



STATUS NOTIFICATIONS

Version 1.2

360NRS status notifications

LATEST CHANGES

Version 1.0 29/08/2018 First version

Version 1.1 11/09/2018 Form events

Versión 1.2 05/02/2019 New optional "smtpResponse" parameter added.

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INTRODUCTION

The status notification service sets out to inform the customer's server about the events generated in the 360NRS service. Notifications will be made for mailings sent via any type of channel. This means that the customer can track each mailing in real time.

A single mailing can cause multiple events, so a bulk mailing may generate a significant number of notifications to the customer's server. To avoid server saturation, the events to be notified are queued up in 360NRS, so there may be a delay in delivering notifications if the customer's server is unable to manage the volume of notifications generated.

In order to enable this functionality, the customer must provide a URL where http POST requests will be made to notify an event.

RECEIVING NEW EVENT NOTIFICATION

METHOD: **POST**

PARAMETERS

The fields received in the request are explained in the following table:

Parameter	Type	Description
id	String	Alphanumeric identifier that was delivered in the message API. If the message was sent via the website, it will have no value.
channel	String	Indicates the channel of the mailing to which the notification refers. The possible values are: sms mailing landing text2speech appush webpush
contactId	integer	Unique contact identifier.
campaignId	integer	Campaign identifier. If it was sent by API and you did not specify campaignName in the mailing, its value will be 0.
campaignName	String	Campaign name. If it was sent by API and you did not specify campaignName in the mailing, its chain value will be blank.

formId	integer	Unique form identifier. <i>(Only for form events)</i>
event	String	Indicates the event that has occurred. The possible values are: delivered opened clicked unsubscribed hard_bounced complaint sent soft_bounced undelivered rejected expired unsubscribed_landing form_opened form_submitted form_rejected
extra	String	Extra parameter with additional information of the event in JSON format. The "form_submitted" event will contain the values entered in the form by the user in the following format: <pre> {"formValues":{"param1":"value1", "param2": "value2", ...}} </pre>
smtpResponse	String	Optional variable defined for the email channel and for the events delivered, hard_bounced, soft_bounced. The response of the SMTP server of the recipient mail is returned.

Notifications will be retried up to 5 times in case the client's server responds with an HTTP code other than 200 OK.

The waiting period between notifications is progressive, so the first retry will be made within 1 minute, the second after 2 minutes since the previous retry, the third after 3 minutes, etc.