

Helsinki feedback service

Open 311 API

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General

Character set

The character set used is UTF-8. The API supports JSON and XML formats.

Language support

The feedback classification is available in three languages: Finnish, Swedish and English. In responses the language corresponds to the language of the request, but the actual content of the feedback can vary according to the used language

Publishing of feedback via the interface

The posted feedback is not immediately available via the interface, but rather only after a separate publication process. The publishing eligibility of the feedback is confirmed by feedback handlers before publication. Only feedback with permission to publish are published via the interface. After publication the feedback metadata such as `service_request_id` can be used to search the content.

API authentication

Applications making requests are authenticated using an API key for sending feedback. Other methods can be requested without authentication. The API key is confidential. The production API keys are renewed annually for security reasons.

Interface development and testing

The testing (QA) and production environments of the feedback system have distinct API URLs. The QA environment and its keys are used when developing an app for sending feedback. The production keys can be created when the functionality is validated in the QA environment.

QA: <https://public-saashel.qa.visma-ebs.fi/open311-public-service/v1>

Production: <https://palautteet.hel.fi/public-api/open311-public-service/v1>

The examples in this document refer to production URLs.

Interface methods

Service listing

Service listing lists available service codes and the associated descriptions.

- URL: [https://palautteet.hel.fi/public-api/open311-public-service/v1/services.\[format\]](https://palautteet.hel.fi/public-api/open311-public-service/v1/services.[format])
- Example: <https://palautteet.hel.fi/public-api/open311-public-service/v1/services.json>
- Method: GET

The feedback service classification structure is hierarchical. Each service has a service code (service_code) in which the different hierarchy levels are separated by periods. For example:

- 2806 Built environment (sector level)
- 2806.10 Maintenance (service set level)
- 2806.10.2 Animals (service level)
- 2806.10.2.2 Rat sightings (subject level)

The hierarchy level is also indicated by the group parameter (Sectors, Service sets, Services, Subjects).

Request parameters:

Parameter	Description
locale	Preferred language. Example language codes: fi, fi_FI, en, en_GB, en_US, sv tai sv_SE. If language code is not provided, defaults to English.

Response structure:

Key	Description
service_code	Service code used in the creation of the feedback.
service_name	Palvelun nimi. Name of the service
description	Lyhyt kuvaus palvelusta. Short description of the service.
metadata	If the service includes required additional fields, always <i>false</i> .
type	realtime: the identifier of the created request is returned immediately as the feedback is created.
keywords	Keywords that describe the use of the service.
group	The category of the service.

Example request:

https://palautteet.hel.fi/public-api/open311-public-api/v1/services.json?locale=fi_FI

Esimerkkivastaus:

```
[ {
  "service_code" : "2805",
  "service_name" : "Kasvatus ja koulutus",
  "description" : "Kasvatuksen ja koulutuksen toimiala",
  "metadata" : false,
  "type" : "realtime",
  "keywords" : "varhaiskasvatus,esiopetus,perusopetus,lukio,ammatillinen koulutus",
  "group" : "Toimialat"
}, {
  "service_code" : "2806",
  "service_name" : "Kaupunkiympäristö",
  "description" : "Kaupunkiympäristö",
  "metadata" : false,
  "type" : "realtime",
  "keywords" : "maankäyttö,kaupunkirakenne,rakennukset,yleiset alueet,luvat",
  "group" : "Toimialat"
}, {
  "service_code" : "2807",
  "service_name" : "Kulttuuri ja vapaa-aika",
```

```

"description" : "Kulttuuri ja vapaa-aika",
"metadata" : false,
"type" : "realtime",
"keywords" : "kulttuuri,taide,vapaa-aika,ruotsinkielinen työväenopisto",
"group" : "Toimialat"
}, {
"service_code" : "2808",
"service_name" : "Sosiaali- ja terveystoimiala",
"description" : "Sosiaali- ja terveystoimiala",
"metadata" : false,
"type" : "realtime",
"keywords" : "perhepalvelut,sosiaalipalvelut,terveys,päihdepalvelut,sairaalapalvelut,kuntoutus,hoivapalvelut",
"group" : "Toimialat"
}, {
"service_code" : "2809",
"service_name" : "Yleinen ja muu palaute",
"description" : "Keskushallintoa tai useita toimialoja tai muita asioita koskeva palaute",
"metadata" : false,
"type" : "realtime",
"keywords" : "yleinen palaute",
"group" : "Toimialat"
}]

```

Feedback creation (sending feedback)

Creating (sending) feedback to the feedback system.

- URL: [https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.\[format\]](https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.[format])
- Example: <https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.json>
- Request format: Content-Type application/x-www-form-urlencoded or multipart/form-data
- API key required
- Method POST

Request parameters:

Parameter	Required	Description
api_key	Yes	The API key issued to the application.
service_code	Yes	Service code.
description	Yes	Content of the feedback. Length must be 10 - 5000 characters, may contain line breaks but no html-code or formatting.
title	No	Separate title given to the feedback, max length 100 characters.
lat & long	No	The location of the feedback (in WGS84 format). Either lat & long or service_object_id.
service_object_type	No	Type of the service object. Required if service_object_id is defined.
service_object_id	No	The object of the feedback, in accordance with the Helsinki Service Map objects.
address_string	No	The address of the object in readable format.
email	No	The email address where the link for the feedback tracking page is sent.
first_name	No	First name
last_name	No	Last name
phone	No	Phone number

Parameter	Required	Description
media	No	Possible attachments to the feedback in multipart/form-data format. Max. 3 media with total size of 50 MB.
can_be_published	No	Indicates whether there is permission to publish the feedback, <i>true</i> or <i>false</i> . Defaults to <i>false</i> .

Response structure:

Key	Description
service_request_id	The unique identifier of the created feedback.
service_notice	Empty.

Example request (application/x-www-form-urlencoded):

```
POST /public-api/open311-public-service/v1/requests.json
Host: palautteet.hel.fi
Content-Type: application/x-www-form-urlencoded; charset=utf-8
api_key=xyz&service_code=001&lat=37.76524078&long=122.4212043&address_string=Unioninkatu 25
&email=jaakko.rajanieni%40hel.fi&first_name=Jaakko&last_name=Rajaniemi&phone=111111111&
description=Large+sinkhole+is+destroying+the+street
```

Example request (multipart/form-data):

```
POST /public-api/open311-public-service/v1/requests.json
Host: palautteet.hel.fi
Content-Type: multipart/form-data; boundary=AaB03x
--AaB03x
Content-Disposition: form-data; name="api_key"
xyzasd123ewq
--AaB03x
Content-Disposition: form-data; name="service_code"
2806
--AaB03x
Content-Disposition: form-data; name="description"
There is a huge pothole in here
--AaB03x
Content-Disposition: form-data; name="media"; filename="image1.jpg"
...contents of image1.jpg...
--AaB03x
Content-Disposition: form-data; name="media"; filename="image2.jpg"
...contents of image2.jpg...
--AaB03x
```

Example response:

```
{
  "service_request_id": "1245",
  "service_notice": ""
}
```

Feedback search

Published feedback can be searched via the interface.

- URL: [https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.\[muoto\]](https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.[muoto])
- Example: https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.json?start_date=2024-04-01T00:00:00Z&end_date=2024-04-30T00:00:00Z&status=PROCESSING
- Method GET

Request parameters:

Parameter	Description
service_request_id	Identifier of the feedback.
service_code	Service used when creating the feedback.
start_date	The earliest creation time of the feedback, in format 2010-01-01T00:00:00Z
end_date	The latest creation time of the feedback, in format 2010-01-01T00:00:00Z
status	Processing status
extensions	Returning of extended information.
service_object_type	The type of the service object, see feedback creation.
service_object_id	The object identifier of the feedback, see feedback creation.
lat & long	Location coordinates in WGS84 format.
radius	Radius for coordinate search (in kilometers, use period (.) as decimal point for sub 1 km radii).
updated_after	Earliest update time, in format 2010-01-01T00:00:00Z
updated_before	Latest update time, in format 2010-01-01T00:00:00Z

Response structure:

Key	Description
service_request_id	Identifier of the feedback
status_notes	Specifics of the processing status
status	Processing status
service_code	Service code, if the feedback was created using open 311.
service_name	Service name, if the feedback was created using open 311.
description	Feedback content.
agency_responsible	<i>Not available</i>
service_notice	<i>Not available</i>
requested_datetime	Time of creation, format 2010-01-01T00:00:00Z
updated_datetime	Latest update, format 2010-01-01T00:00:00Z
expected_datetime	<i>Not available</i>
address	Feedback address
lat & long	Location in coordinates
media_url	<i>Not available, see media_urls</i>
service_object_type	Type of the feedback object.
service_object_id	Id of the feedback object.
detailed_status	<i>Not available.</i>
media_urls	Possible attachments to the feedback.

The returned set

Last 90 days or at most 200 first responses.

Example request:

https://palautteet.hel.fi/public-api/open311-public-service/v1/requests.json?start_date=2024-04-04T00:00:00Z&end_date=2024-04-05T00:00:00Z

Example response:

```
[ {
  "service_request_id" : "954472",
  "status_notes" : null,
  "service_name" : "",
  "service_code" : null,
  "status" : "READY",
  "description" : "Sydämelliset kiitokset hyvästä palvelusta ja avusta asiakastulostuksessa Jakomäen kirjastossa 4.4.24.",
  "agency_responsible" : "",
  "service_notice" : "",
  "requested_datetime" : "2024-04-04T15:27:55Z",
  "updated_datetime" : "2024-04-08T08:20:07Z",
  "expected_datetime" : null,
  "address" : "Jakomäenpolku",
  "lat" : "60.26031",
  "long" : "25.07605",
  "media_url" : null,
  "extended_attributes" : {
    "service_object_id" : "toimipiste:8324",
    "title" : "Asiakaspalaute",
    "service_object_type" : "http://www.hel.fi/servicemap/v2",
    "detailed_status" : null,
    "media_urls" : [ ]
  }
} ]
```

Search of feedback details

The details of an individual feedback can be requested with a direct GET request.

- URL: [https://palautteet.hel.fi/public-api/open311-public-service/v1/requests/\[service_request_id\].\[format\]](https://palautteet.hel.fi/public-api/open311-public-service/v1/requests/[service_request_id].[format])
- Example: <https://palautteet.hel.fi/public-api/open311-public-service/v1/requests/954472.json>
- Method GET

Request parameters

Parameter	Description
service_request_id	Identifier of the feedback.
extensions	If extended details are returned. Options: <i>true</i> or <i>false</i>

The response structure follows the structure of the feedback search.

Example request

<https://palautteet.hel.fi/public-api/open311-public-service/v1/requests/954472.json?extensions=true>

Example response

```
[ {
  "service_request_id" : "954472",
  "status_notes" : null,
  "service_name" : "",
  "service_code" : null,
  "status" : "READY",
  "description" : "Sydämelliset kiitokset hyvästä palvelusta ja avusta asiakastulostuksessa Jakomäen kirjastossa 4.4.24.",
  "agency_responsible" : "",
  "service_notice" : "",
  "requested_datetime" : "2024-04-04T15:27:55Z",
  "updated_datetime" : "2024-04-08T08:20:07Z",
  "expected_datetime" : null,
  "address" : "Jakomäenpolku",
  "lat" : "60.26031",
  "long" : "25.07605",
  "media_url" : null,
  "extended_attributes" : {
    "service_object_id" : "toimipiste:8324",
    "title" : "Asiakaspalaute",
    "service_object_type" : "http://www.hel.fi/servicemap/v2",
    "detailed_status" : null,
    "media_urls" : [ ]
  }
} ]
```

```
"service_notice" : "",
"requested_datetime" : "2024-04-04T15:27:55Z",
"updated_datetime" : "2024-04-08T08:20:07Z",
"expected_datetime" : null,
"address" : "Jakomäenpolku",
"lat" : "60.26031",
"long" : "25.07605",
"media_url" : null,
"extended_attributes" : {
  "service_object_id" : "toimipiste:8324",
  "title" : "Asiakaspalaute",
  "service_object_type" : "http://www.hel.fi/servicemap/v2",
  "detailed_status" : null,
  "media_urls" : [ ]
}
}]
```