Alert Management System
Technical Q&A Sessions

Q&A series starting on the 27/05/2021 to ...
Agenda: Q&A session to respond to technical queries

- Questions need to be sent in writing, before the meeting, by email - to be addressed by the previous Friday EOB;
- All sessions will be recorded and we'll make them available;
- Each one of the members will send the invitation to the relevant people;
- If somebody cannot join in any of the sessions due to the holidays (i.e. for the whole period), it is expectd that delegates are assigned to those meetings;

#	Date	EMVS Stakeholder	Category	Question	Answer		Action	Status

1	6/7/2021	SI NMVO	Custom code / Reason code / custom reason	1.PUT /status
				{
				    "uniqueAlertId": "string",
				    "newStatus": "Undefined",
				    "reasonCode": "string",
				    "customReason": "string"
				}
				Reason code / Custom reason: what is this, where can we get a list of usable reason codes?
					The user has the choice to either use a predefined reason or a custom reason. When he selects the "reasonCode" (RC-001) to use a personalized reason, he should specify the "customReason".
					
					The API to get predefined reason is available on TST already and it will be available in ITE as of next sprint /api/v1/predefined-reasons
					
					AMS URS Requirement ref. 4625
							NA	Closed

2	6/7/2021	SI NMVO	Cutom message	2.POST /messages : {
				        "uniqueAlertId": "string",
				        "messageCode": "string"
				}
				Isn't there a custom message option here?
					Yes with the code MC-00001		NA	Closed

3	6/7/2021	SI NMVO	Authentification / tenant ID / user	3.Authentication: -Tenant ID: is is a fixed ID for all users, or does it change? where is this obtained? -Scope: is this a fixed value for all users, or does it change? where is this obtained?	It is fixed for all users in the same environment. It only depends on the environment DEV, TST and ITE have the same TenantID. In UAT and Prod it will be different. It is fixed for all users in the same environment. It depends on the environment		NA	Closed
4	6/15/2021	PT NMVO	Change alert status / Modify alert status	1.If the is a change of ownership of the products: a.How will that be reflected in the AMS HUB? Are all alerts (closed, open and in progress) for that product transferred to the new OBP? b.If the OBP or MAHs forget to request the data change and the NMVOs identify that there was a MAH change, what will happen to the alerts raised between the effective date of transfer and the date when the issue was identified and corrected?	a. The old alerts will remain as they are assigned to the same organisations: including the product owner. The new alerts will be assigned to the new product owner. B. then the new alerts will be sent to the product owner registered in the EU-Hub - It is the EU-Hub who informs the AMS Hub about the product owner. Wiithout a change in the EMVS, the AMS Hub will never know that.		NA	Closed
5	6/15/2021	PT NMVO	FindAlert / GetAlert API / Alert change	2.Flow of the alerts from an NMVO perspective: a.The FindAlerts (for an alert ID) or GetAlert API (all alerts created in from one day to another day) should be run in order to retrieve the alerts main data i.Do these APIs contain any of the messages, actions or documents assigned to the alerts by any of the involved parties? ii.The alert date is always the alert date from the fulfilling NMVS in Zulu Time? iii.Can the number of alerts change for a specific day depending on the day of the request (eg. Requesting one day after or 10 days after)? iv.Can the alert content change for a specific alert depending on the day of the request (eg. Requesting one day after the alert day or 10 days after)?	2 a i No, the result contains only the basic information without actions details. There is another API to retrieve actions details by a. ii. Yes iii. Yes it depends on the number of alerts received in the specific date interval (filtering criteria is the time of receival from the AMS Hub) iv. Only the status can be changed		NA	Closed
6	6/15/2021	PT NMVO	GetAlertAction / Alert ID / ChangeStatusAlert / SendMessage / BulkChangeAlertStatus	2 b The GetAlertActions should be run for each Alert ID in order to retrieve the actions requested for the investigation of this alert i.From what put message are these actions coming from: ChangeStatusAlert And BulkChangeAlertStatus? Or SendMessage and BulkSendMessage? ii.Is the number of actions for an alert ID always increasing or can an action be updated retrospectively? iii.When requesting the actions for an alert ID, all existing actions at the time will be part of the response?	i. These actions are comming from all those APIs. The alert action can be added one by one or in bulk for multiple alerts. Another API can also be used not for specific alerts, but all alerts an organisation is involved in. So, for instance, and organisation may request all updates within a specific timeframe (for all actions). ii.Only increasing. Each action retrieved contains a guid specific and unique for each action. This guarantees that the organisations do not show duplicated actions to the end-users. iii. Yes. the getAlertActions only depends on the alertUniqueID. There is no filter on time		NA	Closed
7	6/15/2021	PT NMVO	DownloadAttachment / Alert ID / Attachment / Document	2c. c.The DownloadAttachment should be run for each alert ID in order to retrieve the attachments coming out of the investigation of the alert i.Where can the NMVOs get the ID of the document which is part of the parameters of the API? ii.To get all attachments for an alert ID, the NMVOs need to run the API once for each existing document of each alert at least once, correct? iii.Can a document be updated after being downloaded by the NMVOs?	i. NMVS can get Id of attachment from calling GetAlertInvestigation ii. yes (the AMS Hub does not allow any message form being edited. All actions perfo part of the alert audit log)	i. no ii. yes iii. part of	NA	Closed
8	6/15/2021	PT NMVO	SendMessage / BulkSendMessages / Message / Investigation results	2d.The SendMessage and the BulkSendMessage will be used by the NMVOs to: i.Provide investigation results? ii.Provide investigation results for a specific action requested? If so how can the action be referenced? iii.Request actions from other actors? iv.Upload new documents resulting from the investigation? v.Update documents previously loaded by the same entity? vi.Update messages sent previously by the same entity?	i.Yes ii.No, currently you can't reference an action. iii.Yes if the caller is concerned by the alert iv.Yes v.You can't update uploaded documents, you can only add new ones. vi.You can't update sent messages, you can only add new ones.		NA	Closed
9	6/15/2021	PT NMVO	ChangeStatusAlert / BulkChangeAlertStatus / Status / AlertStatus	2e.The ChangeStatusAlert and the BulkChangeAlertStatus will be used by the NMVOs to: i.Change the status of one or several alert IDs? ii.Providing a reason for the status change? iii.To return to the previous status (because there was a mistake as an example), a new inverse status change will have to be done by the same actor? There is no undo, correct?	i Change the status of multiple alerts depending on the filter provided in the request ii.Yes. Only when changing status to under investigation, no need to provide reason. iii.No there is no undo. The user should send a new request to revert a change alert status. Not necessary to be done by the same actor		NA	Closed
10	6/15/2021	PT NMVO	Messages / BulkSendMessage / AddPredefinedMessage / Update message	2f.Messages i.Can a message be updated (UpdatePredefinedMessage) after being created (AddPredefinedMessage) and assigned to an alert ID (SendMessage and the BulkSendMessage)? ii.Who can update a message: the actor who created it or all actors? iii.If a message can be updated anytime, it means that the NMVOs will periodically have to run the GetPredefinedMessages to have the latest version?	i The message can be updated for future use. Values saved in the alert actions won't be updated ii.Only users with role EMVO can update the list of predefined messages iii.Yes		NA	Closed

#	Date	Org	Topic	Question	Answer	ID	Status
11	6/15/2021	PT NMVO	Reasons / Post and Put API	2 g.Reasons i.Who can create the reasons? ii.Will there be a Post and Put API for the reasons also?	g.iWe don't expose an API to create new reason. Create new reason will be done by dev team via executing a script on the database ii.Not in this release	NA	Closed
12	8/6/2021	SI NMVO	Subscribe / Un-Subscribe	An organization is required to subscribe using /api/v1/organisations/subscription call. I assume using the subscribe call will set the organization status to Active (as per URS item 4723). Is it also possible for an organization to Un-subscribe? (perhaps they want to use this in case of technical issues or when switching tools etc.). Or is this something which will be done by EMVO?	Only EMVO can deactivate organization.	NA	Closed
13	8/6/2021	SI NMVO	Why Blank			NA	Closed
14	8/12/2021	OBP	Subscription / Activation expire	When using the /api/v1//investigations call, I sometimes notice "blank" items: Why do these items show up in the result list if they don't show any updates? 1. Does the organization subscription call only need to be done once per OBP? Does the activation ever expire?	It was a bug and it was fixed. We wait for the test report to deploy the new version on ITE. Organization should subscribe once. Activation never expire. Only EMVO can deactivate organization	NA	Closed
15	8/12/2021	OBP	Alerts / MarketID . Timestamp/ Altert ID/ GetAlert API / targetmarket / getAlerts / Swagger / Supoorting data / Operating market	a. Confirm correlation ID concept has been deprecated? o Related question: Often we would see multiple alerts with the same alert ID but different correlation IDs come through. Will AMS now perform the necessary validation to filter alerts with duplicate Alert IDs? i. The separation between XML alerts coming from the EU Hub and the JSON alerts coming from AMS is understood. If we only focus on the JSON alerts coming from AMS, are you indicating that correlation ID will be included in the JSON alerts coming from AMS? We have not observed correlation ID in any of the test alerts generated in ITE and retrieved from AMS b. Confirm marketid, source and targetmarket will be replaced with the single 'market' field in the JSON format? Should we consider the 'market' to be the market where the alert originated? Any other considerations for OBPs related to this change? i. Similar to above, only the 'marketid' field has been observed in the JSON test alerts retrieved from AMS in ITE. Are you indicating that 'source' will be included in the JSON alerts coming from AMS? c. Will AMS validate that the 'timestamp' field is properly formatted? Currently we see some alerts come through with non-compliant date/time values d. Please provide an overview on the 'pagination' concept. Is there a threshold for the # of alerts that can be returned in the GetAlerts response before pagination is used? Or is pagination only used if we indicate a 'take' quantity in the request? e. Can we assume the set of fields returned in the GetAlerts API JSON Response is a fixed list? Meaning no additional fields can appear in the response?	2. a. The alerts which are sent via the EU-Hub APIs will still be sent independently of the AMS. The AMS Hub does not push information to the OBP endpoints, but it provides APIs where the OBPs can get their alerts for sync. Therefore, there won't exist any duplicated alerts with different correlation IDs. The unique reference used within the AMS is the alert ID – which must be unique per alert. i. Yes b. No, market Id and source market can be different. The AMS considers 2 country fields: oThe market Id is where the pack is located. oThe source market is where the alert is generated (in the alert id, e.g. "PT-XXXXXXXXXXXXXXXXXX" These two values are stored internally and are used to know what are the organisations concerned with each alert Please note that the data in the EMVS will not be changed c. Yes, the AMS hub will accept only alerts with compliant date/time d. Pagination parameters skip and take are optional. The default value of take is 10 000. This value is configurable. e. It is not a fixed list. It depend on fields in XML of the alert. There are some fields optional (RequestTargetState, ActualState). You can find further information in the sheet named : "Alert_Schema" i. Only the supporting data is relevant. The alert schema is actually from the EMVS, that's the structure of the XML messages sent to the AMS Hub (as it happens with OBP endpoints – except we consume the items from a queue)	NA	Closed
16	8/12/2021	OBP	BulkChangeAlertStatus / Filters / Alert ID / AlertFilter	3.BulkChangeAlertStatus a. Are we able to provide a list of Alert IDs in the request to BulkChangeAlertStatus? I see the alertId field within AlertFilter but appears it is just a text field, so unsure how to provide multiple alert IDs. i. If it is not possible to provide a list of alert Ids as input to the BulkChangeAlertStatus then is there a functional difference between calling BulkChangeAlertStatus with a single alert ID in AlertFilter vs calling ChangeStatusAlert? b. If using BulkChangeAlertStatus with other input filters (e.g. errorCode, productCode, batchID, etc) does the response message indicate which Alerts are updated? If not, how is the OBP to maintain an audit of exactly which alert IDs are updated?	3.a. No, It is not possible to provide a list of alerts. Bulk action is executed for alerts thar verify different conditions in the alertFilter. i. Correct b. The bulk action is called on background. No response indicate which alerts are updated. OBP can use the API GetInvestigations to get all updated alerts within a timeframe		Closed
17	8/12/2021	OBP	Message / Status update / API	4. Message and Status updates Can an OBP communicate a message and status update in a single API call or are two separate API calls required?	Two separate calls are required.		Closed
18	8/18/2021	OBP	Alerts/ ITE	are there better techniques or alternative methods for generating alerts in ITE?	We have a tool in our testing (TST) environment but that would require a code modification in ITE (testing), which is identical to IQE (acceptance) and production. An OBP can create at their end any kind of alert, except for the #A68. I know that the NMVOs have a tool to do that in the EMVS.		Closed
19	8/18/2021	OBP	MarketId / Targetmarket / Alert	Confirm marketid, source and targetmarket will be replaced with the single 'market' field in the JSON format? Should we consider the 'market' to be the market where the alert originated? Any other considerations for OBPs related to this change?	No, market Id and source market can be different. The AMS considers 2 country fields: oThe market Id is where the pack is located. oThe source market is where the alert is generated.		Closed
20	8/19/2021	RO NMVO	Error messages / HTTP response	When a call is made against the AMS Hub, only a HTTP response is sent back. That might not be sufficient when technical investigations need to take place. The expected behaviour from the stakeholders is to receive a transaction id back in the response	NA	13532	Active
21	8/26/2021	DE NMVO	Status / alert Status	What is meant by Status? Pick up periodically?	Status of the alert The chapter 4.6 Rate Limits will contain this information Recommendation about how often the data and so on should be requested	NA	Closed
22	8/26/2021	DE NMVO	sort by / Sort direction / Buisiness ID / Status / alerts / attachments / change record / comments/ investigation/ NAMS	a. Input: How can "SortBy", "Sort Direction" be used? Do we get the possible values in the documentation? b. Output: Organisation Business ID = Organisation Name? c. Do I get all change records or only the status at the time of the query etc.? Expectation: One entry for each action, that occured in the given time frame. d. What is the relationship between alert comments and attachments? e. What happens with investigations that were triggered by our NAMS itself? -> How do we recognise this?	a.SortBy and Sort Direction are not yet implemented. For the first release values are by default : -SortBy : ScanDate for get alerts and actionDate for get investigations -Sort Direction : Descending b. Will be answered in detail in the documentation (end of august) c. Yes d. To simplify the interface (only two types, 1. Status, 2. Comment. - Attachment is included in the "comment" section) e. It will be recognized via the "organisationBusinessId".	NA	Closed
23	8/26/2021	DE NMVO	bulk alerts / multiple alerts / Alert filter	a. Question to EMVO: Will there be a function to specify multiple alert IDs in the bulk process? b. Difference between new Status and Status (Alert Filter)? P515 Set Status On Bulk of Alerts	a. It is still planned to enhance the process to define a list of alert IDs b.The first one is the status the selected alerts should be set it. The second one is to select alerts of a specific status.	NA	Closed
24	8/26/2021	DE NMVO	Status / Error cases	Before sending the status via the P512, check whether a status other than the one displayed here has been set for the alert in the meantime? What are possible error cases? e.g. that a status has already been set? E.g. when an organisation change the alert status to the same status the alert is already in	There are no error cases like this, since all status changes are allowed everytime. ACTIVE ACTIVE will successfully be processed	NA	Closed
25	8/26/2021	DE NMVO	Custom message / Custom Reason / Custom	Input: Custom message = free text comment? Is the "Custom Message" field always empty and only filled when the "Custom" code is entered?	Yes. it becomes mandatory, if we use a "Custom Message" Message Code.	1761	Closed

26	8/26/2021	DE NMVO	Custom message / Custom Reason / Custom	a. Should we Pick up periodically predefined messages and reasons? Clarify with EMVO how often this makes sense. b. What if messages / reasons that were once present are no longer present? c. What is meant by "Audience"? How does this work?	a. Standardized change. Not only once per Release. All stakeholders will be informed in case there will be an update of the reasons/messages. b. It might be that reason codes / message codes will be not available anymore. Text for a reason code will not change at all. c. The audience is to identify who has access to the predefined message / predefined reasons. The value can be : -All --> Message/ reason can be used by all users -Emvo --> Message/ reason can be used only by Emvo -National--> Message/ reason can be used only Nationals -Obp--> Message/ reason can be used only OBPs	NA	Closed
27	NA	NA	Custom message / Custom Reason / Custom	1. In regards to testing in IQE, Can we submit requests to the AMS team to generate test 'messages' and status updates coming from an End User? This is necessary to test AMS integration from an OBPs perspective.		NA	Closed
28	NA	NA	Pilot	2. In regards to the OBP Pilot activities. I have viewed the pilot slides available on the AMS sharepoint site	2.I apologise, the participants for the Pilot were randomly selected a good number of months ago within the OBPs that expressed interest in participating. We are unable to add new participants. The Pilot will be run in Production starting from October, a Production AMS will be released at that time, and we will progressively roll out OBPs at the beginning of 2022, we will add them in the first lot of OBPs that will be included in the next phase.	NA	Closed
29	10/20/2021	OBP	API response	Where can I find a description belonging to the API's response (not only the input fields) in the documentation	In the API Specs, it has been updated with API response		
30	10/21/2021	OBP	distinguish Organisations	How to distinguish EMVO, OBPs and Nationals ?	By using the OrginasationBusinessId field in the API. This can be foudn in the API Specifications under the response of APIs for getInvestigations and getInvestigation by AlertUniqueId		
31	10/22/2021	OBP	roles /actors/ actor field	What are the roles of the different "Actors" in the changeStatus/sendMessage APIs ?	Only national systems are concerned by that field. The valuse that should be returned by the field "actor" if done by an OBP/EMVO can be found un the API specs under Send message, send message in bulk, change status and change status in bulk		
32	10/23/2021	OBP	AMS Hub / call limit / number of call limit	Are there limitations in the number of calls that can be done on the AMS hub	This can be found in the SDK under the section "Rate limit"		
33	10/24/2021	OBP	Guideline/ Recommendation	Are there guidelines/ recommendations on how to call the APIS to prevent misuse of the system or overloading it	For getting predefined message and reasons there is a cache mechanism with an expiry duration just for 1 hour		