF_RESOURCE_EXTN.RESOURCE_ID %TYPE	Returns the Resource identifier.

3.2.2 Update Resource

This API is used to update resource attributes like Resource Name, Start Date, End Date, and User ID. The API first verifies that the resource already exists in the Resources table before attempting to update it. From this API, you can update resource information in the Call Center, Compensation, and the Account Receivables tables.

Procedure Specification

```
PROCEDURE update_resource
(
  p_api_version          in number,
  p_init_msg_list       in varchar2 default fnd_api.g_false,
  p_commit              in varchar2 default fnd_api.g_false,
  p_resource_id         in jtf_rs_resource_extns.resource_id%type,
  p_resource_number     in jtf_rs_resource_extns.resource_number%type,
  p_managing_emp_id     in jtf_rs_resource_extns.managing_employee_id%type default null,
  p_managing_emp_num   in per_employees_current_x.employee_num%type default null,
  p_start_date_active  in jtf_rs_resource_extns.start_date_active%type,
```

```

p_end_date_active      in jtf_rs_resource_extns.end_date_active%type      default null,
p_time_zone           in jtf_rs_resource_extns.time_zone%type           default null,
p_cost_per_hr         in jtf_rs_resource_extns.cost_per_hr%type         default null,
p_primary_language    in jtf_rs_resource_extns.primary_language%type    default null,
p_secondary_language  in jtf_rs_resource_extns.secondary_language%type  default null,
p_support_site_id     in jtf_rs_resource_extns.support_site_id%type     default null,
p_ies_agent_login     in jtf_rs_resource_extns.ies_agent_login%type    default null,
p_server_group_id     in jtf_rs_resource_extns.server_group_id%type    default null,
p_assigned_to_group_id in jtf_rs_resource_extns.assigned_to_group_id%type default null,
p_cost_center         in jtf_rs_resource_extns.cost_center%type        default null,
p_charge_to_cost_center in jtf_rs_resource_extns.charge_to_cost_center%type default null,
p_comp_currency_code  in jtf_rs_resource_extns.compensation_currency_code%type default null,
p_commissionable_flag in jtf_rs_resource_extns.commissionable_flag%type default 'y',
p_hold_reason_code    in jtf_rs_resource_extns.hold_reason_code%type    default null,
p_hold_payment        in jtf_rs_resource_extns.hold_payment%type        default 'n',
p_comp_service_team_id in jtf_rs_resource_extns.comp_service_team_id%type default null,
p_user_id             in jtf_rs_resource_extns.user_id%type             default null,
x_return_status       out varchar2,
x_msg_count           out number,
x_msg_data            out varchar2,
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 3–4 Update Resource IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_reference_id	JTF_RESOURCE_EXTN.RESOURCE_ID %TYPE	Yes	The reference identifier is validated for existence in JTF_RS_RESOURCE_EXTNS.
p_resource_category	JTF_RESOURCE_EXTN.RESOURCE_ CATEGORY%TYPE	Yes	Resource category

Table 3–4 Update Resource IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_employee_person_id	JTF_RESOURCE_EXTN.EMPLOYEE_PERSON_ID %TYPE		Employee Identifier This parameter is validated against table PER_ALL_PEOPLE_F
p_partner_customer_id	JTF_RESOURCE_EXTN.PARTNER_CUSTOMER_ID %TYPE		Sales Partner identifier
p_partner_address_id	JTF_RESOURCE_EXTN.PARTNER_ADDRESS_ID %TYPE		Address identifier
p_partner_contact_id	JTF_RESOURCE_EXTN.PARTNER_CONTACT_ID %TYPE		Contact information
p_vendor_id	JTF_RESOURCE_EXTN.VENDOR_ID %TYPE		Vender details
time_zone	JTF_RESOURCE_EXTN.VENDOR_ID %TYPE		Time Zone
cost_per_hr	JTF_RESOURCE_EXTN.COST_PER_HR %TYPE		Cost Per Hour
primary_language	JTF_RESOURCE_EXTN.PRIMARY_LANGUAGE %TYPE		Primary Language
secondary_language	JTF_RESOURCE_EXTN.SECONDARY_LANGUAGE %TYPE		Secondary Language
support_site	JTF_RESOURCE_EXTN.SUPPORT_SITE %TYPE		Support Site
active_flag	JTF_RESOURCE_EXTN.ACTIVE_FLAG %TYPE		Indicates resource is active.
p_support_site_id	JTF_RESOURCE_EXTN.SUPPORT_SITE_ID		PL/SQL table for Compensation parameters.
p_ies_agent_login	JTF_RESOURCE_EXTN.IES_AGENT_LOGIN		PL/SQL table for Call Center parameters.
p_comp_currency_code	JTF_RESOURCE_EXTN.COMPENSATION_CURRENCY_CODE		PL/SQL table for Accounts Receivable parameters.

The following table describes the OUT parameters associated with this API.

Table 3–5 Update Resource OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

3.3 Package JTF_RS_GROUPS_PUB

This package contains the following procedures:

- [Create Resource Group](#)
- [Update Resource Group](#)

3.3.1 Create Resource Group

This API is used to create a Resource Group. It also generates the *group_id* number and calls *create_group_members*.

Note: The table *group_memb_tbl* is of type *jtf_rs_group_members%row-type*.

Procedure Specification

```
PROCEDURE create_resource_group
(
  p_api_version          in    number,
  p_init_msg_list       in    varchar2  default fnd_api.g_false,
  p_commit              in    varchar2  default fnd_api.g_false,
  p_group_name         in    jtf_rs_groups_vl.group_name%type,
  p_group_desc        in    jtf_rs_groups_vl.group_desc%type          default null,
  p_exclusive_flag    in    jtf_rs_groups_vl.exclusive_flag%type    default 'n',
  p_email_address     in    jtf_rs_groups_vl.email_address%type     default null,
  p_start_date_active in    jtf_rs_groups_vl.start_date_active%type,
  p_end_date_active   in    jtf_rs_groups_vl.end_date_active%type   default null,
  p_accounting_code   in    jtf_rs_groups_vl.accounting_code%type   default null,
  x_return_status     out    varchar2,
  x_msg_count         out    number,
  x_msg_data          out    varchar2,
```

```

x_group_id          out  jtf_rs_groups_v1.group_id%type,
x_group_number      out  jtf_rs_groups_v1.group_number%type
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 3–6 Create Resource Group IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_usage	JTF_RS_GROUPS.USAGE%TYPE	Yes	Which module the group is created.
p_group_name	JTF_RS_GROUPS.GROUP_NAME%TYPE	Yes	Name of resource group.
p_exclusive_flag	JTF_RS_GROUPS.EXCLUSIVE_FLAG%TYPE	Yes	Checked for either 'Y' or 'N'.
p_parent_group_id	JTF_RS_GROUPS.PARENT_GROUP_ID %TYPE	Yes	Parent group for this group.
p_start_date_active	JTF_RS_GROUPS.START_DATE_ACTIVE%TYPE		Date on which the group identifier is enabled.
p_end_date_active	JTF_RS_GROUPS.END_DATE_ACTIVE%TYPE		Date after which the group identifier is disabled.
p_manager_id	JTF_RS_GROUPS.MANAGER_ID%TYPE		Group Manager identifier (Foreign Key to JTF_RESOURCE_EXTN).
p_manager_person_id	JTF_RS_GROUPS.MANAGER_PERSON_ID %TYPE		Group Manager person identifier.

Table 3–6 Create Resource Group IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_accounting_code	JTF_RS_GROUPS.ACCOUNTING_CODE%TYPE		Account Code. For internal use only.
p_active_flag	JTF_RS_GROUPS.ACTIVE_FLAG%TYPE		Indicates whether this group is active or not.
p_group_member_tbl	group_memb_tbl		PL/SQL table for Group Member Records.

The following table describes the OUT parameters associated with this API.

Table 3–7 Create Resource OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

3.3.2 Update Resource Group

This API is used to update resource group attributes like Group Name, Group Description, Start and End Date effectivity.

Procedure Specification

```
PROCEDURE update_resource_group
(
  p_api_version          in number,
  p_init_msg_list       in varchar2                default fnd_api.g_false,
  p_commit              in varchar2                default fnd_api.g_false,
  p_group_id            in jtf_rs_groups_vl.group_id%type,
  p_group_number        in jtf_rs_groups_vl.group_number%type,
  p_group_name          in jtf_rs_groups_vl.group_name%type          default fnd_api.g_miss_char,
  p_group_desc          in jtf_rs_groups_vl.group_desc%type          default fnd_api.g_miss_char,
  p_exclusive_flag      in jtf_rs_groups_vl.exclusive_flag%type     default fnd_api.g_miss_char,
  p_email_address       in jtf_rs_groups_vl.email_address%type      default fnd_api.g_miss_char,
  p_start_date_active   in jtf_rs_groups_vl.start_date_active%type  default fnd_api.g_miss_date,
  p_end_date_active     in jtf_rs_groups_vl.end_date_active%type    default fnd_api.g_miss_date,
  p_accounting_code     in jtf_rs_groups_vl.accounting_code%type    default fnd_api.g_miss_char,
```

```

p_object_version_num in out    jtf_rs_groups_v1.object_version_number%type,
x_return_status      out    varchar2,
x_msg_count          out    number,
x_msg_data           out    varchar2
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 3–8 Update Resource Group IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_usage	JTF_RS_GROUPS.USAGE%TYPE	Yes	From which module is the group is created.
p_group_id	JTF_RS_GROUPS.GROUP_ID%TYPE	Yes	Parameter is validated for existence in table JTF_RS_GROUPS_B.
p_group_name	JTF_RS_GROUPS.GROUP_NAME%TYPE	Yes	Name of the resource group.
p_active_flag	JTF_RS_GROUPS.ACTIVE_FLAG%TYPE	Yes	Active Flag
p_exclusive_flag	JTF_RS_GROUPS.EXCLUSIVE_FLAG%TYPE	Yes	Checked for either 'Y' or 'N'.
p_parent_group_id	JTF_RS_GROUPS.PARENT_GROUP_ID%TYPE	Yes	Parent group for the group.
p_start_date_active	JTF_RS_GROUPS.START_DATE_ACTIVE%TYPE		Date on which the group identifier is enabled.
p_end_date_active	JTF_RS_GROUPS.END_DATE_ACTIVE%TYPE		Date after which the group identifier is disabled.

Table 3–8 Update Resource Group IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_manager_id	JTF_RS_GROUPS.MANAGER_ID%TYPE		Group Manager identifier (Foreign Key to JTF_RESOURCE_EXTN).
p_manager_person_id	JTF_RS_GROUPS.MANAGER_PERSON_ID %TYPE		Group Manager PERSON Identifier.
p_accounting_code	JTF_RS_GROUPS.ACCOUNTING_CODE%TYPE		Account Code. For internal use only.

The following table describes the OUT parameters associated with this API.

Table 3–9 Update Resource Group OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

3.4 Package JTF_RS_SALESREPS_PUB

This package contains the following procedures:

- [Create SalesRep](#)
- [Update SalesRep](#)

3.4.1 Create SalesRep

This API is used to create a resource of type SalesRep that can be used by resources created using the Create Resource API.

Procedure Specification

```
PROCEDURE create_salesrep
(
  p_api_version          in    number,
  p_init_msg_list       in    varchar2 default fnd_api.g_false,
  p_commit              in    varchar2 default fnd_api.g_false,
  p_resource_id         in    jtf_rs_salesreps.resource_id%type,
  p_sales_credit_type_id in    jtf_rs_salesreps.sales_credit_type_id%type,
```

```

p_name          in  jtf_rs_salesreps.name%type          default null,
p_status        in  jtf_rs_salesreps.status%type       default null,
p_start_date_active in  jtf_rs_salesreps.start_date_active%type default null,
p_end_date_active in  jtf_rs_salesreps.end_date_active%type default sysdate,
p_gl_id_rev      in  jtf_rs_salesreps.gl_id_rev%type    default null,
p_gl_id_freight  in  jtf_rs_salesreps.gl_id_freight%type default null,
p_gl_id_rec      in  jtf_rs_salesreps.gl_id_rec%type    default null,
p_set_of_books_id in  jtf_rs_salesreps.set_of_books_id%type default null,
p_salesrep_number in  jtf_rs_salesreps.salesrep_number%type default null,
p_email_address  in  jtf_rs_salesreps.email_address%type default null,
p_wh_update_date in  jtf_rs_salesreps.wh_update_date%type default null,
p_sales_tax_geocode in  jtf_rs_salesreps.sales_tax_geocode%type default null,
p_sales_tax_inside_city_limits in  jtf_rs_salesreps.sales_tax_inside_city_limits%type
                                                default null,

x_return_status out  varchar2,
x_msg_count      out  number,
x_msg_data       out  varchar2,
x_salesrep_id    out  jtf_rs_salesreps.salesrep_id%type
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 3–10 Create SalesRep IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_resource_id	JTF_RS_SALESREPS.RESOURCE_ID%TYPE	Yes	This parameter is validated for existence in table JTF_RS_RESOURCE_EXTNS.
p_sales_credit_type_id	JTF_RS_SALESREPS.SALES_CREDIT_TYPE_ID %TYPE		Sales Credit Type Identifier

Table 3–10 Create SalesRep IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_name	JTF_RS_SALESREPS.NAME%TYPE		Salesrep Parameter
p_start_date_active	JTF_RS_SALESREPS.START_DATE_ACTIVE%TYPE		Effective Start date
p_end_date_active	JTF_RS_SALESREPS.END_DATE_ACTIVE%TYPE		Effective End date
p_gl_id_rev	JTF_RS_SALESREPS.GL_ID_REV%TYPE		GL Identifier
p_gl_id_freight	jTF_RS_SALESREPS.GL_ID_FREIGHT%TYPE		GL Identifier Freight
p_gl_id_rec	JTF_RS_SALESREPS.GL_ID_REC%TYPE		GL Identifier Rec
p_set_of_books_id	JTF_RS_SALESREPS.SET_OF_BOOKS_ID%TYPE		Set Of Books Identifier
p_salesrep_number	JTF_RS_SALESREPS.SALESREP_NUMBER%TYPE		Salesrep Number
p_email_address	JTF_RS_SALESREPS.EMAIL_ADDRESS%TYPE		E-mail Address
p_wh_update_date	JTF_RS_SALESREPS.WH_UPDATE_DATE%TYPE		WH Update date
p_sales_tax_geocode	JTF_RS_SALESREPS.SALES_TAX_GEOCODE%TYPE		Sales Tax Code
p_sales_tax_inside_city_limits	JTF_RS_SALESREPS.SALES_TAX_INSIDE_CITY_LIMITS%TYPE		Sales Tax within city limits

The following table describes the OUT parameters associated with this API.

Table 3–11 Create SalesRep OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

Table 3–11 Create SalesRep OUT Parameters

Parameter	Data Type	Descriptions
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_salesrep_id	JTF_RS_SALESREP.SALESREP_ID%TYPE	Returns Salesrep Identifier

3.4.2 Update SalesRep

This API is used to update SalesRep attributes like SaleRep Number, Sales Credit Type, Start and End Date effectively.

Procedure Specification

```

PROCEDURE update_salesrep
(
  p_api_version          in    number,
  p_init_msg_list       in    varchar2                                default fnd_api.g_false,
  p_commit              in    varchar2                                default fnd_api.g_false,
  p_salesrep_id         in    jtf_rs_salesreps.salesrep_id%type,
  p_sales_credit_type_id in    jtf_rs_salesreps.sales_credit_type_id%type,
  p_name                in    jtf_rs_salesreps.name%type            default null,
  p_status              in    jtf_rs_salesreps.status%type         default null,
  p_start_date_active  in    jtf_rs_salesreps.start_date_active%type default null,
  p_end_date_active    in    jtf_rs_salesreps.end_date_active%type  default sysdate,
  p_gl_id_rev          in    jtf_rs_salesreps.gl_id_rev%type        default null,
  p_gl_id_freight      in    jtf_rs_salesreps.gl_id_freight%type    default null,
  p_gl_id_rec          in    jtf_rs_salesreps.gl_id_rec%type        default null,
  p_set_of_books_id    in    jtf_rs_salesreps.set_of_books_id%type  default null,
  p_salesrep_number    in    jtf_rs_salesreps.salesrep_number%type  default null,
  p_email_address      in    jtf_rs_salesreps.email_address%type    default null,
  p_wh_update_date     in    jtf_rs_salesreps.wh_update_date%type  default null,
  p_sales_tax_geocode  in    jtf_rs_salesreps.sales_tax_geocode%type default null,
  p_sales_tax_inside_city_limits in jtf_rs_salesreps.sale s_tax_inside_city_limits%type
                                                                    default null,
  p_org_id             in    jtf_rs_salesreps.org_id%type           default null,
  p_object_version_number in out jtf_rs_salesreps.object_version_number%type default null,
  x_return_status      out    varchar2,
  x_msg_count          out    number,
  x_msg_data           out    varchar2,
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 3–12 Update SalesRep IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_salesrep_id	JTF_RS_SALESREPS.SALESREP_ID%TYPE	Yes	Salesrep Identifier
p_sales_credit_type_id	JTF_RS_SALESREPS.SALES_CREDIT_TYPE_ID %TYPE	Yes	Sales Credit Type Identifier
p_name	JTF_RS_SALESREPS.NAME%TYPE		Salesrep Name
p_status	JTF_RS_SALESREPS.STATUS%TYPE		Status
p_start_date_active	JTF_RS_SALESREPS.START_DATE_ACTIVE%TYPE		Effective Start date
p_end_date_active	JTF_RS_SALESREPS.END_DATE_ACTIVE%TYPE		Effective End date
p_gl_id_rev	JTF_RS_SALESREPS.GL_ID_REV%TYPE		GL Identifier
p_gl_id_freight	JTF_RS_SALESREPS.GL_ID_FREIGHT%TYPE		GL Identifier Freight
p_gl_id_rec	JTF_RS_SALESREPS.GL_ID_REC%TYPE		GL Identifier Rec
p_set_of_books_id	JTF_RS_SALESREPS.SET_OF_BOOKS_ID%TYPE		Set Of Books Identifier
p_salesrep_number	JTF_RS_SALESREPS.SALESREP_NUMBER%TYPE		Salesrep Number
p_email_address	JTF_RS_SALESREPS.EMAIL_ADDRESS%TYPE		E-mail Address

Table 3–12 Update SalesRep IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_wh_update_date	JTF_RS_SALESREPS.WH_UPDATE_DATE%TYPE		WH Update date
p_sales_tax_geocode	JTF_RS_SALESREPS.SALES_TAX_GEOCODE%TYPE		Sales Tax Code
p_sales_tax_inside_city_limits	JTF_RS_SALESREPS.SALES_TAX_INSIDE_CITY_LIMITS%TYPE		Sales Tax within city limits.
p_org_id	JTF_RS_SALESREPS.ORG_ID%TYPE	Yes	Org Identifier
p_object_version_number	JTF_RS_SALESREPS.OBJECT_VERSION_NUMBER%TYPE	Yes	Object Version Number

The following table describes the OUT parameters associated with this API.

Table 3–13 Update SalesRep OUT Parameters

Parameter	Data Type	Descriptions and Validations
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

3.5 Messages and Notifications

There are three public Resource Manager packages:

- [JTF_RESOURCES_PUB](#)
- [JTF_RS_GROUP_PUB](#)
- [JTF_RS_SALESREPS_PUB](#)

The messages and notifications generated by APIs contained in each public package are described in the following sections.

Note: It is not required that all status notifications provide a number identifier along with the message, although, in many cases, it is provided.

3.5.1 JTF_RESOURCES_PUB

The following APIs contained in package JTF_RESOURCE_PUB generate messages and notifications as needed:

- [Update Resource](#)
- [Create Resource](#)

Create Resource

The following [Table 3–14, "Create Resource Messages"](#) lists the messages and notifications that the Create Resource API can generate.

Table 3–14 Create Resource Messages

Number	Type	Name	Text
210224	U	JTF_RS_SOURCE_ID_NULL	Source Identifier should not be NULL.
210229	U	JTF_RS_EMP_IDS_NOT_NULL	For Resource Category EMPLOYEE address_id and contact_id should be NULL.
210230	U	JTF_RS_ERR_ASSIGN_TO_GRP_ID	Assigned To Group ID, p_assigned_to_group_id is not Valid.
210231	U	JTF_RS_INVALID_FLAG_VALUE	Flag value should either be "Y" or "N".
210328	U	JTF_RS_USERID_ERROR	For the specified Category, User ID should be NULL.
210378	E	JTF_RS_ROLE_NOTFOUND	The Workflow role is not present for the resource.
210379	E	JTF_RS_MORE_WF_ROLES	There are more than one workflow roles mapped for the resource.
210380	E	JTF_RS_RESOURCE_GET_ROLE_ERR	Error in function GET_WF_ROLE.
210383	U	JTF_RS_ERR_PARTNER_ADDRESS_ID	Partner address identifier p_address_id is not valid.
210207	U	JTF_RS_RESOURCE_NULL	Resource identifier and Resource Number are NULL.
210219	U	JTF_RS_START_DATE_NULL	Start Date Active cannot be NULL.
210220	U	JTF_RS_OTHER_IDS_NOT_NULL	For Resource Category OTHER/TBH the Source identifier, Address identifier, Contact identifier, and Managing emp identifier should be NULL.
210221	U	JTF_RS_PARTNER_IDS_NULL	For Resource Category PARTNER the Source_id should not be NULL.

Table 3–14 Create Resource Messages

Number	Type	Name	Text
210222	U	JTF_RS_INVALID_PARTNER_IDS	Partner does not exist for the passed Source_id.
210223	U	JTF_RS_ERR_PARTNER_CONTACT_ID	Partner contact id p_contact_id is not valid.
210225	U	JTF_RS_INVALID_SOURCE_ID	Source identifier p_source_id is not valid.
210226	U	JTF_RS_INVALID_PARTY_ADDRESS	Party Address identifier <Address_id> is Not Valid.
210227	U	JTF_RS_ERR_PARTY_CONTACT_ID	Party Contact identifier <Contact_id> is Not Valid.
210228	U	JTF_RS_SC_IDS_NOT_NULL	For Resource Category SUPPLIER_CONTACT Address_id and Contact_id should be NULL.
210374	U	JTF_RS_ERR_DUPLICATE_USER_ID	The user identifier <User_id> already exist.

Update Resource

The following [Table 3–15, "Update Resource Messages"](#) lists the messages and notifications that the Update Resource API can generate.

Table 3–15 Update Resource Messages

Number	Type	Name	Text
210204	U	JTF_RS_INVALID_RESOURCE	Resource identifier <Resource_id> is not valid or is inactive.
210208	U	JTF_RS_INVALID_RESOURCE_NUMBER	Resource Number <Resource_number> is not valid or the resource is inactive.
210231	U	JTF_RS_INVALID_FLAG_VALUE	Flag value should either be "Y" or "N".
210381	U	JTF_RS_NOT_TBH	Delete is applicable for category TBH only.
210207	U	JTF_RS_RESOURCE_NULL	Resource identifier and Resource Number are NULL.
210219	U	JTF_RS_START_DATE_NULL	Start Date Active cannot be NULL.
210230	U	JTF_RS_ERR_ASSIGN_TO_GRP_ID	Assigned To Group identifier <Assigned_to_group_id> is not valid.
210328	U	JTF_RS_USERID_ERROR	For the specified Category, User identifier should be NULL.
210374	U	JTF_RS_ERR_DUPLICATE_USER_ID	The user identifier <User_id> already exist.

3.5.2 JTF_RS_GROUP_PUB

The following APIs contained in package JTF_RS_PUB generate messages and notifications as needed:

- [Create Resource Group](#)
- [Update Resource Group](#)

Create Resource Group

The following [Table 3–16, "Create Resource Group Messages"](#) lists the messages and notifications that the Create Resource Group API can generate.

Table 3–16 Create Resource Group Messages

Number	Type	Name	Text
210201	U	JTF_RS_GROUP_NAME_NULL	Group Name cannot be NULL.
210219	U	JTF_RS_START_DATE_NULL	Start Date Active cannot be NULL.

Update Resource Group

The following [Table 3–17, "Update Resource Group Messages"](#) lists the messages and notifications that the Update Resource Group API can generate.

Table 3–17 Update Resource Group Messages

Number	Type	Name	Text
210201	U	JTF_RS_GROUP_NAME_NULL	Group Name cannot be NULL.
210219	U	JTF_RS_START_DATE_NULL	Start Date Active cannot be NULL.

3.5.3 JTF_RS_SALESREPS_PUB

The following APIs contained in package JTF_IH_PUB generate messages and notifications as needed:

- [Create SalesRep](#)
- [Update SalesRep](#)

Create SalesRep

The following [Table 3–18, "Create SalesRep Messages"](#) lists the messages and notifications that the Create Resource API can generate.

Table 3–18 Create SalesRep Messages

Number	Type	Name	Text
210204	E	JTF_RS_INVALID_RESOURCE	Resource identifier <Resource_id> is not valid or is inactive.
210207	U	JTF_RS_RESOURCE_NULL	Resource identifier and Resource Number are NULL.
210208	E	JTF_RS_INVALID_RESOURCE_NUMBER	Resource Number <Resource_number> is not valid or the resource is inactive.
210285	E	JTF_RS_ERR_SALES_CREDIT_TYPE	Sales Credit Type identifier <Sales_credit_type_id> is invalid.
210286	E	JTF_RS_SALES_CREDIT_TYPE_NULL	Sales Credit Type identifier cannot be NULL.

Update SalesRep

The following [Table 3–19, "Update SalesRep Messages"](#) lists the messages and notifications that the Update SalesRep API can generate.

Table 3–19 Update SalesRep Messages

Number	Type	Name	Text
210315	E	JTF_RS_SALESREP_ID_NULL	Salesperson identifier cannot be NULL.
210316	E	JTF_RS_INVALID_SALESREP_ID	Salesperson identifier <Salesrep_id> is invalid.
210285	E	JTF_RS_ERR_SALES_CREDIT_TYPE	Sales Credit Type identifier <Sales_credit_type_id> is invalid.
210286	E	JTF_RS_SALES_CREDIT_TYPE_NULL	Sales Credit Type identifier cannot be NULL.

Task Manager Public APIs

Task Manager is a core component module of Oracle CRM products. All products use Tasks to provide task management capabilities.

Task Manager can be accessed several ways. Typically, users access Task Manager directly to create personal tasks or view tasks assigned to them. Task Manager can also be called from other modules to provide integrated solutions. Task Manager can be invoked in different states according to the parameters passed to it. For example, when a task needs to be created to resolve a Service Request, the Service Request number, customer, contact, and other related information will be passed from the Service Request to the Task Manager and the corresponding fields in Task Manager will be automatically populated with those values.

Other modules use Task Manager public APIs to insert, update, delete, and query task records programmatically. They are implemented in the JTF_TASKS_PUB, JTF_TASK_REFERENCES_PUB, and JTF_TASK_ASSIGNMENT_PUB database packages.

4.1 Task Manager Public Packages

All public procedures (APIs) relating to creating, updating, or deleting tasks, task references, or task assignments are stored in the following public packages:

- JTF_TASKS_PUB, see [Table 4-1, "Tasks APIs"](#).
- JTF_TASK_ASSIGNMENT_PUB, see [Table 4-2, "Tasks Assignment APIs"](#).
- JTF_TASK_REFERENCES_PUB, see [Table 4-3, "Tasks Reference APIs"](#).

The following three tables describe public APIs, which are discussed in this chapter.

Table 4–1 Tasks APIs

Name	Description
Create Task	This procedure creates a task with the given specifications. It also creates the dependencies, resource requirements, assignments, references, dates, recurrences, and contacts.
Update Task	This procedure updates a task with the given specifications.
Delete Task	This procedure soft deletes a task with the given specifications.

Table 4–2 Tasks Assignment APIs

Name	Description
Create Task Assignment	This procedure creates a task assignment for a given task with the following specifications. For each resource assigned to the task, the actual effort can be specified.
Update Task Assignment	This procedure updates a task assignment for a given task. For each resource assigned to the task, the actual effort can be specified.
Delete Task Assignment	This procedure deletes a task assignment for a given task.

Table 4–3 Tasks Reference APIs

Name	Description
Create Reference	This API establishes references to a task. For example, a task created for a service request can establish reference to an inventory part number using references.
Update Reference	This API is used to update references to a task.
Delete Reference	This API is used to delete references to a task.

Note:

The following are referenced throughout the table's "Validations and Descriptions" column in all of the Task APIs.

1. The Task APIs support calls by values (as against internal IDs). For example, the Account Number can be passed to the API instead of the Account ID. However, the APIs will have a better performance by using IDs.
2. The customer account should belong to the same customer which is specified for the task.
3. The address (*party_site_id* and *party_site_number*) specified for the task, should be the address registered for the customer in the TCA schema. The address can only be specified if the customer for the task is specified. In addition, the customer address specified for the task must be specified for the same customer at the task level.
4. To specify the unit of measure (UOM) for the effort and duration fields, the profile *jtf_time_uom_class* must be populated with the unit of measure class. For example, the customer can create a unit of measure class called TIME. The profile must be populated with this value. Further, the customer should create unit of measure codes such as minutes, hours, and days for the Time class. While specifying values to the APIs, the customer can pass values for these unit of measure codes.
5. Child and Parent tasks must have the same source. For example, the child task cannot have the source as Lead and the Parent task cannot have the source as Service Request.
6. Each task must have an owner associated with it. The owner for a task can be populated with the following two fields:

- * *Owner_type_code* (for example *rs_employee*)

- * *Owner_id* (for example *resource_id* of the employee)

The *owner_type_code* is a Foreign Key to *jtf_objects_vl* for objects with a usage of "Resources". The object definition in *jtf_objects* contains all the relevant information to create a PL/SQL statement. Using this PL/SQL statement, the *owner_id* is validated.

For example, for *rs_employee*, the SELECT statement that is created at run time is:

```
SELECT resource_id, full_name from JTF_RS_EMP_DTLS_VL
```

Owner IDs passed to this API are validated against resources in the system.

7. Every task is associated with a source. Some examples of sources are: Service Requests, Leads, Opportunity, Campaigns, Defects, and Contracts. The source of a task drives most of the business rules for the task.

For example, Service Request #100 is the source for Task #101, Task #105, and Task #107. Therefore, the parent entity, Service Request #100, can create multiple tasks with the same source.

To create a source, the entity must be defined in JTF_OBJECTS. This can be accomplished by logging into **CRM Administrator Responsibility > Task and Escalation Manager > Setups > Objects Meta > Data**.

Continuing with the previous example, you will have the values of the parameters to create a task with a source of Service Request # 100.

```
p_source_object_type_code = SR
```

```
p_source_object_id = 100
```

```
p_source_object_name = A101
```

Source_object_type_code is a Foreign Key to the JTF_OBJECTS with a usage of Task.

The *source_object_id* is the internal identifier which represents the instance of the source, in this case, service request identifier. This is generally the Primary Key of the "Source table", in this case, service request table.

The *p_source_object_name* is the external identifier which represents the instance of the source, in this case, service request number. The source object name is displayed on the user interface.

The same concept is used to established references to a task.

8. While updating or deleting any of the three public packages: tasks, task assignments, or task references, the *object_version_number* must be passed to the APIs. If the *object_version_number* that is passed into the API is the same as in the tables (tasks, assignments, and references), then the attempt is made to update or delete the record. Otherwise, an error is returned. You

should get the *object_version_number* when selecting the record, then pass it to the update and delete APIs.

4.2 Package JTF_TASKS_PUB

The Task APIs consist of the following three procedures:

- [Create Task](#)
- [Update Task](#)
- [Delete Task](#)

4.2.1 Create Task

This procedure creates a task with the given specifications. Also, it creates the dependencies, resource requirements, assignments, references, dates, recurrences, and contacts for the task created.

Procedure Specification

```
PROCEDURE create_task
(
  p_api_version          in          number,
  p_init_msg_list       in          varchar2          default fnd_api.g_false,
  p_commit              in          varchar2          default fnd_api.g_false,
  p_task_id             in          number            default null,
  p_task_name           in          varchar2,
  P_task_type_name      in          varchar2          default null,
  p_task_type_id        in          number            default null,
  p_description         in          varchar2          default null,
  p_task_status_name    in          varchar2          default null,
  p_task_status_id      in          number            default null,
  p_task_priority_name  in          varchar2          default null,
  p_task_priority_id    in          number            default null,
  p_owner_type_name     in          varchar2          default null,
  p_owner_type_code     in          varchar2          default null,
  p_owner_id            in          number            default null,
  p_owner_territory_id  in          number            default null,
  p_assigned_by_name    in          varchar2          default null,
  p_assigned_by_id      in          number            default null,
  p_customer_number     in          varchar2          default null,
  p_customer_id         in          number            default null,
  p_cust_account_number in          varchar2          default null,
  p_cust_account_id     in          number            default null,
```

p_address_id	in	number	default null,
p_address_number	in	varchar2	default null,
p_planned_start_date	in	date	default null,
p_planned_end_date	in	date	default null,
p_scheduled_start_date	in	date	default null,
p_scheduled_end_date	in	date	default null,
p_actual_start_date	in	date	default null,
p_actual_end_date	in	date	default null,
p_timezone_id	in	number	default null,
p_timezone_name	in	varchar2	default null
p_source_object_type_code	in	varchar2	default null,
p_source_object_id	in	number	default null,
p_source_object_name	in	varchar2	default null,
p_duration	in	number	default null,
p_duration_uom	in	varchar2	default null,
p_planned_effort	in	number	default null,
p_planned_effort_uom	in	varchar2	default null,
p_actual_effort	in	number	default null,
p_actual_effort_uom	in	varchar2	default null,
p_percentage_complete	in	number	default null,
p_reason_code	in	varchar2	default null,
p_private_flag	in	varchar2	default null,
p_publish_flag	in	varchar2	default null,
p_restrict_closure_flag	in	varchar2	default null,
p_multi_booked_flag	in	varchar2	default null,
p_milestone_flag	in	varchar2	default null,
p_holiday_flag	in	varchar2	default null,
p_billable_flag	in	varchar2	default null,
p_bound_mode_code	in	varchar2	default null,
p_soft_bound_flag	in	varchar2	default null,
p_workflow_process_id	in	number	default null,
p_notification_flag	in	varchar2	default null,
p_notification_period	in	number	default null,
p_notification_period_uom	in	varchar2	default null,
p_parent_task_number	in	varchar2	default null,
p_parent_task_id	in	number	default null,
p_alarm_start	in	number	default null,
p_alarm_start_uom	in	varchar2	default null,
p_alarm_on	in	varchar2	default null,
p_alarm_count	in	number	default null,
p_alarm_interval	in	number	default null,
p_alarm_interval_uom	in	varchar2	default null,
p_palm_flag	in	varchar2	default null,
p_wince_flag	in	varchar2	default null,
p_laptop_flag	in	varchar2	default null,

```

p_device1_flag      in      varchar2      default null,
p_device2_flag      in      varchar2      default null,
p_device3_flag      in      varchar2      default null,
p_costs             in      number         default null,
p_currency_code     in      varchar2      default null,
p_escalation_level  in      varchar2      default null,
p_task_assign_tbl   in      task_assign_tbl default g_miss_task_assign_tbl,
p_task_depends_tbl  in      task_depends_tbl default g_miss_task_depends_tbl,
p_task_rsrc_req_tbl in      task_rsrc_req_tbl default g_miss_task_rsrc_req_tbl,
p_task_refer_tbl    in      task_refer_tbl  default g_miss_task_refer_tbl,
p_task_dates_tbl    in      task_dates_tbl  default g_miss_task_dates_tbl,
p_task_notes_tbl    in      task_notes_tbl  default g_miss_task_notes_tbl,
p_task_recur_rec    in      task_recur_rec  default g_miss_task_recur_rec,
p_task_contacts_tbl in      task_contacts_tbl default g_miss_task_contacts_tbl,
x_return_status     out      varchar2,
x_msg_count         out      number,
x_msg_data          out      varchar2,
x_task_id           out      number,
p_attribute1        in      varchar2      default null,
p_attribute2        in      varchar2      default null,
p_attribute3        in      varchar2      default null,
p_attribute4        in      varchar2      default null,
p_attribute5        in      varchar2      default null,
p_attribute6        in      varchar2      default null,
p_attribute7        in      varchar2      default null,
p_attribute8        in      varchar2      default null,
p_attribute9        in      varchar2      default null,
p_attribute10       in      varchar2      default null,
p_attribute11       in      varchar2      default null,
p_attribute12       in      varchar2      default null,
p_attribute13       in      varchar2      default null,
p_attribute14       in      varchar2      default null,
p_attribute15       in      varchar2      default null,
p_attribute_category in      varchar2      default null,
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4-4 Create Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_task_id	NUMBER		Unique task identifier (Primary Key). If <i>task_id</i> is not specified, then the <i>task_id</i> is automatically generated and passed as an out parameter <i>x_task_id</i> .
p_task_name	VARCHAR2	Yes	Task name
p_task_type_name	VARCHAR	Yes	Task type name
p_task_type_id	NUMBER	Yes	Task type identifier
p_description	VARCHAR2	No	Task description
p_task_status_name	VARCHAR2		Task status name
p_task_status_id	NUMBER		Unique task status identifier.
p_task_priority_name	VARCHAR2		Currently not supported.
p_task_priority_id	NUMBER		Task priority (Foreign Key to JTF_TASK_PRIORITIES).
p_owner_type_code	VARCHAR2	Yes	Owner type of the task (Foreign Key to JTF_OBJECTS_VL for an object with a usage of "Resources").
p_owner_id	NUMBER	Yes	Owner of the task (resource ID of the task owner. Foreign key to JTF_RS_RESOURCE_EXTNS_VL, JTF_RS_GROUPS_VL, JTF_RS_TEAMS_VL depending on the value of <i>owner_type_code</i>).
p_owner_territory_id	NUMBER		Territory of the owner. Currently not supported.

Table 4–4 Create Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_assigned_by_name	VARCHAR2		Currently not supported.
p_assigned_by_id	NUMBER		User who assigned the task, (Foreign Key to FND_USER).
p_customer_number	VARCHAR2		Customer number (Foreign Key to <i>hz_parties.party_number</i>).
p_customer_id	NUMBER		Customer identifier (Foreign Key to <i>hz_parties.party_id</i>).
p_cust_account_number	VARCHAR2		Customer account number (Foreign Key to <i>hz_cust_accounts.cust_account_number</i>).
p_cust_account_id	NUMBER		Customer account identifier (Foreign Key to <i>hz_cust_accounts.cust_account_id</i>). The customer account should belong to the same customer which is specified for the task.
p_address_id	NUMBER		Address identifier (Foreign Key to <i>hz_party_sites.party_site_id</i>). See Note: 3 on page 4-3.
p_address_number	VARCHAR2		Address number (Foreign Key to <i>hz_party_sites.party_site_number</i>). See Note: 3 on page 4-3.
p_planned_start_date	DATE		Planned Start Date
p_planned_end_date	DATE		Planned End Date
p_scheduled_start_date	DATE		Scheduled Start Date
p_scheduled_end_date	DATE		Scheduled End Date
p_actual_start_date	DATE		Actual Start Date
p_actual_end_date	DATE		Actual End Date

Table 4–4 Create Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_timezone_id	NUMBER		Time zone identifier (timezone for the planned, scheduled, and actual dates.) Foreign Key to <i>hz_timezones.timezone_id</i> .
p_timezone_name	VARCHAR2		Currently not supported.
p_source_object_type_code	VARCHAR2		Source object code for the task. (Foreign Key to JTF_OBJECTS_VL for objects with a usage of "Task").
p_source_object_id	NUMBER		Internal ID of source object. Validated from the table registered in JTF_OBJECTS_VL for the <i>object_type_code</i> .
p_source_object_name	VARCHAR2		User-visible source object identifier. Validated from the table registered in JTF_OBJECTS_VL for the <i>object_type_code</i> .
p_duration	NUMBER		Duration of task
p_duration_uom	VARCHAR2		Unit of measure for duration. See Note: 5 on page 4-3.
p_planned_effort	NUMBER		Planned effort
p_planned_effort_uom	VARCHAR2		Unit of measure for planned effort.
p_actual_effort	NUMBER		Actual amount of effort spent on a task by all assignees.
p_actual_effort_uom	VARCHAR2		Unit of measure for actual work. See Note: 5 on page 4-3.
p_percentage_complete	NUMBER		Percentage of completion of task.
p_reason_code	VARCHAR2		Reason for rejecting a task, reassigning a task, etc..
p_private_flag	VARCHAR2		Indicates whether the task is private or public. Checks if the value is Y or N.

Table 4–4 Create Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_publish_flag	VARCHAR2		Indicates whether the task should be published. Checks if the value is Y or N.
p_restrict_closure_flag	VARCHAR2		Indicates whether completing the task is necessary for the source object to be deemed complete. Checks if the value is Y or N.
p_multi_booked_flag	VARCHAR2		Indicates whether the task can book resources that are already assigned to other tasks. Checks if the value is Y or N.
p_milestone_flag	VARCHAR2		Indicates whether the task is a milestone delivery date. Checks if the value is Y or N.
p_holiday_flag	VARCHAR2		Indicates whether the task can be performed on holidays. Checks if the value is Y or N.
p_billable_flag	VARCHAR2		Indicates whether the task is billable. Checks if the value is Y or N.
p_bound_mode_code	VARCHAR2		For internal use only.
p_soft_bound_flag	VARCHAR2		For internal use only.
p_workflow_process_id	NUMBER		Identifier of last workflow process launched for this task.
p_notification_flag	VARCHAR2		Flag indicating whether notification workflow will be automatically launched.
p_notification_period	NUMBER		Time before the scheduled start date that a notification is sent to the assignees.
p_notification_period_uom	VARCHAR2		Unit of measure for notification period.
p_parent_task_number	VARCHAR2		Task number of the parent task.
p_parent_task_id	NUMBER		Task identifier of the parent task.

Table 4–4 Create Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_alarm_start	NUMBER		Indicates when the first alarm should be fired. This parameter is currently not supported.
p_alarm_start_uom	VARCHAR2		Unit of measure for <i>alarm_start</i> . This parameter is currently not supported.
p_alarm_on	VARCHAR2		Indicates whether the alarm is on. This parameter is currently not supported.
p_alarm_count	NUMBER		Total number of alarms to fire. This parameter is currently not supported.
p_alarm_interval	NUMBER		Alarm interval. This parameter is currently not supported.
p_alarm_interval_uom	VARCHAR2		Unit of measure for alarm interval. This parameter is currently not supported.
p_palm_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_wince_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_laptop_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_device1_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_device2_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_device3_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_costs	NUMBER		For internal use only.
p_currency_code	VARCHAR2		For internal use only.
p_escalation_level	VARCHAR2		Escalation level. This parameter is not used for the Task Module.
p_task_assign_tbl	TASK_ASSIGN_TBL		Table of PL/SQL records to specify the assignment specifications of the task.
p_task_depends_tbl	TASK_DEPENDS_TBL		Table of PL/SQL records to specify the task dependencies.

Table 4–4 Create Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_task_rsrc_req_tbl	TASK_RSRC_REQ_TBL		Table of PL/SQL records to specify the resource requirements. This is not supported.
p_task_refer_tbl	TASK_REFER_TBL		Table of PL/SQL records to specify the task references.
p_task_dates_tbl	TASK_DATES_TBL		Table of PL/SQL records to specify the task dates. Currently not supported.
p_task_notes_tbl	TASK_NOTES_TBL		Table of PL/SQL records to specify the notes.
p_task_recur_rec	TASK_RECUR_REC		Table of PL/SQL records to specify the task recurrences.
p_task_contacts_tbl	TASK_CONTACTS_TBL		Table of PL/SQL records to specify the task contacts.
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute2	VARCHAR2		Descriptive flexfield segment column.
p_attribute3	VARCHAR2		Descriptive flexfield segment column.
p_attribute4	VARCHAR2		Descriptive flexfield segment column.
p_attribute5	VARCHAR2		Descriptive flexfield segment column.
p_attribute6	VARCHAR2		Descriptive flexfield segment column.
p_attribute7	VARCHAR2		Descriptive flexfield segment column.
p_attribute8	VARCHAR2		Descriptive flexfield segment column.
p_attribute9	VARCHAR2		Descriptive flexfield segment column.
p_attribute10	VARCHAR2		Descriptive flexfield segment column.
p_attribute11	VARCHAR2		Descriptive flexfield segment column.
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute13	VARCHAR2		Descriptive flexfield segment column.
p_attribute14	VARCHAR2		Descriptive flexfield segment column.
p_attribute15	VARCHAR2		Descriptive flexfield segment column.
p_attribute_category	VARCHAR2		Descriptive flexfield structure defining column.

The following table describes the OUT parameters associated with this API.

Table 4–5 Create Task Out Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_task_id	NUMBER	Task identifier

4.2.2 Update Task

This procedure updates a task with the given specifications.

While calling the Update Task API, *task_id* and *task_number* should be input to the API.

The *task_id* or *task_number* must be specified to indicate the task that is being updated.

Procedure Specification

PROCEDURE update_task

```
(
  p_api_version          in          number
  p_init_msg_list        in          varchar2  default fnd_api.g_false,
  p_commit               in          varchar2  default fnd_api.g_false,
  p_object_version_number in out    number,
  p_task_id              in          number    default fnd_api.g_miss_num,
  p_task_number          in          varchar2  default fnd_api.g_miss_char,
  p_task_name            in          varchar2  default fnd_api.g_miss_char,
  p_task_type_name       in          varchar2  default fnd_api.g_miss_char,
  p_task_type_id         in          number    default fnd_api.g_miss_num,
  p_description          in          varchar2  default fnd_api.g_miss_char,
  p_task_status_name     in          varchar2  default fnd_api.g_miss_char,
  p_task_status_id       in          number    default fnd_api.g_miss_num,
  p_task_priority_name   in          varchar2  default fnd_api.g_miss_char,
  p_task_priority_id     in          number    default fnd_api.g_miss_num,
  p_owner_type_name      in          varchar2  default fnd_api.g_miss_char,
  p_owner_type_code      in          varchar2  default fnd_api.g_miss_char,
  p_owner_id             in          number    default fnd_api.g_miss_num,
  p_owner_territory_id   in          number    default fnd_api.g_miss_num,
  p_assigned_by_name     in          varchar2  default fnd_api.g_miss_char,
  p_assigned_by_id       in          number    default fnd_api.g_miss_num,
```

p_customer_number	in	varchar2	default fnd_api.g_miss_char,
p_customer_id	in	number	default fnd_api.g_miss_num,
p_cust_account_number	in	varchar2	default fnd_api.g_miss_char,
p_cust_account_id	in	number	default fnd_api.g_miss_num,
p_address_id	in	number	default fnd_api.g_miss_num,
p_address_number	in	varchar2	default fnd_api.g_miss_char,
p_planned_start_date	in	date	default fnd_api.g_miss_date,
p_planned_end_date	in	date	default fnd_api.g_miss_date,
p_scheduled_start_date	in	date	default fnd_api.g_miss_date,
p_scheduled_end_date	in	date	default fnd_api.g_miss_date,
p_actual_start_date	in	date	default fnd_api.g_miss_date,
p_actual_end_date	in	date	default fnd_api.g_miss_date,
p_timezone_id	in	number	default fnd_api.g_miss_num,
p_timezone_name	in	varchar2	default fnd_api.g_miss_char,
p_source_object_type_code	in	varchar2	default fnd_api.g_miss_char,
p_source_object_id	in	number	default fnd_api.g_miss_num,
p_source_object_name	in	varchar2	default fnd_api.g_miss_char,
p_duration	in	number	default fnd_api.g_miss_num,
p_duration_uom	in	varchar2	default fnd_api.g_miss_char,
p_planned_effort	in	number	default fnd_api.g_miss_num,
p_planned_effort_uom	in	varchar2	default fnd_api.g_miss_char,
p_actual_effort	in	number	default fnd_api.g_miss_num,
p_actual_effort_uom	in	varchar2	default fnd_api.g_miss_char,
p_percentage_complete	in	number	default fnd_api.g_miss_num,
p_reason_code	in	varchar2	default fnd_api.g_miss_char,
p_private_flag	in	varchar2	default fnd_api.g_miss_char,
p_publish_flag	in	varchar2	default fnd_api.g_miss_char,
p_restrict_closure_flag	in	varchar2	default fnd_api.g_miss_char,
p_multi_booked_flag	in	varchar2	default fnd_api.g_miss_char,
p_milestone_flag	in	varchar2	default fnd_api.g_miss_char,
p_holiday_flag	in	varchar2	default fnd_api.g_miss_char,
p_billable_flag	in	varchar2	default fnd_api.g_miss_char,
p_bound_mode_code	in	varchar2	default fnd_api.g_miss_char,
p_soft_bound_flag	in	varchar2	default fnd_api.g_miss_char,
p_workflow_process_id	in	number	default fnd_api.g_miss_num,
p_notification_flag	in	varchar2	default fnd_api.g_miss_char,
p_notification_period	in	number	default fnd_api.g_miss_num,
p_notification_period_uom	in	varchar2	default fnd_api.g_miss_char,
p_alarm_start	in	number	default fnd_api.g_miss_num,
p_alarm_start_uom	in	varchar2	default fnd_api.g_miss_char,
p_alarm_on	in	varchar2	default fnd_api.g_miss_char,
p_alarm_count	in	number	default fnd_api.g_miss_num,
p_alarm_fired_count	in	number	default fnd_api.g_miss_num,
p_alarm_interval	in	number	default fnd_api.g_miss_num,
p_alarm_interval_uom	in	varchar2	default fnd_api.g_miss_char,

```

p_palm_flag          in          varchar2    default fnd_api.g_miss_char,
p_wince_flag        in          varchar2    default fnd_api.g_miss_char,
p_laptop_flag       in          varchar2    default fnd_api.g_miss_char,
p_device1_flag      in          varchar2    default fnd_api.g_miss_char,
p_device2_flag      in          varchar2    default fnd_api.g_miss_char,
p_device3_flag      in          varchar2    default fnd_api.g_miss_char,
p_costs             in          number       default fnd_api.g_miss_num,
p_currency_code     in          varchar2    default fnd_api.g_miss_char,
p_escalation_level  in          varchar2    default fnd_api.g_miss_char,
x_return_status     out          varchar2
x_msg_count         out          number
x_msg_data          out          varchar2
p_attribute1        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute2        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute3        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute4        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute5        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute6        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute7        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute8        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute9        in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute10       in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute11       in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute12       in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute13       in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute14       in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute15       in          varchar2    default jtf_task_utl.g_miss_char,
p_attribute_category in          varchar2    default jtf_task_utl.g_miss_char
);

```

Current Version

1.0

Parameter Descriptions

The following tables describes the IN parameters associated with this API.

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_object_version_number	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_task_id	NUMBER		Unique task identifier (Primary Key). If <i>task_id</i> is not specified, then the <i>task_id</i> is automatically generated and passed as an OUT parameter <i>x_task_id</i> .
p_task_number	VARCHAR2		Task number
p_task_name	VARCHAR2	Yes	Task name
p_task_type_name	VARCHAR2		Task type name
p_task_type_id	NUMBER	Yes	Task type identifier
p_description	VARCHAR2	No	Task description
p_task_status_name	VARCHAR2		Task status name
p_task_status_id	NUMBER		Unique task status identifier.
p_task_priority_name	VARCHAR2		Currently not supported.
p_task_priority_id	NUMBER		Task priority (Foreign Key to JTF_TASK_PRIORITIES).
p_owner_type_name	VARCHAR2		Currently not supported.
p_owner_type_code	VARCHAR2	Yes	Owner type of the task (Foreign Key to JTF_OBJECTS_VL for an object with a usage of "Resources").
p_owner_id	NUMBER	Yes	Owner of the task (resource ID of the task owner. Foreign Key to JTF_RS_RESOURCE_EXTNS_VL, JTF_RS_GROUPS_VL, JTF_RS_TEAMS_VL depending on the value of <i>owner_type_code</i>).

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_owner_territory_id	NUMBER		Territory identifier of the owner.
p_assigned_by_name	VARCHAR2		Currently not supported.
p_assigned_by_id	NUMBER		User who assigned the task, (Foreign Key to FND_USER).
p_customer_number	VARCHAR2		Customer number (Foreign Key to <i>hz_parties.party_number</i>).
p_customer_id	NUMBER		Customer identifier (Foreign Key to <i>hz_parties.party_id</i>).
p_cust_account_number	VARCHAR2		Customer account number (Foreign Key to <i>hz_cust_accounts.cust_account_number</i>).
p_cust_account_id	NUMBER		Customer account identifier (Foreign Key to <i>hz_cust_accounts.cust_account_id</i>). The customer account should belong to the same customer who is specified for the task.
p_address_id	NUMBER		Address identifier
p_address_number	VARCHAR2		Address number (Foreign key to <i>hz_party_sites.party_site_number</i>). See Note: 3 on page 4-3.
p_planned_start_date	DATE		Planned start date
p_planned_end_date	DATE		Planned end date
p_scheduled_start_date	DATE		Scheduled start date
p_scheduled_end_date	DATE		Scheduled end date
p_actual_start_date	DATE		Actual start date
p_actual_end_date	DATE		Actual end date

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_timezone_id	NUMBER		Time zone identifier (timezone for the planned, scheduled, and actual dates.) Foreign Key to <i>hz_timezones.timezone_id</i> .
p_timezone_name	VARCHAR2		Currently not supported.
p_source_object_type_code	VARCHAR2		Only supported in Create Tasks.
p_source_object_id	NUMBER		Only supported in Create Tasks.
p_source_object_name	VARCHAR2		Only supported in Create Tasks.
p_duration	NUMBER		Duration of task
p_duration_uom	VARCHAR2		Unit of measure for duration. See Note: 5 on page 4-3.
p_planned_effort	NUMBER		Planned effort
p_planned_effort_uom	VARCHAR2		Unit of measure for planned effort.
p_actual_effort	NUMBER		Actual amount of effort spent on a task by all assignees.
p_actual_effort_uom	VARCHAR2		Unit of measure for actual work. See Note: 5 on page 4-3.
p_percentage_complete	NUMBER		Percentage completion of task.
p_reason_code	VARCHAR2		Reason for rejecting a task, reassigning a task, etc.
p_private_flag	VARCHAR2		Indicates whether the task is private or public. Checks if the value is Y or N.
p_publish_flag	VARCHAR2		Indicates whether the task should be published. Checks if the value is Y or N.
p_restrict_closure_flag	VARCHAR2		Indicates whether completing the task is necessary for the source object to be deemed complete. Checks if the value is Y or N.

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_multi_booked_flag	VARCHAR2		Indicates whether the task can book resources that are already assigned to other tasks. Checks if the value is Y or N.
p_milestone_flag	VARCHAR2		Indicates whether the task is a milestone delivery date. Checks if the value is Y or N.
p_holiday_flag	VARCHAR2		Indicates whether the task can be performed on holidays. Checks if the value is Y or N.
p_billable_flag	VARCHAR2		Indicates whether the task is billable. Checks if the value is Y or N.
p_bound_mode_code	VARCHAR2		For internal use only..
p_soft_bound_flag	VARCHAR2		For internal use only..
p_workflow_process_id	NUMBER		Identifier of last workflow process launched for this task.
p_notification_flag	VARCHAR2		Flag indicating whether notification workflow will be automatically launched.
p_notification_period	NUMBER		Time before the scheduled start date that a notification is sent to the assignees.
p_notification_period_uom			Unit of measure for notification period.
p_alarm_start	NUMBER		Indicates when the first alarm should be fired. This parameter is currently not supported.
p_alarm_start_uom	VARCHAR2		Unit of measure for <i>alarm_start</i> . This parameter is currently not supported.
p_alarm_on	VARCHAR2		Indicates whether the alarm is on. This parameter is currently not supported.
p_alarm_count	NUMBER		Total number of alarms to fire. This parameter is currently not supported.
p_alarm_fired_count	NUMBER		Number of times the alarm has been fired.

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_alarm_interval	NUMBER		Alarm interval. This parameter is currently not supported.
p_alarm_interval_uom	VARCHAR2		Unit of measure for alarm interval. This parameter is currently not supported.
p_palm_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_wince_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_laptop_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_device1_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_device2_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_device3_flag	VARCHAR2		Used by mobile devices. Checks if the value is Y or N.
p_costs	NUMBER		For internal use only.
p_currency_code	VARCHAR2		For internal use only.
p_escalation_level	VARCHAR2		Escalation level. This parameter is not used for the Task Module.
p_attribute1	VARCHAR2		Descriptive flexfield segment column.
p_attribute2	VARCHAR2		Descriptive flexfield segment column.
p_attribute3	VARCHAR2		Descriptive flexfield segment column.
p_attribute4	VARCHAR2		Descriptive flexfield segment column.
p_attribute5	VARCHAR2		Descriptive flexfield segment column.
p_attribute6	VARCHAR2		Descriptive flexfield segment column.
p_attribute7	VARCHAR2		Descriptive flexfield segment column.
p_attribute8	VARCHAR2		Descriptive flexfield segment column.
p_attribute9	VARCHAR2		Descriptive flexfield segment column.
p_attribute10	VARCHAR2		Descriptive flexfield segment column.
p_attribute11	VARCHAR2		Descriptive flexfield segment column.

Table 4–6 Update Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute13	VARCHAR2		Descriptive flexfield segment column.
p_attribute14	VARCHAR2		Descriptive flexfield segment column.
p_attribute15	VARCHAR2		Descriptive flexfield segment column.
p_attribute_ category	VARCHAR2		Descriptive flexfield structure defining column.

The following table describes the OUT parameters associated with this API.

Table 4–7 Update Tasks OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

4.2.3 Delete Task

This procedure soft deletes a task with the given specifications. It marks the task as deleted and does not physically remove the record from the table.

If the recurring task is created, then all the future tasks can be deleted by making the value of the parameter *p_delete_future_reurrences* to *fnd_api.g_true*.

Procedure Specification

```
PROCEDURE delete_task
(
  p_api_version          in          number,
  p_init_msg_list        in          varchar2    default fnd_api.g_false,
  p_commit               in          varchar2    default fnd_api.g_false,
  p_object_version_number in          number,
  p_task_id              in          number      default null,
  p_task_number          in          varchar2    default null,
  p_delete_future_reurrences in        varchar2    default fnd_api.g_false,
```

```

    x_return_status      out      varchar2,
    x_msg_count          out      number,
    x_msg_data           out      varchar2
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–8 Delete Task IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_object_version_number	NUMBER		See "Standard IN Parameters" on page 1-2.
p_task_id	NUMBER		Unique task identifier (Primary Key). If <i>task_id</i> is not specified, then the <i>task_id</i> is automatically generated and passed as an out parameter <i>x_task_id</i> .
p_task_number	VARCHAR2		Task number
p_delete_future_reurrences	VARCHAR2		Used for recurring tasks. If the value of the parameter is set to: <i>fnl_api.g_true</i> , then all the future recurring tasks are deleted.

The following table describes the OUT parameters associated with this API.

Table 4–9 Delete Task OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.

Table 4–9 Delete Task OUT Parameters

Parameter	Data Type	Descriptions
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

4.3 Package JTF_TASKS_ASSIGNMENTS_PUB

The Task Assignment APIs consist of the following three procedures:

- [Create Task Assignment](#)
- [Update Task Assignment](#)
- [Delete Task Assignment](#)

4.3.1 Create Task Assignment

This procedure creates a task assignment for a given task with the following specifications. Each task has a single owner, however, the task can have multiple assignees. For each resource assigned to the task, the actual effort can be specified. The task identifier **or** the task number for which the assignments are being created must be specified.

Before continuing, you may reference the documentation for [Create Task](#).

Procedure Specification

```
PROCEDURE create_task_assignment
(
  p_api_version          in          number,
  p_init_msg_list       in          varchar2 default fnd_api.g_false,
  p_commit              in          varchar2 default fnd_api.g_false,
  p_task_assignment_id  in          number          default null,
  p_task_id             in          number          default null,
  p_task_number        in          varchar2        default null,
  p_resource_type_code  in          varchar2,
  p_resource_id        in          number,
  p_actual_effort      in          number          default null,
  p_actual_effort_uom  in          varchar2        default null,
  p_schedule_flag      in          varchar2        default null,
  p_alarm_type_code    in          varchar2        default null,
  p_alarm_contact      in          varchar2        default null,
  p_sched_travel_distance in        number          default null,
  p_sched_travel_duration in        number          default null,
  p_sched_travel_duration_uom in    varchar2        default null,
```

```

p_actual_travel_distance      in   number      default null,
p_actual_travel_duration     in   number      default null,
p_actual_travel_duration_uom in   varchar2    default null,
p_actual_start_date         in   date        default null,
p_actual_end_date           in   date        default null,
p_palm_flag                 in   varchar2    default null,
p_wince_flag               in   varchar2    default null,
p_laptop_flag              in   varchar2    default null,
p_device1_flag             in   varchar2    default null,
p_device2_flag             in   varchar2    default null,
p_device3_flag             in   varchar2    default null,
p_resource_territory_id     in   number      default null,
p_assignment_status_id     in   number      default null,
p_shift_construct_id       in   number      default null,
x_return_status            out  varchar2,
x_msg_count                out  number,
x_msg_data                 out  varchar2,
x_task_assignment_id       out  number,
p_attribute1               in   varchar2    default null,
p_attribute2               in   varchar2    default null,
p_attribute3               in   varchar2    default null,
p_attribute4               in   varchar2    default null,
p_attribute5               in   varchar2    default null,
p_attribute6               in   varchar2    default null,
p_attribute7               in   varchar2    default null,
p_attribute8               in   varchar2    default null,
p_attribute9               in   varchar2    default null,
p_attribute10              in   varchar2    default null,
p_attribute11              in   varchar2    default null,
p_attribute12              in   varchar2    default null,
p_attribute13              in   varchar2    default null,
p_attribute14              in   varchar2    default null,
p_attribute15              in   varchar2    default null,
p_attribute_category       in   varchar2    default null
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–10 Create Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_task_assignment_id	NUMBER	Yes	For internal use only.
p_task_id	NUMBER		Unique task identifier (Primary Key). If <i>task_id</i> is not specified, then the <i>task_id</i> is automatically generated and passed as an out parameter <i>x_task_id</i> . See Note: 1 on page 4-3.
p_task_number	VARCHAR2		Task number See Note: 1 on page 4-3.
p_resource_type_code	VARCHAR2	Yes	Assignee type of the task. (Foreign Key to JTF_OBJECTS_VL for a object with a usage of "Resources").
p_resource_id	NUMBER	Yes	Assignee of the task. Resource identifier of the task owner. (Foreign Key to JTF_RS_RESOURCE_EXTNS_VL, JTF_RS_GROUPS_VL, JTF_RS_TEAMS_VL depending on the value of <i>resource_type_code</i>).
p_actual_effort	NUMBER		Actual amount of effort spent on a task by the assignees.
p_actual_effort_uom	VARCHAR2		Unit of measure for actual work. See Note: 5 on page 4-3.
p_schedule_flag	VARCHAR2		Indicates whether the resource should be scheduled by the Scheduler. The value must be Y, N, or NULL.

Table 4–10 Create Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_alarm_type_code	VARCHAR2		A lookup code that indicates how alarms should be sent to the resource. For example, e-mail, pager, phone. Not supported.
p_alarm_contact	VARCHAR2		Contact information for sending alarms. This field may store e-mail address, pager number, or phone number. Not supported.
p_sched_travel_distance	NUMBER		Scheduled travel distance. Not supported.
p_sched_travel_duration	NUMBER		Scheduled travel duration. Not supported.
p_sched_travel_duration_uom	VARCHAR2		Unit of measure for scheduled travel duration. Not supported.
p_actual_travel_distance	NUMBER		Actual travel duration. Not supported.
p_actual_travel_duration	NUMBER		Actual travel duration. Not supported.
p_actual_travel_duration_uom	VARCHAR2		Unit of measure for actual travel duration. Not supported.
p_actual_start_date	DATE		Actual start date
p_actual_end_date	DATE		Actual end date
p_palm_flag	VARCHAR2		Used by mobile devices. Not supported.
p_wince_flag	VARCHAR2		Used by mobile devices. Not supported.
p_laptop_flag	VARCHAR2		Used by mobile devices. Not supported.
p_device1_flag	VARCHAR2		Used by mobile devices. Not supported.
p_device2_flag	VARCHAR2		Used by mobile devices. Not supported.
p_device3_flag	VARCHAR2		Used by mobile devices. Not supported.
p_resource_territory_id	NUMBER		Currently not supported.

Table 4–10 Create Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_assignment_status_id	NUMBER		Status identifier of the assignee. (Foreign Key to JTF_TASK_STATUSES_VL).
p_shift_construct_id	NUMBER		Shift construct identifier for the assignment.
p_attribute1	VARCHAR2		Descriptive flexfield segment column.
p_attribute2	VARCHAR2		Descriptive flexfield segment column.
p_attribute3	VARCHAR2		Descriptive flexfield segment column.
p_attribute4	VARCHAR2		Descriptive flexfield segment column.
p_attribute5	VARCHAR2		Descriptive flexfield segment column.
p_attribute6	VARCHAR2		Descriptive flexfield segment column.
p_attribute7	VARCHAR2		Descriptive flexfield segment column.
p_attribute8	VARCHAR2		Descriptive flexfield segment column.
p_attribute9	VARCHAR2		Descriptive flexfield segment column.
p_attribute10	VARCHAR2		Descriptive flexfield segment column.
p_attribute11	VARCHAR2		Descriptive flexfield segment column.
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute13	VARCHAR2		Descriptive flexfield segment column.
p_attribute14	VARCHAR2		Descriptive flexfield segment column.
p_attribute15	VARCHAR2		Descriptive flexfield segment column.
p_attribute_category	VARCHAR2		Descriptive flexfield structure defining column.

The following table describes the OUT parameters associated with this API.

Table 4–11 Create Task Assignment OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.

Table 4–11 Create Task Assignment OUT Parameters

Parameter	Data Type	Descriptions
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_task_assignment_id	NUMBER	Unique task assignment identifier.

4.3.2 Update Task Assignment

This procedure updates a task assignment for a given task. The *resource_type_code* indicates the type of resource. *Resource_id* indicates an actual identifier. For each resource assigned to the task, the actual effort can be specified.

The task assignment identifier must be specified.

Procedure Specification

PROCEDURE update_task_assignment

```
(
  p_api_version           in      number,
  p_object_version_number in out  number,
  p_init_msg_list        in      varchar2 default fnd_api.g_false,
  p_commit               in      varchar2 default fnd_api.g_false,
  p_task_assignment_id   in      number,
  p_task_id              in      number default fnd_api.g_miss_num,
  p_task_number          in      varchar2 default fnd_api.g_miss_char,
  p_task_name            in      varchar2 default fnd_api.g_miss_char,
  p_resource_type_code   in      varchar2 default fnd_api.g_miss_char,
  p_resource_id          in      number default fnd_api.g_miss_num,
  p_actual_effort        in      number default fnd_api.g_miss_num,
  p_actual_effort_uom    in      varchar2 default fnd_api.g_miss_char,
  p_schedule_flag        in      varchar2 default fnd_api.g_miss_char,
  p_alarm_type_code      in      varchar2 default fnd_api.g_miss_char,
  p_alarm_contact        in      varchar2 default fnd_api.g_miss_char,
  p_sched_travel_distance in      number default fnd_api.g_miss_num,
  p_sched_travel_duration in      number default fnd_api.g_miss_num,
  p_sched_travel_duration_uom in  varchar2 default fnd_api.g_miss_char,
  p_actual_travel_distance in      number default fnd_api.g_miss_num,
  p_actual_travel_duration in      number default fnd_api.g_miss_num,
  p_actual_travel_duration_uom in  varchar2 default fnd_api.g_miss_char,
  p_actual_start_date    in      date default fnd_api.g_miss_date,
  p_actual_end_date      in      date default fnd_api.g_miss_date,
  p_palm_flag            in      varchar2 default fnd_api.g_miss_char,
  p_wince_flag           in      varchar2 default fnd_api.g_miss_char,
```

```

p_laptop_flag          in          varchar2 default    fnd_api.g_miss_char,
p_device1_flag         in          varchar2 default    fnd_api.g_miss_char,
p_device2_flag         in          varchar2 default    fnd_api.g_miss_char,
p_device3_flag         in          varchar2 default    fnd_api.g_miss_char,
p_resource_territory_id in          number default    fnd_api.g_miss_num,
p_assignment_status_id in          number default    fnd_api.g_miss_num,
p_shift_construct_id   in          number default    fnd_api.g_miss_num,
x_return_status        out          varchar2,
x_msg_count            out          number,
x_msg_data             out          varchar2,
p_attribute1           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute2           in          varchar2 default    tf_task_utl.g_miss_char,
p_attribute3           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute4           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute5           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute6           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute7           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute8           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute9           in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute10          in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute11          in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute12          in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute13          in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute14          in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute15          in          varchar2 default    jtf_task_utl.g_miss_char,
p_attribute_category   in          varchar2 default    jtf_task_utl.g_miss_char
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–12 Update Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.

Table 4–12 Update Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_object_version_number	NUMBER		See "Standard IN Parameters" on page 1-2.
p_task_assignment_id	NUMBER		Unique task assignment identifier.
p_task_id	NUMBER		Unique task identifier (Primary Key). If <i>task_id</i> is not specified, then the <i>task_id</i> is automatically generated and passed as an OUT parameter <i>x_task_id</i> .
p_task_number	VARCHAR2		Task number
p_task_name	VARCHAR2		Task name
p_resource_type_code	VARCHAR2		Resource type identifier
p_resource_id	NUMBER		Resource Identifier.
p_actual_effort	NUMBER		Actual amount of effort spent on a task by all assignees.
p_actual_effort_uom	VARCHAR2		Unit of measure for actual work. See Note: 5 on page 4-3.
p_schedule_flag	VARCHAR2		Indicates whether the resource should be scheduled by the Scheduler.
p_alarm_type_code	VARCHAR2		A lookup code that indicates how alarms should be sent to the resource. For example, e-mail, pager, phone.
p_alarm_contact	VARCHAR2		Contact information for sending alarms. This field may store an e-mail address, pager number, or phone number.
p_sched_travel_distance	NUMBER		Scheduled travel distance.
p_sched_travel_duration	NUMBER		Scheduled travel duration.
p_sched_travel_duration_uom	VARCHAR2		Unit of measure for scheduled travel duration.

Table 4–12 Update Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_actual_travel_distance	NUMBER		Actual travel duration.
p_actual_travel_duration	NUMBER		Actual travel duration.
p_actual_travel_duration_uom	VARCHAR2		Unit of measure for actual travel duration.
p_actual_start_date	DATE		Actual start date.
p_actual_end_date	DATE		Actual end date.
p_palm_flag	VARCHAR2		Used by mobile devices.
p_wince_flag	VARCHAR2		Used by mobile devices.
p_laptop_flag	VARCHAR2		Used by mobile devices.
p_device1_flag	VARCHAR2		Used by mobile devices.
p_device2_flag	VARCHAR2		Used by mobile devices.
p_device3_flag	VARCHAR2		Used by mobile devices.
p_resource_territory_id	NUMBER		Currently not supported.
p_assignment_status_id	NUMBER		Status identifier of the assignee.
p_shift_construct_id	NUMBER		Shift construct identifier for the assignment.
p_attribute1	VARCHAR2		Descriptive flexfield segment column.
p_attribute2	VARCHAR2		Descriptive flexfield segment column.
p_attribute3	VARCHAR2		Descriptive flexfield segment column.
p_attribute4	VARCHAR2		Descriptive flexfield segment column.
p_attribute5	VARCHAR2		Descriptive flexfield segment column.
p_attribute6	VARCHAR2		Descriptive flexfield segment column.
p_attribute7	VARCHAR2		Descriptive flexfield segment column.
p_attribute8	VARCHAR2		Descriptive flexfield segment column.

Table 4–12 Update Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_attribute9	VARCHAR2		Descriptive flexfield segment column.
p_attribute10	VARCHAR2		Descriptive flexfield segment column.
p_attribute11	VARCHAR2		Descriptive flexfield segment column.
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute13	VARCHAR2		Descriptive flexfield segment column.
p_attribute14	VARCHAR2		Descriptive flexfield segment column.
p_attribute15	VARCHAR2		Descriptive flexfield segment column.
p_attribute_ category	VARCHAR2		Descriptive flexfield structure defining column.

The following table describes the OUT parameters associated with this API.

Table 4–13 Update Task Assignment OUT Parameters

Parameter	Data Type	Descriptions and Validations
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

4.3.3 Delete Task Assignment

This procedure deletes a task assignment for a given task.

The task assignment must be specified.

Procedure Specification

PROCEDURE delete_task_assignment

```
(
  p_api_version           in      number,
  p_object_version_number in      number,
  p_init_msg_list         in      varchar2 default fnd_api.g_false,
  p_commit                in      varchar2 default fnd_api.g_false,
  p_task_assignment_id    in      number,
  x_return_status         out     varchar2,
  x_msg_count             out     number,
```

```
x_msg_data          out          varchar2
);
```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–14 Delete Task Assignment IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_object_version_number	NUMBER		See "Standard IN Parameters" on page 1-2.
p_task_assignment_id	NUMBER		Unique task assignment identifier.

The following table describes the OUT parameters associated with this API.

Table 4–15 Delete Task Assignment OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

4.4 Package JTF_TASKS_REFERENCES_PUB

The Task Reference APIs consist of the following three procedures:

- [Create Task Reference](#)
- [Update Task Reference](#)

- [Delete Task Reference](#)

4.4.1 Create Task Reference

This API establishes references to a task. For example, a task created for a service request can establish reference to an inventory part number using references.

Every task is associated with a source. It can also be associated with multiple references.

Task_id or *task_number* must be passed.

If the API successfully executes, then the output parameter is *task_reference_id*.

Procedure Specification

PROCEDURE create_references

```
(
  p_api_version          in      number,
  p_init_msg_list       in      varchar2 default    fnd_api.g_false,
  p_commit              in      varchar2 default    fnd_api.g_false,
  p_task_id             in      number             default null,
  p_task_number        in      varchar2           default null,
  p_object_type_code    in      varchar2          default null,
  p_object_name        in      varchar2,
  p_object_id          in      number,
  p_object_details     in      varchar2           default null,
  p_reference_code     in      varchar2           default null,
  p_usage              in      varchar2           default null,
  x_return_status      out     varchar2,
  x_msg_data           out     varchar2,
  x_msg_count          out     number,
  x_task_reference_id  out     number,
  p_attribute1         in      varchar2           default null,
  p_attribute2         in      varchar2           default null,
  p_attribute3         in      varchar2           default null,
  p_attribute4         in      varchar2           default null,
  p_attribute5         in      varchar2           default null,
  p_attribute6         in      varchar2           default null,
  p_attribute7         in      varchar2           default null,
  p_attribute8         in      varchar2           default null,
  p_attribute9         in      varchar2           default null,
  p_attribute10        in      varchar2           default null,
  p_attribute11        in      varchar2           default null,
  p_attribute12        in      varchar2           default null,
  p_attribute13        in      varchar2           default null,
```

```

    p_attribute14      in      varchar2      default null,
    p_attribute15      in      varchar2      default null,
    p_attribute_category in      varchar2      default null
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–16 Create Task Reference IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_task_id	NUMBER		Unique task identifier (Primary Key) If <i>task_id</i> is not specified, then the <i>task_id</i> is automatically generated and passed as an out parameter <i>x_task_id</i> .
p_task_number	VARCHAR2		Task number
p_object_type_code	VARCHAR2		Reference object type code (Foreign Key to JTF_OBJECTS_VL for objects with a usage of "Task".)
p_object_name	VARCHAR2		Name of reference object. Validated from the table registered in JTF_OBJECTS_VL for the <i>object_type_code</i> .
p_object_id	NUMBER		Internal identifier of reference object. Validated from the table registered in <i>jtf_objects_vl</i> for the <i>object_type_code</i> .
p_object_details	VARCHAR2		Additional information of the reference object.

Table 4–16 Create Task Reference IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_reference_code	VARCHAR2		Lookup code indicating the context of the reference. Not supported and not used in the context of the Tasks module.
p_usage	VARCHAR2		User comment on the usage of the reference.
p_attribute1	VARCHAR2		Descriptive flexfield segment column.
p_attribute2	VARCHAR2		Descriptive flexfield segment column.
p_attribute3	VARCHAR2		Descriptive flexfield segment column.
p_attribute4	VARCHAR2		Descriptive flexfield segment column.
p_attribute5	VARCHAR2		Descriptive flexfield segment column.
p_attribute6	VARCHAR2		Descriptive flexfield segment column.
p_attribute7	VARCHAR2		Descriptive flexfield segment column.
p_attribute8	VARCHAR2		Descriptive flexfield segment column.
p_attribute9	VARCHAR2		Descriptive flexfield segment column.
p_attribute10	VARCHAR2		Descriptive flexfield segment column.
p_attribute11	VARCHAR2		Descriptive flexfield segment column.
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute13	VARCHAR2		Descriptive flexfield segment column.
p_attribute14	VARCHAR2		Descriptive flexfield segment column.
p_attribute15	VARCHAR2		Descriptive flexfield segment column.
p_attribute_category	VARCHAR2		Descriptive flexfield structure defining column.

The following table describes the OUT parameters associated with this API.

Table 4–17 CreateTask Reference OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_data	VARCHAR2	See "Standard OUT Parameters" on page 1-2.

Table 4–17 CreateTask Reference OUT Parameters

Parameter	Data Type	Descriptions
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.
x_task_reference_id	NUMBER	Unique task reference identifier.

4.4.2 Update Task Reference

This API is used to update references to a task.

Task_reference_id must be an input parameter.

Procedure Specification

PROCEDURE update_references

```
(
  p_api_version          in          number,
  p_init_msg_list       in          varchar2 default fnd_api.g_false,
  p_commit              in          varchar2 default fnd_api.g_false,
  p_object_version_number in out    number,
  p_task_reference_id   in          number,
  p_object_type_code    in          varchar2 default fnd_api.g_miss_char,
  p_object_name         in          varchar2 default fnd_api.g_miss_char,
  p_object_id           in          number default fnd_api.g_miss_num,
  p_object_details     in          varchar2 default fnd_api.g_miss_char,
  p_reference_code      in          varchar2 default fnd_api.g_miss_char,
  p_usage              in          varchar2 default fnd_api.g_miss_char,
  x_return_status       out         varchar2,
  x_msg_data           out         varchar2,
  x_msg_count          out         number,
  p_attribute1         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute2         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute3         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute4         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute5         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute6         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute7         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute8         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute9         in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute10        in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute11        in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute12        in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute13        in          varchar2 default jtf_task_utl.g_miss_char,
  p_attribute14        in          varchar2 default jtf_task_utl.g_miss_char,
```

```

    p_attribute15      in      varchar2 default  jtf_task_utl.g_miss_char,
    p_attribute_category in      varchar2 default  jtf_task_utl.g_miss_char
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–18 Update Task Reference IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See " Standard IN Parameters " on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_commit	VARCHAR2	Yes	See " Standard IN Parameters " on page 1-2.
p_object_version_number	NUMBER		See " Standard IN Parameters " on page 1-2.
p_task_reference_id	NUMBER		Unique task reference identifier.
p_object_type_code	VARCHAR2		Reference object type code (Foreign Key to JTF_TASK_OBJECT_TYPES).
p_object_name	VARCHAR2		Name of reference object.
p_object_id	NUMBER		Internal identifier of reference object.
p_object_details	VARCHAR2		Additional information of the reference object.
p_reference_code	VARCHAR2		Lookup code indicating the context of the reference.
p_usage	VARCHAR2		User comment on the usage of the reference.
p_attribute1	VARCHAR2		Descriptive flexfield segment column.
p_attribute2	VARCHAR2		Descriptive flexfield segment column.
p_attribute3	VARCHAR2		Descriptive flexfield segment column.

Table 4–18 Update Task Reference IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_attribute4	VARCHAR2		Descriptive flexfield segment column.
p_attribute5	VARCHAR2		Descriptive flexfield segment column.
p_attribute6	VARCHAR2		Descriptive flexfield segment column.
p_attribute7	VARCHAR2		Descriptive flexfield segment column.
p_attribute8	VARCHAR2		Descriptive flexfield segment column.
p_attribute9	VARCHAR2		Descriptive flexfield segment column.
p_attribute10	VARCHAR2		Descriptive flexfield segment column.
p_attribute11	VARCHAR2		Descriptive flexfield segment column.
p_attribute12	VARCHAR2		Descriptive flexfield segment column.
p_attribute13	VARCHAR2		Descriptive flexfield segment column.
p_attribute14	VARCHAR2		Descriptive flexfield segment column.
p_attribute15	VARCHAR2		Descriptive flexfield segment column.
p_attribute_category	VARCHAR2		Descriptive flexfield structure defining column.

The following table describes the OUT parameters associated with this API.

Table 4–19 Update Task Reference OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See " Standard OUT Parameters " on page 1-2.
x_msg_count	NUMBER	See " Standard OUT Parameters " on page 1-2.
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

4.4.3 Delete Task Reference

This API is used to delete references to a task.

Task_reference_id must be an input parameter.

Procedure Specification

```

PROCEDURE delete_references
(
  p_api_version          in      number,
  p_init_msg_list       in      varchar2 default fnd_api.g_false,
  p_commit              in      varchar2 default fnd_api.g_false,
  p_object_version_number in    number,
  p_task_reference_id   in      number          default null,
  x_return_status       out     varchar2,
  x_msg_data           out     varchar2,
  x_msg_count          out     number
);

```

Current Version

1.0

Parameter Descriptions

The following table describes the IN parameters associated with this API.

Table 4–20 Delete Task Reference IN Parameters

Parameter	Data Type	Required	Descriptions and Validations
p_api_version	NUMBER	Yes	See "Standard IN Parameters" on page 1-2.
p_init_msg_list	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_commit	VARCHAR2	Yes	See "Standard IN Parameters" on page 1-2.
p_object_version_number	NUMBER		See "Standard IN Parameters" on page 1-2.
p_task_reference_id	NUMBER		Unique task reference identifier.

The following table describes the OUT parameters associated with this API.

Table 4–21 Delete Task Reference OUT Parameters

Parameter	Data Type	Descriptions
x_return_status	VARCHAR2	See "Standard OUT Parameters" on page 1-2.
x_msg_count	NUMBER	See "Standard OUT Parameters" on page 1-2.

Table 4–21 Delete Task Reference OUT Parameters

Parameter	Data Type	Descriptions
x_msg_data	VARCHAR2	See " Standard OUT Parameters " on page 1-2.

4.5 Data Structure Specifications

The following data structures are used in the Create Task API:

- [Task Assign Record Type](#)
- [Task Dependency Record Type](#)
- [Task Reference Record Type](#)
- [Task Recurrence Record Type](#)
- [Task Dates Record Type](#)
- [Task Contact Record Type](#)

4.5.1 Task Assign Record Type

Record Specification

```

TYPE task_assign_rec IS RECORD.
(
  resource_id                number,
  actual_start_datee        date := null ,
  actual_end_date           date := null ,
  actual_effort_duration    number := null,
  actual_effort_dur_uom     varchar2(3) := null,
  scheduled_travel_distance number :=null,
  scheduled_travel_duration number :=null,
  scheduled_travel_duration_uom varchar2(3) :=null,
  actual_travel_distance    number :=null,
  actual_travel_duration    number :=null,
  scheduled_travel_duration_uom varchar2(3) :=null,
  schedule_flag             varchar2(1) := null,
  alarm_type_code           varchar2(30) := null,
  alarm_contact             varchar2(200) := null
);

```

4.5.2 Task Dependency Record Type

JTF_TASK_DEPENDS stores the dependency information between the two tasks. If *template_flag* = 'Y', then the dependency is between the templates or else the dependency is between the tasks.

Adjustment_time and *adjustment_time_uom* together indicate the lead or lag time between the two tasks.

Record Specification

```
TYPE task_depend_rec IS RECORD.
(
    dependent_on_task_id    number,
    dependency_type_code    varchar2(30) ,
    adjustment_time         number := null,
    adjustment_time_uom     varchar2(3) := null
);
```

4.5.3 Task Reference Record Type

JTF_TASK_REFERENCES stores the reference details for a given task. *reference_code* gets the value from Lookup code JTF_TASK_REFERENCE_CODES.

Record Specification

```
TYPE task_refer_rec IS RECORD.
(
    object_type_code        varchar2(10) ,
    object_name             varchar2(80) ,
    object_id               number,
    object_details          varchar2(2000) ,
    usage                   varchar2(2000)
);
```

4.5.4 Task Recurrence Record Type

This record type should be used while creating repeating tasks.

Record Specification

```
TYPE task_recur_rec IS RECORD.
(
```

```
        occurs_which      number,  
        day_of_week       number,  
        date_of_month     number,  
        occurs_month     number,  
        occurs_uom        varchar2(3),  
        occurs_every      number,  
        occurs_number     number  
    );
```

4.5.5 Task Dates Record Type

JTF_TASK_DATES stores the actual date values for a task. *Date_type_id* is a Foreign Key to JTF_TASK_DATE_TYPES.

Record Specification

```
TYPE task_dates_rec IS RECORD.  
(  
    date_type      varchar2(30) ,  
    date_value     date,  
    alarm_set      number := null,  
    alarm_set_uom  varchar2(3) := null  
);
```

4.5.6 Task Contact Record Type

JTF_TASK_CONTACTS stores the contact information for a given customer.

Record Specification

```
TYPE task_cont_rec IS RECORD.  
(  
    contact_id      number := null,  
    last_name       varchar2(50),  
    first_name      varchar2(50),  
    email_address   varchar2(240) := null  
);
```

4.6 Messages and Notifications

The status messages associated with the Task Manager public APIs are divided into the following categories:

- [Common Messages](#)
- [JTF_TASK_ASSIGNMENTS_PUB](#)
- [JTF_TASK_REFERENCES_PUB](#)
- [JTF_TASKS_PUB](#)

Note: It is not required that all status notifications provide a number identifier along with the message, although, in many cases, it is provided.

4.6.1 Common Messages

The following table describes a lists of common error messages and notifications that the Task API can generate. Note that not all messages are returned by all APIs.

Table 4–22 Common Task API Messages

Number	Type	Name	Text
	E	JTF_TASK_DISTANCE_UNITS	Quantity for p_distance_tag is invalid.
	E	JTF_TASK_INVALID_CONTACT	Contacts details are invalid.
	E	JTF_TASK_INVALID_DEFAULT_OWNER	Default owner for the task is not setup correctly.
	E	JTF_TASK_INVALID_PHONE_ID	Phone details are invalid. (Contact point identifier = p_phone_id).
	E	JTF_TASK_MISSING_CONTACT	Contact details are missing.
	E	JTF_TASK_MISSING_PHONE	Phone details are missing.
	E	JTF_TASK_MISSING_USER_MAPPING	User is not mapped to a resource.
210000	E	JTF_TASK_MISSING_UOM	Unit of measure for p_tag should be specified.
210001	E	JTF_TASK_INVALID_PRIORITY_ID	Task Priority p_task_priority_id is either disabled or invalid.
210002	E	JTF_TASK_INVALID_PRIORITY_NAME	Task Priority p_task_priority_name is either disabled or invalid.

Table 4–22 Common Task API Messages

Number	Type	Name	Text
210003	E	JTF_TASK_INVALID_TYPE_ID	Task Type p_task_type_id is either disabled or invalid.
210004	E	JTF_TASK_INVALID_UOM	Unit of Measure p_uom_code is either disabled or invalid.
210005	E	JTF_TASK_INVALID_DEPENDS_CODE	Currency Code p_dependency_code is either disabled or invalid.
210006	E	JTF_TASK_INVALID_TEMP_NUMBER	Task Template p_task_template_number is invalid.
210008	E	JTF_TASK_INVALID_TEMP_ID	Task Template p_task_template_id is invalid.
210012	E	JTF_TASK_INVALID_CUST_ACCT_ID	Customer Account p_cust_account_id is invalid or disabled.
210013	E	JTF_TASK_INVALID_PARTY_ID	Customer p_party_id is invalid or disabled.
210014	E	JTF_TASK_INVALID_PARTY_NUMBER	Customer party_number is invalid or disabled.
210015	E	JTF_TASK_INVALID_SITE_ID	Address p_party_site_id is invalid or disabled.
210016	E	JTF_TASK_INVALID_SITE_NUMBER	Address p_party_site_number is invalid or disabled.
210018	E	JTF_TASK_INVALID_FLAG	P_flag_name must be Yes or No.
210020	E	JTF_TASK_INVALID_DEPENDS_ID	Dependency p_dependency_id does not exist.
210021	E	JTF_TASK_INVALID_ASSIGNED_NAME	User p_assigned_by_name is invalid or disabled.
210022	E	JTF_TASK_INVALID_CURRENCY_CODE	Currency p_currency_code is invalid or disabled.
210023	E	JTF_TASK_MISSING_CURRENCY_CODE	P_cost, currency code should be present. Cause: both cost currency code should be present.
210024	E	JTF_TASK_MISSING_COST	For p_currency_code, cost should be present. Cause: both cost currency code should be present.
210026	E	JTF_TASK_INVALID_TIMEZONE_NAME	Timezone for p_timezone_name is either disabled or invalid.
210027	E	JTF_TASK_INVALID_TIMEZONE_ID	Timezone for p_timezone_id is either disabled or invalid.
210029	U	JTF_TASK_UNKNOWN_ERROR	Error text.

Table 4–22 Common Task API Messages

Number	Type	Name	Text
210031	E	JTF_TASK_INVALID_OBJECT_NAME	P_object_type_code p_object_name is either disabled or invalid.
210032	E	JTF_TASK_INVALID_OBJECT_CODE	P_object_code is either disabled or invalid.
210034	E	JTF_TASK_INVALID_QUANTITY	Value for p_tag should be greater than 0.
210035	E	JTF_TASK_MISSING_QUANTITY	Quantity for p_tag should be specified.
210037	E	JTF_TASK_INVALID_STATUS_NAME	Task status p_task_status_name is either disabled or invalid.
210039	E	JTF_TASK_INVALID_TYPE_NAME	Task type p_task_type_name is either disabled or invalid.
210041	E	JTF_TASK_INVALID_STATUS_ID	Status p_task_status_id is either disabled or invalid.
210046	E	JTF_TASK_INVALID_DATES	P_date_tag start date cannot be greater than p_date_tag end date.
210047	E	JTF_TASK_INVALID_SOURCE_DTLS	Invalid source object details provided.
210048	E	JTF_TASK_INVALID_TEMP_GRP_NAME	Task template group p_task_temp_group_name is either disabled or invalid.
210049	E	JTF_TASK_INVALID_TEMP_GRP_ID	Task template group p_task_template_group_id is either disabled or invalid.
210051	E	JTF_TASK_INVALID_TASK_ID	Task p_task_id is invalid.
210052	E	JTF_TASK_INVALID_TASK_NUMBER	Task number p_task_number is invalid.
210055	E	JTF_TASK_MISSING_TASK	Task is missing.
210056	E	JTF_TASK_INVALID_DATE_TYPE_ID	Date type p_date_type_id is invalid.
210065	E	JTF_TASK_INVALID_TERR_ID	Territory p_terr_id is disabled or invalid.
210066	E	JTF_TASK_INVALID_TERR_NAME	Territory is disabled or invalid.
210067	E	JTF_TASK_INVALID_ESC_DTLS	Invalid escalation details.
210068	E	JTF_TASK_INVALID_OWNER_ID	Owner p_owner_id is invalid.
210069	E	JTF_TASK_PARENT_TYPE_CODE	Parent task should have the same source document types as the given task.
210069	E	JTF_TASK_PARENT_TYPE_CODE	Parent task should have the same source document types as the given task.

Table 4–22 Common Task API Messages

Number	Type	Name	Text
210070	E	JTF_TASK_PARENT	Parent task does not have the same source object details as the given task.
210118	E	JTF_TASK_MISSING_RETURN_STATUS	Return status from internal API hook is missing.
210120	E	JTF_TASK_MISSING_LOOKUP	Lookup code (p_lookup_code) is not defined for lookup type p_lookup_type.

4.6.2 JTF_TASK_ASSIGNMENTS_PUB

The following table describes a list of messages and notifications that the APIs in package JTF_TASK_ASSIGNMENTS_PUB can generate.

Table 4–23 JTF_TASK_ASSIGNMENTS_PUB API Messages

Number	Type	Name	Text
210055	E	JTF_TASK_MISSING_TASK	Task is missing.
210082	E	JTF_TASK_INV_RES_TYP_COD	Resource type code is invalid or disabled. This feature is currently not enabled in the API. This error should never occur.
210080	E	JTF_TASK_NULL_RES_ID	Resource identifier is missing.
		JTF_TASK_MISSING_TASK_STATUS	Task status is missing or invalid.
210085	E	JTF_TASK_INV_ALA_TYPE	Alarm type code is invalid or disabled.
210086	E	JTF_TASK_INV_ALA_CON	Alarm contact is invalid or disabled. This feature is currently not enabled in the API. This error should never occur.
210117	E	JTF_TASK_RESOURCE_LOCKED	Resource is locked or deleted.
210113	E	JTF_TASK_NULL_TK_ASS	Task assignment is missing.
210114	E	JTF_TASK_INV_TK_ASS	Task assignment identifier is invalid or missing.
210115	E	JTF_TASK_DELETING_TK_ASS	Error deleting task assignment.

4.6.3 JTF_TASK_REFERENCES_PUB

The following table describes a list of messages and notifications that the APIs in package JTF_TASK_REFERENCES_PUB can generate.

Table 4–24 JTF_TASK_REFERENCES_PUB API Messages

Number	Type	Name	Text
210025	E	JTF_TASK_MISSING_OBJECT_NAME	Object name is missing.
210028	E	JTF_TASK_MISSING_OBJECT_CODE	Source object type code is missing.
210031	E	JTF_TASK_INVALID_OBJECT_NAME	Object code object name is either disabled or invalid.
210032	E	JTF_TASK_INVALID_OBJECT_CODE	Object code is either disabled or invalid.
210038	E	JTF_TASK_INVALID_REFERER	Task reference identifier is invalid.
210042	E	JTF_TASK_MISSING_REFERER	Task reference is missing.
210044	E	JTF_TASK_INVALID_OBJECT_ID	Object identifier is invalid.
210050	E	JTF_TASK_INVALID_REFERER_CODE	Reference code is either disabled or invalid.
210053	E	JTF_TASK_INVALID_REFERER_DETAILS	Invalid reference details.
210055	E	JTF_TASK_MISSING_TASK	Task is missing.
210117	E	JTF_TASK_RESOURCE_LOCKED	Resource is locked or deleted.

4.6.4 JTF_TASKS_PUB

The following table describes a list of messages and notifications that the APIs in package JTF_TASK_ASSIGNMENTS_PUB can generate.

Table 4–25 Task API Messages

Number	Type	Name	Text
21002	E	JTF_TASK_INVALID_PRIORITY_NAME	Task priority is either disabled or invalid.
210007	E	JTF_TASK_MISSING_TEMP_GRP	Task template group is missing.
210011	E	JTF_TASK_INVALID_CUST_ACCT_NUM	Customer account number is disabled or invalid.
210021	E	JTF_TASK_INVALID_ASSIGNED_NAME	User assigned by name is invalid or disabled.
210029	U	JTF_TASK_UNKNOWN_ERROR	Returns the unhandled error text.

Table 4–25 Task API Messages

Number	Type	Name	Text
210036	E	JTF_TASK_MISSING_STATUS	Task status is missing.
210040	E	JTF_TASK_MISSING_TYPE	Task type is missing.
210046	E	JTF_TASK_INVALID_DATES	<i>Date start date</i> cannot be greater than <i>date end date</i> .
210051	E	JTF_TASK_INVALID_TASK_ID	Task identifier is invalid.
210052	E	JTF_TASK_INVALID_TASK_NUMBER	Task number is invalid.
210055	E	JTF_TASK_MISSING_TASK	Task is missing.
210060	E	JTF_TASK_CONVERTING_NUMBER	Error converting template number to task number.
210098	E	JTF_TK_INV_QRY_NXT	Invalid value query or next code can be Q or N.
210099	E	JTF_TK_INV_SHOW_ALL	Invalid value show all can be Y or N.
210100	E	JTF_TK_NULL_STRT_PTR	Start record number cannot be NULL.
210101	E	JTF_TK_NULL_REC_WANT	Number of records wanted cannot be NULL.
210103	E	JTF_TASK_INV_TK_NAME	Invalid task name.
210104	E	JTF_TK_OBJECT_TYPE_ID_RQD	Both object identifier and object type code are required if one is present.
210105	E	JTF_TK_QRY_NXT_INV_QRY_TYP	Invalid query type.
210106	E	JTF_TK_QRY_NXT_INV_DT_TYPE	Invalid date type.
210107	E	JTF_TK_QRY_NXT_NUL_ASGND_BY	Assigned by identifier is NULL.
210108	E	JTF_TK_QRY_NXT_NUL_	Owner identifier or type is NULL.
210109	E	JTF_TK_EXP_FILE_NAME_NULL	Output file name cannot be NULL.
210110	E	JTF_TK_EXP_TABLE_EMPTY	Task table input table is NULL.
210111	E	JTF_TK_QRY_NXT_INV_STRT_END_DT	Invalid value for start or end date query parameter.
210112	E	JTF_TK_NO_DATE	Created date field for current task identifier is NULL.
210117	E	JTF_TASK_RESOURCE_LOCKED	Resource is locked or deleted.

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