

External System Integration

- Incidents & Tasks

BzCtrl. provides a feature that allows external systems to create **Incidents** and **Tasks** directly through REST API communication. This enables operational systems to register issues or actions directly within their own workflows while ensuring follow-up and tracking take place in BzCtrl.

The main value of this feature is that it allows Incidents and Tasks to be created directly from specific screens or processes within an external operational system, without requiring users to manually enter data into BzCtrl.

Integration Flow

The integration process consists of the following steps:

The request contains the information required to create the Incident (or Task) in BzCtrl.

Step 1 - Authentication

Before an ApiForm can be called, the external application must authenticate with BzCtrl. Authentication is performed by sending a **POST** request to the appropriate authentication endpoint using credentials provided for API communication.

Endpoints

Acceptance Environment (ACC)

<https://acc.bzctrl.com/bzctrl-core-api/oauth/token>

Production Environment (PROD)

<https://bzctrl.com/bzctrl-core-api/oauth/token>

Request Method

POST

Request Body (x-www-form-urlencoded)

```
grant_type=password
username=example@example.com
password=Ex@mpl3!
```

Sample Response

```
{
  "access_token": "xxxxxxxxxx",
  "refresh_token": "xxxxxxxxxx",
  "token_type": "Bearer",
  "expires_in": 3600,
  "scope": "*",
  "jti": "xxxxxxxxxx"
}
```

Result

Upon successful authentication, BzCtrl. returns an **access token** that must be included in subsequent API requests. The token serves as proof of authentication and authorizes communication with the BzCtrl. API. The token remains valid for the period specified in the expires_in field.

Step 2 - Create Incident (or Task)

After receiving the access token from the OAuth API, use the Add Task API to create a new Task or Incident.

EndPoint

ACC: <https://acc.bzctrl.com/bzctrl-core-api/api/v1/task/add-task>

PROD: <https://www.bzctrl.com/bzctrl-core-api/api/v1/task/add-task>

Note: The access token received from the OAuth Token API must be included in the Authorization header using the Bearer scheme.

Request Method: [POST](#)

Required Headers

```
Content-Type: application/json
Authorization: Bearer {access_token}
```

Sample Request Body

```
{
  "todoType": "INCIDENT",
  "domainWorkspace": "EXA-CON-BUS-WOR",
  "title": "Potential Customs claim",
  "description": "Operation started without proper approvals",
  "financialImpact": "123577",
  "impact": "HIGH",
  "likelihood": "MEDIUM",
  "status": "IN PROGRESS",
  "priority": "HIGH",
  "assignee": "Example@example.com",
  "reporter": "Example@example.com",
  "category": [ "Customs" ],
  "subCategory": [ "IT" ],
  "lrn": "725462",
  "orderID": "ORDER 777",
  "reminderDate": "2024-09-27"
}
```

Sample Response

```
{
  "title": "Potential Customs claim",
  "taskType": "INCIDENT",
  "description": "Operation started without proper approvals",
  "taskLink": "https://www.bzctrl.com/app/#/todo/EXA-CON-BUS-WOR-03",
  "tags": [ "ORDER 777" ]
}
```

This URL can be stored in the external system for direct access and traceability. Or you can open this URL in the browser by the JavaScript function(`window.open("URL")`).

From a UI/UX perspective the following should be considered (* Mandatory, *Italic* - User input, CAPITOL - System generated Values)

Todo Type	Fields	Input	Comments
incident, task	todoType*	INCIDENT	Customer - option to change to Task (or in case only used for Incidents default value)

incident, task	domain*	EXA-CON-BUS-WOR	Default value to include by Customer , relates to the Domain
incident, task	workspace*	WOR	Default value to include by Customer , relates to the Workspace under the Domain
incident, task	title*	<i>Free text field</i>	Customer , allow user to provide Title/Subject
incident, task	description*	<i>Free text field</i>	Customer , allow user to provide Description
task	result	<i>Free text field</i>	Customer , allow user to provide Results (optional)
incident	financialImpact	<i>Numbers field</i>	Customer - For User it should be clear this is a EUR amount. Only Number is provided. BzCtrl. - This should be included in the Field "Potential financial impact of the incident" set as EUR.
incident	impact	<i>High, Medium, Low</i>	Customer , allow user to select out of these three options (optional)
incident	likelihood	<i>High, Medium, Low</i>	Customer , allow user to select out of these three options (optional)
incident, task	status*	<i>In Progress</i>	Options BzCtrl. are To do, In Progress, Done and Expired. Customer - default when sending on In Progress, with option to change by User to Done. BzCtrl. - If status - Done, set due date to date transaction.
incident, task	priority	<i>High, Medium, Low</i>	Customer , allow user to select out of these three options (optional)
incident, task	assignee*	<u>User@example.com</u>	Customer , Same as Reporter. E-mail address of the User.
incident, task	reporter*	<u>User@example.com</u>	Customer , E-mail address of the User.
incident, task	category		n/a

incident, task	orderID*	ServiceOrder Number	Customer - BzCrtrl. - Set as Tag
incident, task	LRN	LRN	Customer - BzCrtrl. - Set as Tag (if available handy reference)
incident, task	reminderDate	Calendar selection	n/a

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