

# **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-eps.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

## 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](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,ammattillinen 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
<b>api_key</b>	Yes	The API key issued to the application.
<b>service_code</b>	Yes	Service code.
<b>description</b>	Yes	Content of the feedback. Length must be 10 - 5000 characters, may contain line breaks but no html-code or formatting.
<b>title</b>	No	Separate title given to the feedback, max length 100 characters.
<b>lat &amp; long</b>	No	The location of the feedback (in WGS84 format). Either lat & long or service_object_id.
<b>service_object_type</b>	No	Type of the service object. Required if service_object_id is defined.
<b>service_object_id</b>	No	The object of the feedback, in accordance with the <a href="#">Helsinki Service Map</a> objects.
<b>address_string</b>	No	The address of the object in readable format.
<b>email</b>	No	The email address where the link for the feedback tracking page is sent.
<b>first_name</b>	No	First name
<b>last_name</b>	No	Last name
<b>phone</b>	No	Phone number
<b>media</b>	No	Possible attachments to the feedback in multipart/form-data format.
<b>can_be_published</b>	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
<b>service_request_id</b>	The unique identifier of the created feedback.
<b>service_notice</b>	Empty.

## Example request:

```
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.rajaniemi%40hel.fi&first_name=Jaakko&last_name=Rajaniemi&phone=111111111&
description=Large+sinkhole+is+destroying+the+street
```

## 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](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
<b>service_request_id</b>	Identifier of the feedback.
<b>service_code</b>	Service used when creating the feedback.
<b>start_date</b>	The earliest creation time of the feedback, in format 2010-01-01T00:00:00Z
<b>end_date</b>	The latest creation time of the feedback, in format 2010-01-01T00:00:00Z
<b>status</b>	Processing status
<b>extensions</b>	Returning of extended information.
<b>service_object_type</b>	The type of the service object, see feedback creation.
<b>service_object_id</b>	The object identifier of the feedback, see feedback creation.
<b>lat &amp; long</b>	Location coordinates in WGS84 format.
<b>radius</b>	Radius (in meters) for coordinate search.
<b>updated_after</b>	Earliest update time, in format 2010-01-01T00:00:00Z
<b>updated_before</b>	Latest update time, in format 2010-01-01T00:00:00Z

### Response structure:

Key	Description
<b>service_request_id</b>	Identifier of the feedback
<b>status_notes</b>	Specifics of the processing status
<b>status</b>	Processing status
<b>service_code</b>	Service code, if the feedback was created using open 311.

Key	Description
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](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
<b>service_request_id</b>	Identifier of the feedback.
<b>extensions</b>	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": []
  }
}]
```