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Service Requests

Updated 4 September 2026

Operations on service requests resources. 6 endpoints, each relative to

`https://api.nxgen.cloud/api/v1` and authenticated as described under [Authentication](#).

GET /serviceRequests

Get all the service requests raised by current user

Parameters

NameInTypeRequiredDescriptionpagequeryanylimitqueryanyno

Responses

StatusDescriptionBody200Success400Invalid input401Unauthorized403Forbidden404Not Found

Example 200 response:

```
{
  "data": [
    {
      "uniqueId": "b12847425fc6454bb2154ef4cc9b2ce9",
      "category": "tower",
      "subCategory": "new_tower",
      "data": [
        {
          "name": "project_address",
          "label": "service_requests.new_tower.project_address",
          "type": "text",
          "value": "#21, 1st Floor",
          "required": true
        }
      ],
      "status": "Pending",
      "allAvailableStatus": [
        {
          "name": "pending",
          "label": "Pending",
          "icon": "pending",
          "color": "#606060"
        }
      ]
    }
  ],
}
```

```

"serviceProviderId": "e7f417cf4a434b5093a8173cdb50005f",
"userId": "70cb24d36f86424b802873af7e78c2d3",
"createdOn": 1715174099197
},
{
  "uniqueId": "b06cfbd7f80a4f76843b6443cedadea4",
  "category": "tower",
  "subCategory": "new_tower",
  "data": [
    {
      "name": "project_address",
      "label": "service_requests.new_tower.project_address",
      "type": "text",
      "value": "#21, 1st Floor",
      "required": true
    }
  ],
  "status": "Pending",
  "allAvailableStatus": [
    {
      "name": "pending",
      "label": "Pending",
      "icon": "pending",
      "color": "#606060"
    }
  ],
  "serviceProviderId": "e7f417cf4a434b5093a8173cdb50005f",
  "userId": "70cb24d36f86424b802873af7e78c2d3",
  "createdOn": 1715173285960
},
{
  "uniqueId": "596ed03dde0a489382ddc1f6cc023f33",
  "category": "tower",
  "subCategory": "new_tower",
  "data": [
    {
      "name": "project_address",
      "label": "service_requests.new_tower.project_address",
      "type": "text",
      "value": "#21, 1st Floor",
      "required": true
    }
  ],
  "status": "Pending",
  "allAvailableStatus": [
    {
      "name": "pending",
      "label": "Pending",
      "icon": "pending",
      "color": "#606060"
    }
  ],
  "serviceProviderId": "e7f417cf4a434b5093a8173cdb50005f",
  "userId": "70cb24d36f86424b802873af7e78c2d3",
  "createdOn": 1715173282225
}
],
"totalPages": 1,
"currentPage": 1
}

```

POST /serviceRequests

Add a service requests

Request body

```
{
  "category": "string",
  "subCategory": "string",
  "data": [
    {
      "name": "string",
      "label": "string",
      "type": "string",
      "value": "string",
      "required": "boolean"
    }
  ],
  "allAvailableStatus": [
    {
      "name": "string",
      "label": "string",
      "icon": "string",
      "color": "string"
    }
  ]
}
```

Responses

StatusDescriptionBody200Success400Invalid input401Unauthorized403Forbidden404Not Found

Example 200 response:

```
{
  "result": "serviceRequestId"
}
```

GET /serviceRequests/forms

Get JSON to create dynamic form for service requests

Responses

StatusDescriptionBody200Success400Invalid input401Unauthorized403Forbidden404Not Found

Example 200 response:

```
{
  "categories": [
    {
      "name": "service_requests.tower",
      "subCategories": [
        {
          "name": "service_requests.new_tower",
          "status": [
            {
              "name": "service_requests.pending",
              "icon": "pending",
              "color": "#FF0000"
            },
            {
              "name": "service_requests.in_progress",
              "icon": "pending-actions",
              "color": "#FFA500"
            },
            {
              "name": "service_requests.completed",
              "icon": "check_circle",
              "color": "#00FF00"
            }
          ],
          "fields": [
            {
              "name": "service_requests.location",
              "type": "text",
              "required": true
            },
            {
              "name": "service_requests.description",
              "type": "textarea",
              "required": false
            },
            {
              "name": "service_requests.image",
              "type": "image",
              "required": true
            }
          ]
        }
      ]
    }
  ]
}
```

GET /serviceRequests/{serviceRequestId}

Get a service requests with logs

Parameters

NameInTypeRequiredDescriptionserviceRequestIdpathstringyes

Responses

StatusDescriptionBody200Success400Invalid input401Unauthorized403Forbidden404Not Found

Example 200 response:

```
{
  "data": {
    "_id": "660d3d7fd6e88700127fd3a2",
    "data": [
      {
        "name": "project_address",
        "label": "service_requests.new_tower.project_address",
        "type": "text",
        "value": "#21, 1st Floor",
        "required": true
      }
    ],
    "uniqueId": "6f1917ae16fc4cf19fe9b7ea5fba8878",
    "category": "tower",
    "subCategory": "new_tower",
    "status": "Completed",
    "allAvailableStatus": [
      {
        "name": "pending",
        "label": "Pending",
        "icon": "pending",
        "color": "#606060"
      },
      {
        "name": "Completed",
        "icon": "check-circle",
        "color": "#606060"
      }
    ],
    "serviceProviderId": "e7f417cf4a434b5093a8173cdb50005f",
    "userId": "691fb2115824540aceabdc421244sd",
    "createdOn": 1712143743532,
    "auditLogs": [
      {
        "_id": "660d3d7fd6e88700127fd3a3",
        "action": "Insert",
        "payload": {
          "status": "Pending"
        }
      }
    ]
  }
}
```

```
"userEmail": "admin@web02.io",
"dateTime": "Wed, 03 Apr 2024 11:29:03 GMT",
"timestamp": 1712143743000,
"actionStatus": "Success",
"userAction": "SERVICE REQUEST has been added successfully"
},
{
  "_id": "661696cecd94a74301c9a001",
  "action": "Update",
  "payload": {
    "status": "Completed"
  },
  "userEmail": "admin@web02.io",
  "dateTime": "Wed, 10 Apr 2024 13:40:30 GMT",
  "timestamp": 1712756430000,
  "actionStatus": "Success",
  "userAction": "Marked as Completed"
}
]
}
}
```

PUT /serviceRequests/{serviceRequestId}

Update a service requests

Parameters

NameInTypeRequiredDescriptionserviceRequestIdpathstringyes

Request body

```
{
  "category": "string",
  "subCategory": "string",
  "data": [
    {
      "name": "string",
      "label": "string",
      "type": "string",
      "value": "string",
      "required": "boolean"
    }
  ],
  "allAvailableStatus": [
    {
      "name": "string",
      "label": "string",
      "icon": "string",
      "color": "string"
    }
  ]
}
```

Responses

StatusDescriptionBody200Success400Invalid input401Unauthorized403Forbidden404Not Found

Example 200 response:

```
{
  "result": "serviceRequestId"
}
```

DELETE /serviceRequests/{serviceRequestId}

Delete a service requests

Parameters

NameInTypeRequiredDescriptionserviceRequestIdpathstringyes

Responses

StatusDescriptionBody200Success400Invalid input401Unauthorized403Forbidden404Not Found

Example 200 response:

```
{
  "result": "serviceRequestId"
}
```