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Horizon Assist Integration and User Guide

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Introduction

RedSky Horizon Assist is a cloud-based service that allows users to make 911 calls to any public safety answering point (PSAP) in the USA or Canada independently of where the Horizon Assist user is located.

Organizations such as healthcare providers, alarm monitoring, telematics, and others in a centralized security operations center must be able to contact the appropriate 911 call center (PSAP) in the case of an emergency.

Horizon Assist allows these organizations to reach a destination PSAP based on a civic or geodetic location specified via an API or the RedSky portal.

The PSAP receives the call via its 911 Emergency Line and simultaneously retrieves the detailed location of the emergency using its standard location retrieval system for VoIP calls.

Horizon Assist offers the following key features:

- Ability to make a voice call to any PSAP in the USA or Canada.
- API to obtain a phone number orSession Initiation Protocol Uniform Resource Identifier (SIP URI) that will connect them to a PSAP based on a civic address or geocoordinates provided via the API.
- Portal that can be used instead of the API to enter the location and receive the phone number or SIP URI to connect to the PSAP.
- Calling connectivity to the Horizon Assist service is via a Public Switched Telephone Network (PSTN) trunk or SIP trunk.
- Instant geocoding and validation of the civic address using the API or Portal with the ability to receive address suggestions from the service when the address is not fully validated.
- Call to the PSAP is delivered over their emergency lines and includes location information of the Civic Address and Additional Location information such as floor or suite number.
- Test calls are available to validate the proper operation of the API and Call routing features of Emergency Call Assist.
- Connect to the RedSky Emergency Relay Center for alternate routing when a location cannot be validated via the API.
- Call Detail Record for each call with date, duration, and voice recording, as well as additional information provided via the API such as Call Center Agent ID, Emergency Type, or any other relevant information.

Horizon Assist Workflow

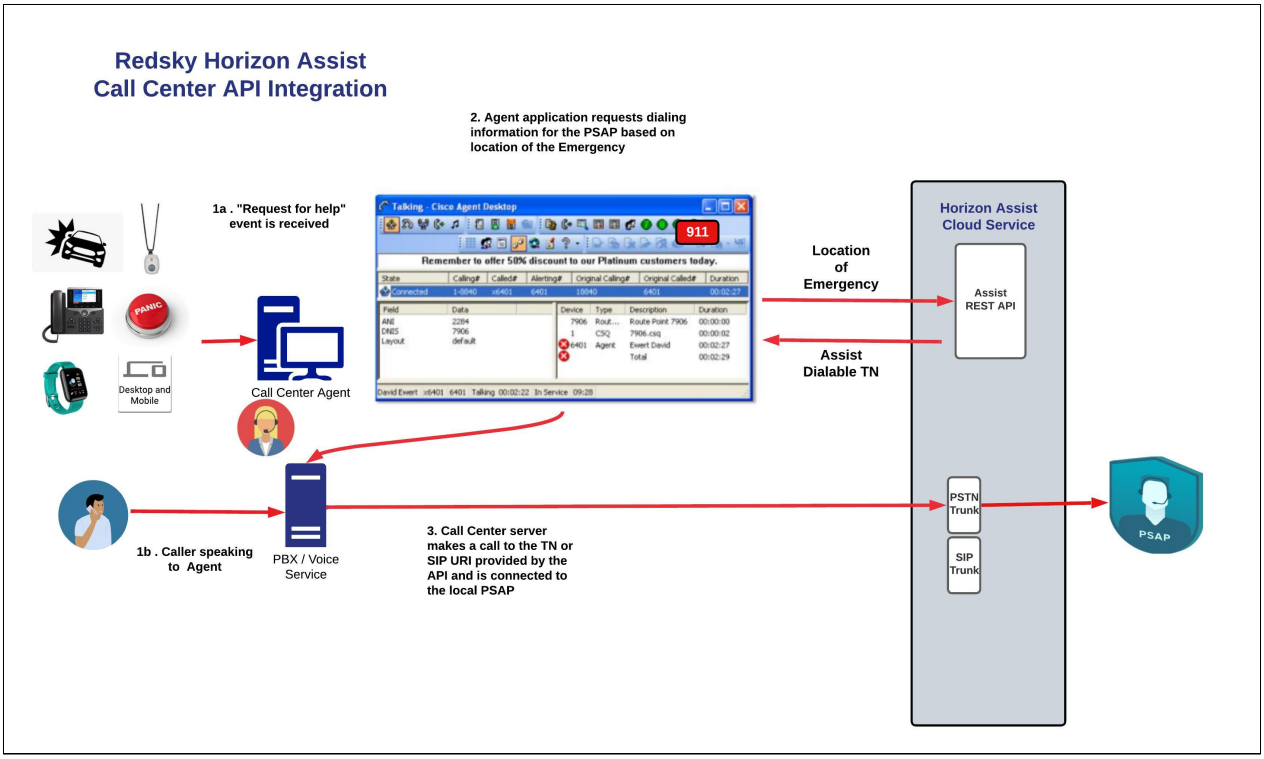
Here is an example of a Horizon Assist workflow where the agent is using the API integration and a PSTN call to reach the PSAP.

The two scenarios are (1) where the agent receives an alert and must contact the PSAP, and (2) where the agent is in conversation with a customer and needs to transfer that customer to the PSAP to obtain assistance, such as a medical emergency.

In this workflow, the agent is using a call center application that is integrated to Horizon Assist using the API and receives a phone number that can be processed by the call center PBX/Voice Service to make a call to Horizon Assist that routes the call to the PSAP local to the Emergency location.

The workflow sequence is as follows:

1. The agent receives an alert, such as a panic button or telematics event.
2. The agent is speaking with a customer and determines they need to be transferred to 911.
3. The agent initiates a 911 request on their call center application which passes the location of the emergency to Horizon Assist and receives a telephone number to call to reach the local 911 PSAP.
4. The Call server receives the instruction to dial the phone number and is connected to the PSAP.


Redsky Horizon Assist
Call Center API Integration
2. Agent application requests dialing information for the PSAP based on location of the Emergency
1a . "Request for help" event is received
Talking - Cisco Agent Desktop
911
Remember to offer 50% discount to our Platinum customers today.
Location of Emergency
Assist Dialable TN
Horizon Assist Cloud Service
Assist REST API
PANIC
Desktop and Mobile
Call Center Agent
1b . Caller speaking to Agent
PBX / Voice Service
3. Call Center server makes a call to the TN or SIP URI provided by the API and is connected to the local PSAP
PSTN Trunk
SIP Trunk
PSAP

Using Horizon Assist

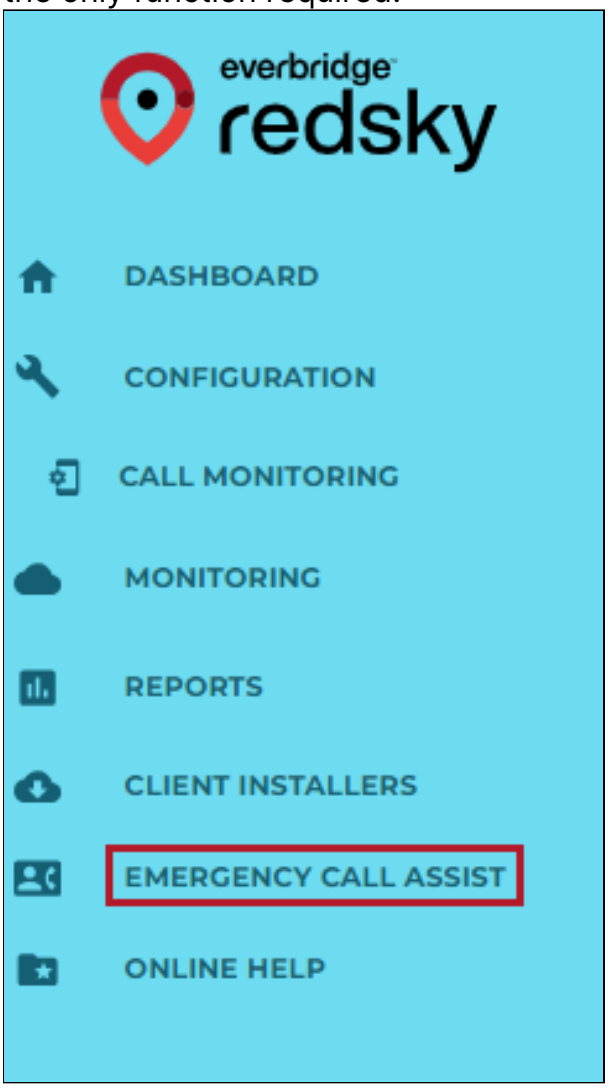
Using Horizon Assist consists of two steps. The first step is to provide the location of the Emergency to obtain a phone number or SIP URI. The second step is to call the phone number if using a PSTN trunk or SIP URI if using a SIP trunk to the RedSky Horizon Assist Service.

There are two methods to integrate with the service. The ideal method is to use the Assist API to provide the location, while the second option is to use the Everbridge RedSky Horizon Mobility portal, which requires API development.

Horizon Assist Portal

The service can be used from the Horizon Portal under the **Emergency Call Assist** option in the portal if API integration is unavailable.

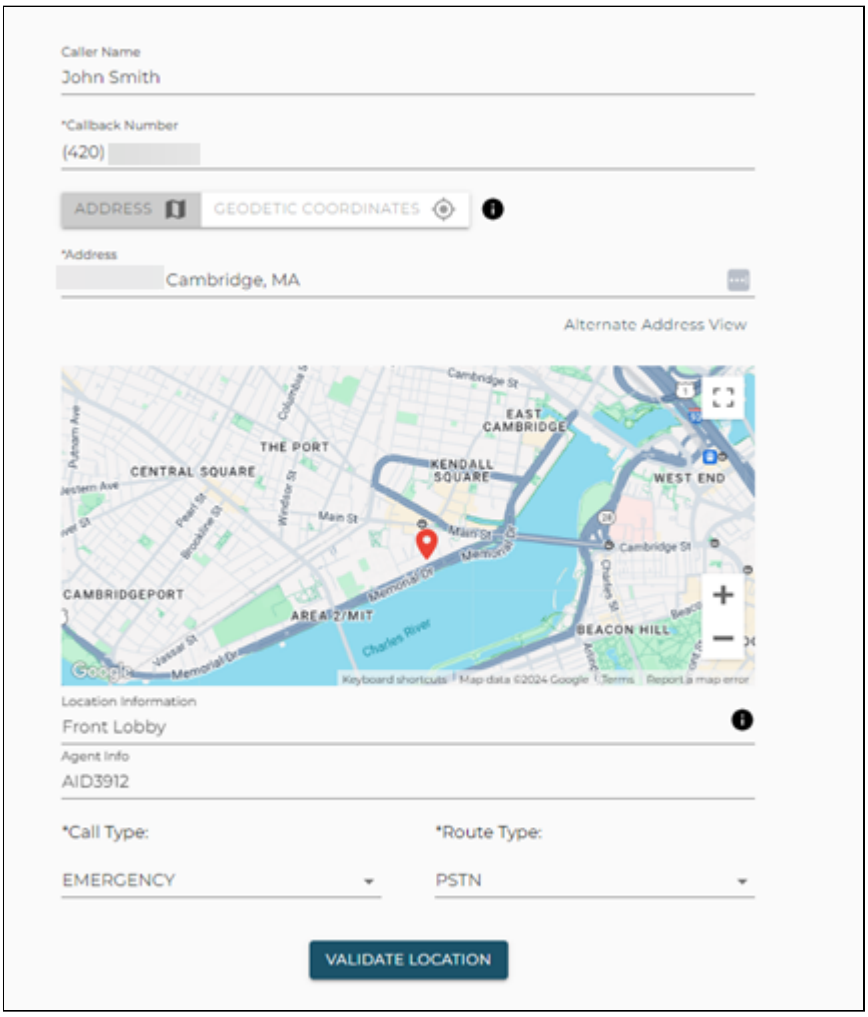
The feature can be used by an Administrator E911 Security User if Horizon Assist is the only function required.



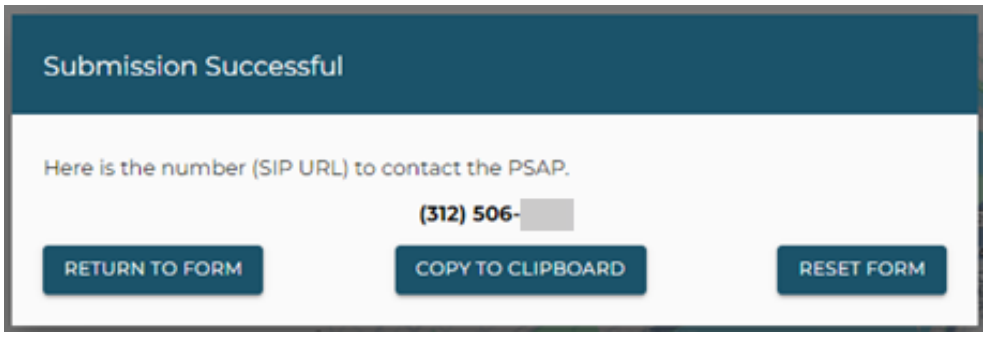
The user enters the following information in the portal:

- **Caller Name** - Name of the caller presented to the PSAP.
- **Callback Number** - The phone number that can be used by the PSAP if required to call back for a follow-up.
- **Address** -The address used to determine which PSAP needs to be connected. It is also presented to the PSAP call taker as the location of the emergency.

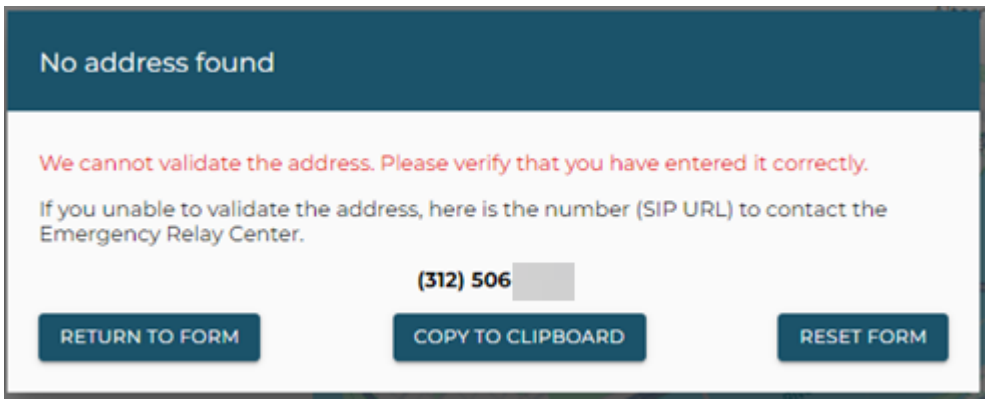
- **Location Information** - Additional information about the location, such as the floor, apartment number, or suite number. This information is important to ensure that first responders know exactly where the emergency is at the location.
- **Agent Information** - Information included in the Horizon call report, such as Agent ID. This information is not sent to the PSAP.
- **Call Type** - The type of call being requested. An Emergency call is routed to a live PSAP. A test call is routed to the RedSky test call server, which will answer and automatically play back the address sent via the API or portal.
  Route Type - This is the route type to be used to call the Horizon Service using a PSTN phone number or a SIP trunk URI.



If the address provided by the agent has been validated, a phone number or SIP URI is returned. It can be copied to the clipboard if needed to be easily pasted into the agent's dialer.



There are some cases where the address cannot be validated. The agent may have made an error entering the address and should verify and retry. If the address is correct, it may not be in the address database, yet. In that case, the agent can call the provided number and be connected to the RedSky Emergency Relay Center, which will be able to connect them with the appropriate PSAP.



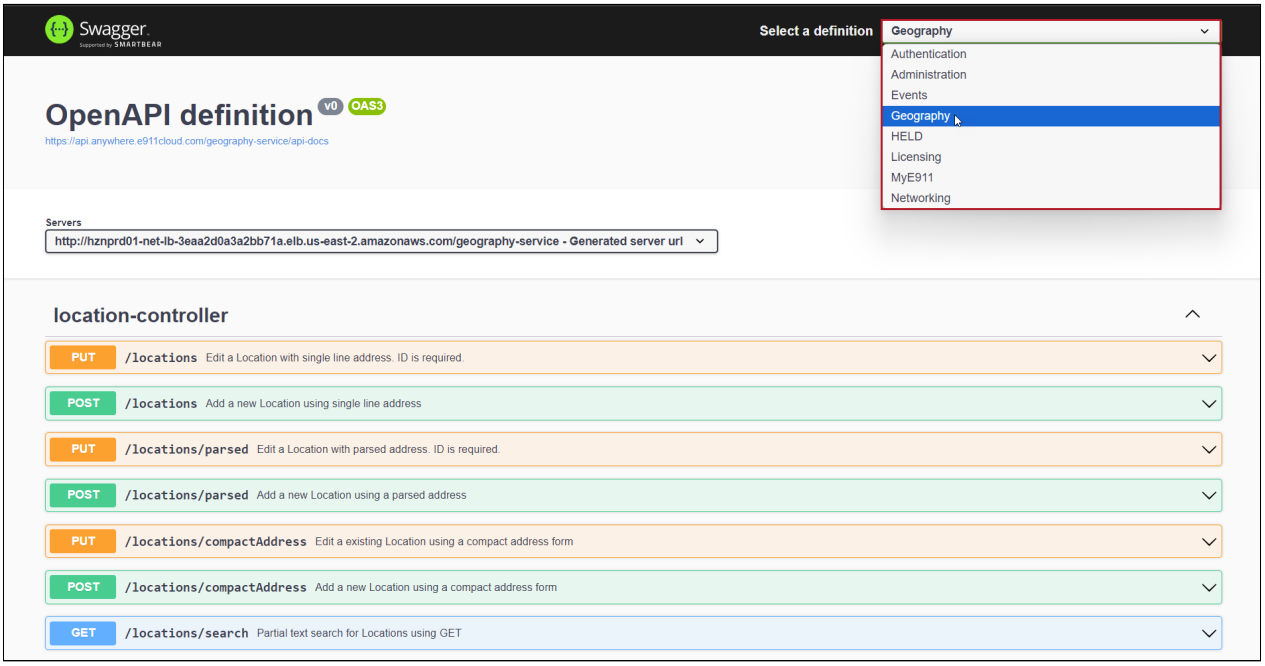
Horizon Assist API

The **Horizon Assist API** offers the ability to provide a location and receive PSAP contact instructions in the form of a phone number or SIP URI to call.

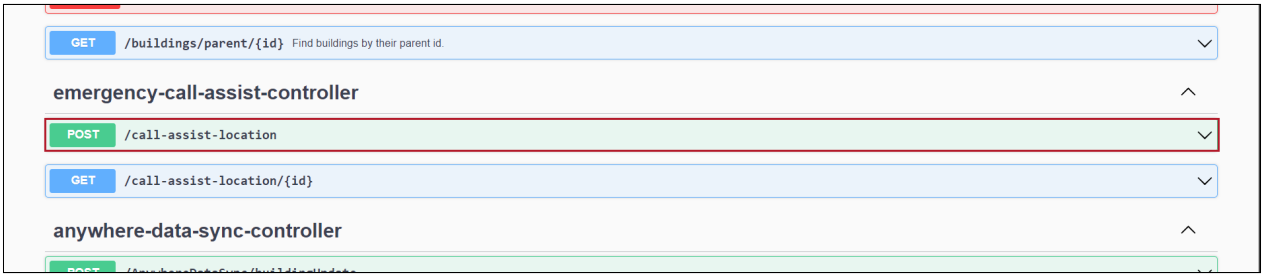
An online version of the API documentation is accessible here, where you will find the latest version of the endpoints, the parameters, and results.

When visiting the page, you will see documentation for the Authentication Service by default. This service is key to all other API operations, as you must authenticate and receive an access token.

Documentation for the Horizon Call Assist endpoint can be found under **Geography**, which is selectable from the **Definition** dropdown at the top.



The endpoint is named “Call Assist Location”. To view the documentation for the other services, change the service name in the dropdown menu.



API Guidelines

JSON Data Format

All API endpoints and operations use the JSON format to pass or receive payload information. Client applications must be capable of generating and consuming data in this format. The endpoints do not accept XML-based content

Secure Transport

Requests sent to the service must be over HTTPS. Any requests over HTTP (not HTTPS) will be ignored and result in no response. Only connections using TLS version 1.2 or greater are supported.

REST Endpoint URLs

Clients sending requests to the RedSky cloud should use the Server URL specific to their instance to make REST API calls. This Server URL may vary from instance to instance. Upon establishing service with Emergency Call Assist, the Server URL along with access credentials will be provided.

Service Usage

The REST service should only be queried for route setup when necessary, as each request consumes system resources.

Simultaneous Call Support

It is possible to have concurrent calls to Emergency Call Assist and 911. The telURI (phone number) or LocationURI provided by the service are provided on a per API request basis.

API Security

Authentication

All API calls will require the client application to present a security token when it makes the request. The service uses **JSON Web Tokens** (JWT) to authorize requests. Your application must pass the correct token in the HTTP header when making provisioning requests to RedSky Services.

Your application can request a web token from the RedSky Authorization Service with your API key assigned by your Organization's administrator or username and password credentials for a user that has been created in the UI.

To obtain credentials Look for the "login-controller" section of the page, and the 'POST /login' operation. When executed successfully this operation returns a JSON structure that will have the bearer token (a JWT is valid for 15 minutes) needed for the authorization header in other requests, as well as a "refresh" token (a special string that can be used for 12 hours) to acquire a new bearer token without performing another "login" with credentials (see "token-controller", POST /token/refresh).

The following are two methods available for obtaining the access token.

API Key

An authentication request containing your API key can be sent to **POST** ***/auth-service/login/apiKey*** with the API key as the body of the request. The key must be the only content in the request body - no quotes, braces, or other formatting.

Username and Password

Provide the username and password created by your Organization Administrator in a POST request to ***/auth-service/login.***

Example User/Password Request:

```
{
  "password": "string",
  "username": "string"
}
```

Authentication Response

Some data returned in the successful login response that you will need to use:

- accessToken (your JWT credential)
- refreshTokenInfo.id (your refresh token string)
- userProfileTO.company.id (identifier for your user's organization in the system)

Example Response

```
HTTP/1.1 200 OK
{
"status": "Success", "token_type":"bearer", "expires_in":"3600", "access_token":
"eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJzdWIiOiI2NWQ4ZDBkYi1lYTAzLTQ2N2UtOWI3MS0xM2Jk

Zjk5NmMxYmQiLCJhdWQiOiJhZG1pbi1aSIsInJzUm9sZSI6Ik9SR19BRE1JTiIsImlzcyI6ImNpcnJ1cy1jb25

zdW1lci1jcmVkZW50aWFsIiwicnNPcmciOiIwYjQzNWNhNy0xOWFkLTQ2MWUtODNmZS1hYWYyODI4ZWJlODAiLCJ
yc09yZ05hbWUiOiJDaXNjbyBTeXN0ZW1zIEluYy4iLCJleHAiOjE1NjI4NjY3MDYsImlhdCI6MTU2Mjg2NTgwNi
wic-
nNTdWJqZWN0VHlwZSI6IlVTRVJfUFJPRklMRV9JRCIsInVzZXJuYW1lIjoidGVzdEBjaXNjby5jb20ifQ.6E
MwGF3ubyR5UrIeVENrFmVMqhY5_YWuz8YXXo1WgGo"
```

The response returns the following fields:

- **access_token** - The access token issued by the authorization server.
- **token_type** - The type of the token, which will always be "bearer" for Provisioning Calls.
- **expires_in** - The lifetime in seconds of the access token. For example, the value "3600" denotes that the access token will expire within one hour from the time the response was generated.

Authorization

You must provide the token as part of the HTTP Header each time you make an API call.

```
Authorization: Bearer <access_token>
```

When your application calls the API, the API first validates that the JWT token is valid. If so, the API call will be executed. If not, the following error message will be returned:

```
HTTP/1.1 401 Unauthorized Content-Type: application/json
{
"message": "Unauthorized"
```

Address Fields Definitions

Field	Size	Notes
House Number	10	House Number.
House Number Suffix	4	House number extension (e.g. ½).
Prefix Directional	3	Leading street direction prefix. Valid entries: • N • S • E • W • NE • NW • SE • SW
Street Name	60	Valid Service address for the Calling Party Number.
Street Type	4	Valid street abbreviation as defined by US Postal Service Publication 28.
Post Directional	3	Leading street direction prefix. Valid entries: • N • S • E • W • NE • NW • SE • SW
City	32	Valid service community name as identified by the US Postal Service.
State	2	US State or Canadian province abbreviation.
ZIP	10	Postal or ZIP Code.
Country	2	Either US or CA.

Location Info	60	Unstructured (free-format) information about a location, e.g. Floor or Suite number. This location info is provided to the PSAP in addition to the civic address. **Note**: Many PSAPs can only support 20 characters for Location Info, so it is highly recommended to limit the info to 20 characters.
Caller Name	32	Customer or Organization Name.

Horizon Assist Service

Endpoint Definition

Horizon Assist provides the following endpoint for defining a location to be used by the service to set up a route to the local PSAP.

Endpoint: POST /call-assist-location

Field	Required	Description	Constraints
name	Y	Business or location name, e.g. Starbucks, Bank of America, Washington Park.	maxLength: 32
info	N	Additional information about the logistics of the location, e.g. Lobby, Rm 305, 2nd floor entrance.	maxLength: 60
callbackNumber	Y	Callback number for the caller incurring the emergency.	Numeric minLength: 10 maxLength: 10
organizationId	N		UUID
address	N	Required if coordinates are not provided. Exactly one (1) of *singleLine-Address*, *com-pactAddress*, or *parsedAddress* must be populated. See example requests.	See Address Fields Definitions.
coordinates	N	Required if an address is not provided.	

coordinates.latitude			90 to +90 with up to 7 digits of precision. min: -90.0000000
coordinates.longitude			-180 to +180 with up to 7 digits of precision. min: -180.0000000 max: +180.0000000
callSettings	Y	Designates the type of call data to return in the response.	
callSettings.callType	Y	Determines if the corresponding call is routed as an emergency call or test call.	Valid values: • EMERGENCY • TEST
callSettings.routeType	T	Determines if the response includes data for SIP or PSTN calls.	Valid values: • SIP • PSTN
callSettings.agentInfo	N	Additional info for the call, such as the Agent ID. This information is only for call history reports and is not sent to the PSAP.	maxLength: 60

Request Body

```
{
   "name": "string",
   "info": "string",
   "callbackNumber": "string",
   "organizationId": uuid,
   "address": {
     "singleLineAddress": "string",
```

```
      "compactAddress": {
        "streetAddress": "string",
        "city": "string",
        "state": "string",
        "zipCode": "string",
        "country": "string"
      },
      "parsedAddress": {
        "country": "string",
        "county": "string",
        "houseNumber": "string",
        "houseNumberExtension": "string",
        "streetName": "string",
        "streetType": "string",
        "city": "string",
        "state": "string",
        "zipCode": "string",
        "plus4Code": "string",
        "postDirectional": "string",
        "prefixDirectional": "string",
        "unitNumber": "string"
      }
    },
    "coordinates": {
      "latitude": 0,
      "longitude": 0
    },
    "callSettings": {
      "callType": "string",
      "routeType": "string",
      "agentInfo": string"
    ]
}
```


Response Detail

- **ambiguousAddress** – Boolean. A ***true*** value indicates that the provided address could not be sufficiently verified and there may or may not be suggested addresses in the **suggestedAddresses** property.
- **suggestedAddresses** – Array of addresses in fully parsed form. When applicable, this property contains address suggestions that can be submitted in a subsequent request for provisioning.
- **provisionedAddress** – Parsed address object. When the submitted address has been successfully provisioned, this property will be returned with the saddress that has been successfully provisioned in a fully parsed format.
- **locationRef** – Location reference object. Contains information to be used with the call assist phone call.

  - **expires** – Timestamp in format *yyyy-MM-ddTHH:mm:ss.SSSZ* (example: 2019-09-18T16:57:01.891Z). After this time, the location reference data (locationURI or telURI) may no longer be valid or usable.
  - **locationURI** – This value is returned when SIP is designated as the call type in the request. This value should be included in the sip geolocation header of the call assist phone call. It is imperative that the value not be changed for the call to function correctly.
  - **telURI** – This value is returned when PSTN is designated as the call type in the request. This is the phone number that the PSTN call assist phone call should dial.
- **provisionResult** – Numeric value indicating the result of the address validation/provisioning:
  - 0 – The address is valid as sent.
  - 1 – The address is a valid address and was used.
  - 2 – The address cannot be matched.
  - 3 – The address matches multiple addresses.
  - 4 – The address provided is for a country not supported by the service.

Response Body


```
{
   "name": "string",
   "info": "string",
   "ambiguousAddress": true,
   "suggestedAddresses": [
     {
       "levelOfService": "string",
       "msagValid": "string",
       "normalizedAddress": "string",
       "latitude": 0,
       "longitude": 0,
       "country": "string",
       "county": "string",
       "houseNumber": "string",
       "houseNumberExtension": "string",
       "streetName": "string",
       "streetType": "string",
       "city": "string",
       "state": "string",
       "zipCode": "string",
       "plus4Code": "string",
       "postDirectional": "string",
       "prefixDirectional": "string",
       "unitNumber": "string",
       "streetAddress": "string"
     }
   ],
   "provisionedAddress": {
     "levelOfService": "string",
```

```
    "msagValid": "string",
    "normalizedAddress": "string",
    "latitude": 0,
    "longitude": 0,
    "country": "string",
    "county": "string",
    "houseNumber": "string",
    "houseNumberExtension": "string",
    "streetName": "string",
    "streetType": "string",
    "city": "string",
    "state": "string",
    "zipCode": "string",
    "plus4Code": "string",
    "postDirectional": "string",
    "prefixDirectional": "string",
    "unitNumber": "string",
    "streetAddress": "string"
  },
  "locationRef": {
    "expires": "string",
    "locationURI": "string",
    "telURI": "string"
  },
  "provisionMsg": "string",
  "provisionResult": 0,
  "status": "string",
  "statusCode": 0
}
```

Examples

Example A

Single line address with PSTN call type for an emergency call request.

Request

```
{
   "name": "ABC Company",
   "info": "Main Lobby",
   "address": {
     "singleLineAddress": "2 S Michigan Ave, Chicago, IL 60603"
   },
   "callSettings": {
     "callType": "EMERGENCY",
     "routeType": "PSTN",
     "agentInfo": "20483-b"
   }
 }
```

Response

```
{
   "name": "Bank of America",
   "info": "Main Lobby",
   "ambiguousAddress": false,
   "provisionedAddress": {
     "houseNumber": "2",
     "houseNumberExtension": null,
     "unitNumber": null,
     "streetName": "Michigan",
     "streetType": "Ave",
     "postDirectional": null,
     "prefixDirectional": "S",
     "zipCode": "60603",
     "city": "Chicago",
     "county": "Cook",
     "state": "IL",
     "country": "US",
     "supplementalData": null,
     "plus4Code": "3323",
     "latitude": 41.881969,
     "longitude": -87.624298,
     "levelOfService": "Enhanced",
     "msagValid": "CIVIC",
     "normalizedAddress": "2 S Michigan Ave, Chicago, IL 60603",
```

```
      "streetAddress": "2 S Michigan Ave"
    },
    "locationRef": {
      "expires": "2024-06-25T16:57:01.891Z",
      "telURI": "3125551234"
    },
    "provisionMsg": "VALID",
    "provisionResult": 1,
    "status": "Success",
    "statusCode": 200
 }
```


Example B

Compact address with sip call type for a test call.

Request


```
{
    "name": "Blackhawks Store",
    "address": {
      "compactAddress": {
        "streetAddress": "333 N Michigan Ave",
        "city": "Chicago",
        "state": "IL",
        "zipCode": "60601"
      }
    },
    "callSettings": {
      "callType": "TEST",
      "routeType": "SIP",
      "agentInfo": "20483-b"
    }
 }
```


Response


```
{
    "name": "Blackhawks Store",
    "info": null,
    "ambiguousAddress": false,
    "provisionedAddress": {
      "houseNumber": "333",
      "houseNumberExtension": null,
      "unitNumber": null,
      "streetName": "Michigan",
      "streetType": "Ave",
      "postDirectional": null,
```

```
      "prefixDirectional": "N",
      "zipCode": "60601",
      "city": "Chicago",
      "county": "Cook",
      "state": "IL",
      "country": "US",
      "supplementalData": null,
      "plus4Code": "3323",
      "latitude": 41.8877,
      "longitude": -87.62446,
      "levelOfService": "Enhanced",
      "msagValid": "CIVIC",
      "normalizedAddress": "333 N Michigan Ave, Chicago, IL 60601",
      "streetAddress": "333 N Michigan Ave"
    },
    "locationRef": {
      "expires": "2024-06-25T16:57:01.891Z",
      "locationURI": "https://rs-horizon.com/held-ser-vice/heldref?
tokenV2=NmRiOTA4N2YtNjM5ZC00MTBiLWE5NjEtYmNiYjQ3MTBiNzQyOjE2MjE5NjgxNjAxNDc&amp;
companyID=6f2f2d50-c385-4b72-b84a-ce0ca3a77cb7"
    },
    "provisionMsg": "VALID",
    "provisionResult": 1,
    "status": "Success",
    "statusCode": 200
  }
```


Example C

Single line ambiguous address with address correction suggestions in response.

Request


```
{
    "address": {
      "singleLineAddress": "1 Rosedale St, Baltimore, MD 21229"
    },
    "callSettings": {
      "callType": "EMERGENCY",
      "routeType": "PSTN",
      "agentInfo": "20483-b"
    }
  }
```


Response


```
{
    "name": null,
```

```
  "info": null,
  "ambiguousAddress": true,
  "suggestedAddresses": [{
    "houseNumber": "1",
    "houseNumberExtension": null,
    "unitNumber": null,
    "streetName": "Rosedale",
    "streetType": "St",
    "postDirectional": null,
    "prefixDirectional": "N",
    "zipCode": "21229",
    "city": "Baltimore",
    "county": "Baltimore City",
    "state": "MD",
    "country": "US",
    "supplementalData": null,
    "plus4Code": "3737",
    "latitude": 39.286076,
    "longitude": -76.668785,
    "levelOfService": "I3",
    "msagValid": "CIVIC",
    "normalizedAddress": "1 N Rosedale St, Baltimore, MD 21229",
    "streetAddress": "1 N Rosedale St"
  },
  {
    "houseNumber": "1",
    "houseNumberExtension": null,
    "unitNumber": null,
    "streetName": "Rosedale",
    "streetType": "St",
    "postDirectional": null,
    "prefixDirectional": "S",
    "zipCode": "21229",
    "city": "Baltimore",
    "county": "Baltimore City",
    "state": "MD",
    "country": "US",
    "supplementalData": null,
    "plus4Code": "3739",
    "latitude": 39.285797,
    "longitude": -76.668777,
    "levelOfService": "Enhanced",
    "msagValid": "CIVIC",
    "normalizedAddress": "1 S Rosedale St, Baltimore, MD 21229",
    "streetAddress": "1 S Rosedale St"
  }],
  "locationRef": {
    "expires": "2024-06-25T16:57:01.891Z",
    "telURI": "3125551234"
  },
  "provisionMsg": "MULTIPLE ADDRESSES",
  "provisionResult": 3,
  "status": "Success",
```

```
  "statusCode": 200
}
```

Error Responses

HTTP Code	Error Type	Description
400	Bad Request	One or more properties in the request are not recognized or not properly formatted. The response will contain information regarding the specifics of the problem with the request.
401	Unauthenticated	The access token header value is either missing, expired, or invalid.
403	Unauthorized	The request is attempting to perform an action that the user does not have sufficient privileges to perform.
500	Server Error	There has been an unexpected server error. The response may or may not contain additional information about the error. Provide this information to your support contact if available.

Call Routing

SIP Invite to Horizon Assist

Horizon Assist can return a locationURI that will be sent in the Geolocation header with the **Geolocation-routing** set to ***yes***.

```
INVITE sip:911@74.217.8.113;user=phone SIP/2.0
Record-Route: <sip:127.0.0.1;r2=on;lr>
Record-Route: <sip:74.217.8.113;transport=tcp;r2=on;lr>
FROM: "John Doe"<sip:
+13125552066@SIP.example.com;user=phone>;epid=A65A6BE3D3;tag=b1c030db7d
TO: <sip:911@74.217.8.113;user=phone>
CSEQ: 20212 INVITE
CALL-ID: b6c17370-4aa7-40dd-ab1f-2a51f1e537f1
RedSky-CustomerID:e422cae8-9cdb-4ece-a831-63c2d315c266
MAX-FORWARDS: 70
Via: SIP/2.0/UDP 127.0.0.1:5060;branch=z9hG4bK488c.2865b0f2.0;i=ab75
VIA: SIP/2.0/TCP 172.16.185.106:65169;branch=z9hG4bK70c82c4d
CONTACT: <sip:sip.example.com:5060;transport=Tcp;maddr=172.16.185.106;ms-
opaque=80fdbb31e104e0b1>
PRIORITY: emergency
SUPPORTED: geolocation, 100rel
USER-AGENT: RTCC/4.0.0.0 MediationServer
CONTENT-TYPE: application/sdp
CONTENT-LENGTH: 329
Geolocation: < https://api.primelabqa.e911cloud.com/call-assist-location/
callAssistRef01b66db4-f8e2-4955-bf21-68d841265435>
Geolocation-Routing: yes
Allow: ACK,CANCEL,BYE,INVITE,PRACK,UPDATE
X-Origin: 172.16.185.106

v=0
o=- 1502 1 IN IP4 172.16.185.106
s=session
c=IN IP4 172.16.185.106
b=CT:1000
t=0 0
m=audio 56190 RTP/AVP 97 101 13 0 8
c=IN IP4 172.16.185.106
a=rtcp:56191
a=label:Audio
a=sendrecv
a=rtpmap:97 RED/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-16
a=rtpmap:13 CN/8000
a=rtpmap:0 PCMU/8000
a=rtpmap:8 PCMA/8000
```

```
a=ptime:20
```

The SIP Invite should include the Geolocation header containing the locationURI value retrieved in the HELD Location Response.

When the Geolocation header is provided, the **Geolocation-Routing: yes** flag should also be present.

The SIP Invite should also include the RedSky-CustomerID header. This should be the same customer ID value used in the API requests.

PSTN Call to Horizon Assist

Connecting to the service via PSTN is simple. Calling the phone number (telURI) provided via the API will connect you to Horizon Assist call servers which will forward the call to the PSAP serving the location provided via the API or the portal.

Transport Response Codes

The Provisioning API Service runs on top of the HTTP/HTTPS protocol. Client applications submitting API requests must support the return and handling of standard HTTP protocol responses

200 OK

If the format of the API request is valid and processed by Horizon Mobility®, an HTTP 200 OK response will be sent. When a 200 OK is returned, any results are expected back from the endpoint, such as in a GET, while being contained in the response body.

400 BAD REQUEST

If the server cannot or will not process the request due to something that is perceived to be a client error (e.g., malformed request syntax, invalid request message framing, or deceptive request routing), a 400 Bad Request error is returned.

401 UNAUTHORIZED

If the authorization token in the client request is missing or invalid, a 401 Authorized error is returned.

404 NOT FOUND

If the requested API endpoint is invalid or the path cannot be found, a 404 Not Found error is returned.

500 ERROR

If an operational error occurs with Horizon Mobility® and it cannot process the API call at the time of the request, a 500 series error code will be returned.