



**Maximise**

**XML API v1.2**

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Magnetic North Software Ltd.  
Solutions House  
Meridian East  
Meridian Business Park  
Leicester  
Leicestershire  
LE19 1TP

<http://www.magneticnorth.co.uk>

[contact@magneticnorth.com](mailto:contact@magneticnorth.com)

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# 1 Overview

This document describes the XML API interface for the Magnetic North Maximise Predictive Dialler. The XML interface is provided to allow customers to retrieve data from the system in a secure open manner.

The API is designed to be simple to use so that customers with a fairly basic understanding of scripting and XML can make use of the interface. That said, the XML in this document is provided purely as an example to depict the information that will be passed back and forth and we would probably prefer to use a standard XML API mechanism such as SOAP.

The provisioning aspect of the interface is for use by Magnetic North to create and manage tenants in a hosted environment.

## 2 Using the XML API

The reader of this document should have a reasonable understanding of XML and scripting and a basic understanding of the underlying technologies.

XML is simply a template language that allows you to describe data using name tags. XML data can be hierarchical to allow you to describe entities within entities.

The API defines its own XML tags that are described later in this document.

In order to use the API successfully you need to follow these basic steps:

- Send an authentication message.
- Verify that the authentication response is successful.
- Send one or more query messages.

The URL to send the XML request to is as below:

<http://MaximiseServer/Maximise/XML/1.0/DoApiCall.asp>

## 3 Authentication

### 3.1 AuthenticationRequest

This message is sent to the Maximise Web service to authenticate your XML API session. You must authenticate before sending any other messages.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AuthenticationRequest>
    <Customer Group>xxxx</Customer Group>
    <Username>yyyy</Username>
    <Password>zxxxx</Password>
  </AuthenticationRequest>
</MaximiseMessage>
```

#### <Customer Group> Tag

If the Maximise Installation is configured as a universal (multi-tenant) platform you must specify the name of the customer group that you belong to.

If the Maximise installation is configured as a single tenant Corporate or Enterprise system you must leave the customer name blank.

#### <Username> Tag

You must specify the name of the user to logon to the Web Services as. The username must be configured within the Maximise product and must be assigned to the specified customer group. The user must be a Maximise Administrator.

#### <Password> Tag

You must specify the password as plain text for the specified user.

## 3.2 AuthenticationResponse

This message is sent in response to the AuthenticationRequest message.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AuthenticationResponse>
    <Result>x</Result>
    <ResultDescription>yyyy</ResultDescription>
  </AuthenticationResponse>
</MaximiseMessage>
```

### <Result> Tag

This tag contains the result of the authentication request and will contain one of the following values:

Result	Description
0	Successful authentication.
1	Incorrect username or password.
2	Account locked out.
3	Unable to connect to Maximise Web services.
4	Unable to access the Maximise database.
5	General failure.

### <ResultDescription> Tag

This tag contains the description associated with the result code as seen in the above table.

## 4 Data List Retrieval

### 4.1 CampaignListRequest

This message is sent to the Maximise Web Service to retrieve a list of configured campaigns and the associated data.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CampaignListRequest>
    <DetailLevel>xxx</DetailLevel>
  </CampaignListRequest>
</MaximiseMessage>
```

#### <DetailLevel> Tag

You can use this tag to specify the level of detail that you want to retrieve for each campaign. The following table shows valid values:

Level	Description
0	Campaign Name
1	As 0 + Campaign ID, Current Status
2	As 1 + Retry Parameters, Campaign Parameters

## 4.2 CampaignListResponse

This message is sent in response to the CampaignListRequest message. Note that this message contains a number of CampaignRecord sub tags.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CampaignListResponse>
    <CampaignRecord>
      <CampaignName>aaaa</CampaignName>
      <CampaignID>bbbb</CampaignID>
      <CampaignState>cccc</CampaignState>
      <BusyRetryInterval>dddd</BusyRetryInterval>
      <BusyRetryCount>eeee<</BusyRetryCount>
      <AnswerMachineRetryInterval>ffff</AnswerMachineRetryInter
      val>
      <AnswerMachineRetryCount>gggg</AnswerMachineRetryCount>
      <NoAnswerRetryInterval>hhhh</NoAnswerRetryInterval>
      <NoAnswerRetryCount>iiii</NoAnswerRetryCount>
      <DiallingMode>jjjj</DiallingMode>
      <AbandonTarget>kkkk</AbandonTarget>
    </CampaignRecord>
  </CampaignListResponse>
</MaximiseMessage>
```

### <CampaignName> Tag

The name of the campaign.

### <CampaignID> Tag

The unique identifier of the campaign as generated by the SQL Server back end and can be used in subsequent data retrieval requests.

### <CampaignState> Tag

The current status of this campaign. Possible values are detailed below:

Level	Description
1	Stopped
2	Running
3	Suspended

**<BusyRetryInterval> Tag**

The time interval in minutes between redial attempts of busy numbers.

**<BusyRetryCount> Tag**

The number of retry attempts to perform for busy numbers.

**<AnswerRetryInterval> Tag**

The time interval in minutes between redial attempts of answer machine detected numbers.

**<AnswerRetryCount> Tag**

The number of retry attempts to perform for answer machine detected numbers.

**<NoAnswerRetryInterval> Tag**

The time interval in minutes between redial attempts of no answer timeout numbers.

**<NoAnswerRetryCount> Tag**

The number of retry attempts to perform for no answer timeout numbers.

**<DiallingMode> Tag**

The configured dialling mode for the campaign, the possible values are listed below:

Level	Description
1	Open Preview
2	Progressive
3	Predictive

**<AbandonTarget> Tag**

The configured abandon target rate. This value represents the maximum percentage of connected calls that can be abandoned (disconnected) due to no agents being available to transfer the call through to.

## 4.3 UserListRequest

This message is sent to the Maximise Web Service to retrieve a list of configured users and the associated data.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <UserListRequest>
    <DetailLevel>xxx</DetailLevel>
  </UserListRequest>
</MaximiseMessage>
```

### <DetailLevel> Tag

You can use this tag to specify the level of detail that you want to retrieve for each campaign. The following table shows valid values:

Level	Description
0	User Name
1	As 0 + UserID
2	As 1 + User Type

## 4.4 UserListResponse

This message is sent in response to the UserListRequest message. Note that this message contains a number of UserRecord sub tags.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <UserListResponse>
    <UserRecord>
      <UserName>aaaa</UserName>
      <UserID>bbbb</UserID>
      <UserType>cccc</UserType>
    </UserRecord>
  </UserListResponse>
</MaximiseMessage>
```

### <UserName> Tag

The name of the user.

### <UserID> Tag

The unique identifier for the user as

### <UserType> Tag

The type of user, valid values are listed below:

Level	Description
1	Agent
2	Supervisor
3	Administrator

## 4.5 CallingListRequest

This message is sent to the Maximise Web Service to retrieve a list of configured users and the associated data.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CallingListRequest>
    <CampaignID>aaaa</CampaignID>
    <DetailLevel>bbbb</DetailLevel>
  </CallingListRequest>
</MaximiseMessage>
```

### <CampaignID>

The unique identifier of the campaign who's calling lists you want to retrieve.

### <DetailLevel> Tag

You can use this tag to specify the level of detail that you want to retrieve for each calling list. The following table shows valid values:

Level	Description
0	List Name
1	As 0 + ListID

## 4.6 CallingListResponse

This message is sent in response to the CallingListRequest message. Note that this message contains a number of CallingListRecord sub tags.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CallingListResponse>
    <CallingListRecord>
      <ListName>aaaa</ListName>
      <ListID>bbbb</ListID>
    </CallingListRecord>
  </CallingListResponse>
</MaximiseMessage>
```

### <ListName> Tag

The name of the calling list.

### <ListID> Tag

The unique identifier of the calling list. This can be used in subsequent data retrieval messages.

## 5 Data Queries

### 5.1 AgentDetailRequest

This message is sent to the Maximise Web Service to retrieve the agent detail entries for a specified time period.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AgentDetailRequest>
    <CampaignID>aaaa</CampaignID>
    <UserID>bbbb</UserID>
    <StartDate>cccc</StartDate>
    <EndDate>dddd</EndDate>
  </AgentDetailRequest>
</MaximiseMessage>
```

#### <CampaignID> Tag

This is an optional tag. If specified the agent detail records retrieved will be filtered to those which are related to the specified campaign.

#### <UserID> Tag

This is an optional tag. If specified the agent detail records will be filtered to those which are related to the specified user.

#### <StartDate> Tag

This is a mandatory tag. Use this tag to specify the start date and time that should be used to filter the agent detail records.

The format of the date and time must be as follows:

dd-mmm-yyyy hh:mm:ss

#### <EndDate> Tag

This is a mandatory tag. Use this tag to specify the end date and time that should be used to filter the agent detail records.

The format of the date and time must be as follows:

dd-mmm-yyyy hh:mm:ss

## 5.2 AgentDetailResponse

This message is sent in response to the AgentDetailRequest message. Note that this message includes a number of AgentDetailRecord sub tags.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AgentDetailResponse>
    <AgentDetailRecord>
      <TimeFromState>aaaa</TimeFromState>
      <TimeToState>bbbb</TimeToState>
      <StateFrom>cccc</StateFrom>
      <StateTo>dddd</StateTo>
      <CampaignID>eeee</CampaignID>
      <ListID>ffff</ListID>
      <PhoneNumberID>gggg</PhoneNumberID>
      <UserID>hhhh</UserID>
    </AgentDetailRecord>
  </AgentDetailResponse>
</MaximiseMessage>
```

### <TimeFromState> Tag

The date and time that the agent entered the initial state.

### <TimeToState> Tag

The date and time that the agent entered the final state.

### <StateFrom> Tag

The initial status of the agent. The valid values for this are as follows:

Level	Description
1	Logged Out
2	Not Ready
3	Waiting
4	Talking
5	Wrapping
6	Blending
7	Previewing

**<StateTo> Tag**

The final status of the agent. Refer to the above table of valid status values.

**<CampaignID> Tag**

The unique identifier of the campaign related to the call that was active at the time of the status change. This is an optional tag as some status changes do not relate to calls.

**<ListID> Tag**

The unique identifier of the calling list related to the call that was active at the time of the status change. This is an optional tag as some status changes do not relate to calls.

**<PhoneNumberID> Tag**

The unique identifier of the phone number related to the call that was active at the time of the status change. This is an optional tag as some status changes do not relate to calls.

**<UserID> Tag**

The unique identifier of the agent associated with the status change.

## 5.3 CallResultsRequest

This message is sent to the Maximise Web Service to retrieve the call results for a specified time period.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CallResultsRequest>
    <CampaignID>aaaa</CampaignID>
    <UserID>bbbb</UserID>
    <StartDate>cccc</StartDate>
    <EndDate>dddd</EndDate>
  </CallResultsRequest>
</MaximiseMessage>
```

### <CampaignID> Tag

This is an optional tag. If specified the call result records retrieved will be filtered to those which are related to the specified campaign.

### <UserID> Tag

This is an optional tag. If specified the call result records will be filtered to those which are related to the specified user.

### <StartDate> Tag

This is a mandatory tag. Use this tag to specify the start date and time that should be used to filter the call result records.

The format of the date and time must be as follows:

dd-mmm-yyyy hh:mm:ss

### <EndDate> Tag

This is a mandatory tag. Use this tag to specify the end date and time that should be used to filter the call result records.

The format of the date and time must be as follows:

dd-mmm-yyyy hh:mm:ss

## 5.4 CallResultsResponse

This message is sent in response to the CallResultsRequest message. Note that this message includes a number of CallResultRecord sub tags.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CallResultsResponse>
    <CallResultRecord>
      <ResultTime>aaaa</ResultTime>
      <Outcome>bbbb</Outcome>
      <CampaignID>eeee</CampaignID>
      <ListID>ffff</ListID>
      <PhoneNumberID>gggg</PhoneNumberID>
      <UserID>hhhh</UserID>
    </CallResultRecord>
  </CallResultsResponse>
</MaximiseMessage>
```

### <ResultTime> Tag

The date and time that the call outcome was logged.

### <Outcome> Tag

The call outcome associated with the call at the time. The call outcome can be either a CTI related outcome or an agent related outcome. The following system outcomes are pre-defined. User defined outcomes may also be used.

Level	Description
0	Not Dialed
1	Busy
2	No Answer
3	Fax Machine
4	Modem
5	Answer Machine
6	Call Failure
7	Abandoned Call
8	Call Interrupted
9	Timeout
20	Number Unobtainable
21	Out Of Order
22	Number Changed

Level	Description
23	Incoming Calls Barred
24	Call Rejected
25	Number Discontinued
26	Network Congestion
27	Unknown Failure
28	Killed Call
30	CTI Other
32	Planned Time Failed
99	TAPI Restart

**<CampaignID> Tag**

The unique identifier of the campaign related to the call that was active at the time.

**<ListID> Tag**

The unique identifier of the calling list related to the call that was active at the time.

**<PhoneNumberID> Tag**

The unique identifier of the phone number related to the call that was active at the time.

**<UserID> Tag**

The unique identifier of the agent associated with the call outcome. This is an optional tag and is only present in the message if the outcome is an agent outcome as opposed to a CTI outcome.

## 5.5 CustomQueryRequest

This message is sent to the Maximise Web Service to retrieve the call results for a specified time period.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CustomQueryRequest>
    <SQL>aaaa</SQL>
  </CustomQueryRequest>
</MaximiseMessage>
```

### <SQL> Tag

In order to offer maximum flexibility through the XML interface you can also define your own queries based on the published Maximise Database Schema.

You must ensure that all table names are specified in [] brackets.

The queries are parsed and modified to ensure that data retrieved is specific to the authenticated user and therefore access to data belonging to other customer groups is not possible.

## 5.6 CustomQueryResponse

This message is sent in response to the CustomQueryRequest message. Note that the message will include a number of DataRecord sub tags.

Note that this message is dynamic in nature as the results depend upon the query specified. Therefore the sub tags of the DataRecord tags will be defined as the same as the fieldnames from the tables in the database schema document.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CustomQueryResponse>
    <DataRecord>
      <?????>aaaa</?????>
    </DataRecord>
  </CustomQueryResponse>
</MaximiseMessage>
```

### **<?????> Tag**

The data relating to field ???? as defined in the specified query.

## 5.7 AddContactRequest

This message is sent to the Maximise Web Service to add a contact. Note that access permissions to the campaign and list are verified.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AddContactRequest>
    <CampaignID>aaaa</CampaignID>
    <ListID>bbbb</ListID>
    <ContactName>cccc</ContactName>
    <Tel1>dddd</Tel1>
    ...
    <Tel6>ffff</Tel6>
    <F1>gggg</F1>
    ...
    <F300>hhhh</F300>
  </AddContactRequest>
</MaximiseMessage>
```

### <CampaignID> Tag

This tag is the unique identifier for the campaign.

### <ListID> Tag

The unique identifier of the calling list that we want to add this contact to.

### <ContactName> Tag

The name of the person to contact.

### <Tel1> Tag

The primary telephone number of the person to contact

### <Tel2> Tag

A secondary number (home, work, mobile) of the person to contact.

### <Tel3> Tag

A secondary number (home, work, mobile) of the person to contact.

### <F1> Tag

Data associated with the person to contact. This tag is usually used for unique identifiers such as customer reference numbers etc.

**<F2..F300> Tag**

Additional data associated with the person to contact.

## 5.8 AddContactResponse

This message is sent in response to the AddContactRequest message.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AddContactResponse>
    <Result>aaaa</Result>
    <ResultDescription>bbbb</ResultDescription>
    <ContactID>cccc</ContactID>
  </AddContactResponse>
</MaximiseMessage>
```

### <Result> Tag

This tag informs the calling application whether the request to add a contact was successful or not. Possible values are:

Value	Description
True	The add request was successful
False	The add request was not successful

### <ResultDescription> Tag

This tag contains the description associated with the result code as seen in the above table.

### <ContactID> Tag

This tag contains the unique reference assigned to this contact.

## 5.9 RemoveContactRequest

This message is sent to the Maximise Web Service to remove a contact. Note that access permissions to the campaign and list are verified.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <RemoveContactRequest>
    <CampaignID>aaaa</CampaignID>
    <ListID>bbbb</ListID>
    <ContactName>cccc</ContactName>
    <Tel1>dddd</Tel1>
    <Tel2>eeee</Tel2>
    <Tel3>ffff</Tel3>
  </RemoveContactRequest>
</MaximiseMessage>
```

### <CampaignID> Tag

This tag is the unique identifier for the campaign.

### <ListID> Tag

The unique identifier of the calling list that we want to remove this contact from.

### <ContactName> Tag

The name of the contact to remove.

### <Tel1> Tag

A telephone number that belongs to the contact. This is an optional tag, if no telephone numbers are specified the system will search for and remove based on the name – otherwise it will kill the specific phone number associated with the contact.

### <Tel2> Tag

A telephone number that belongs to the contact. This is an optional tag, if no telephone numbers are specified the system will search for and remove based on the name – otherwise it will kill the specific phone number associated with the contact.

### <Tel3> Tag

A telephone number that belongs to the contact. This is an optional tag, if no telephone numbers are specified the system will search for and remove based on the name – otherwise it will kill the specific phone number associated with the contact.

## 5.10 RemoveContactResponse

This message is sent in response to the RemoveContactRequest message.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <RemoveContactResponse>
    <Result>aaaa</Result>
    <ResultDescription>bbbb</ResultDescription>
  </RemoveContactResponse>
</MaximiseMessage>
```

### <Result> Tag

This tag informs the calling application whether the request to remove a contact was successful or not. Possible values are:

Value	Description
True	The remove request was successful
False	The remove request was not successful

### <ResultDescription> Tag

This tag contains the description associated with the result code as seen in the above table.

## 6 Provisioning

All provisioning XML API calls must be authenticated as the Global Administrator user.

### 6.1 AddTenantRequest

This message is sent to the Maximise Web Service to add a new tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AddTenantRequest>
    <Name>aaaa</Name>
    <LicenceType>Concurrent |Names</LicenceType>
    <LicenceCount>999</LicenceCount>
    <NailedUpCLI>dddd</NailedUpCLI>
    <CampaignCLIs>
      <CLI>999999</CLI>
      <CLI>999999</CLI>
    </CampaignCLIs>
    <NailedUpPrefix>
      <PREFIX>999999</PREFIX>
      <PREFIX>999999</PREFIX>
    </NailedUpPrefix>
  </AddTenantRequest>
</MaximiseMessage>
```

#### <Name> Tag

The unique name of the tenant to be added.

#### <LicenceType> Tag

#### <LicenceCount> Tag

The maximum number of Agents included within the licence for the tenant to be added.

#### <NailedUpCLI> Tag

The ANI/CLID to be displayed to Agents when Maximise is working in nailed up mode for the tenant to be added.

#### <CampaignCLIs> Tag

The outbound ANI/CLIDs configured for use with campaigns when maximise is working in nailed up mode for the tenant to be added.

### **<NailedUpPrefix> Tag**

The prefixes allowed to be used for nailed up calls for the tenant to be added.

## 6.2 AddTenantResponse

This message is sent in response to adding a tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <AddTenantResponse>
    <Name>aaaa</Name>
    <ID>9999</ID>
    <Result>aaaa</Result>
  </AddTenantResponse>
</MaximiseMessage>
```

### **<Name> Tag**

The unique name of the tenant that has been added.

### **<ID> Tag**

The unique identifier (productCustomerID) of the tenant that has been added.

### **<Result> Tag**

## 6.3 DeleteTenantRequest

This message is sent to the Maximise Web Service to delete a tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <DeleteTenantRequest>
    <ID>aaaa</ID>
  </DeleteTenantRequest>
</MaximiseMessage>
```

### <ID> Tag

The unique identifier (productCustomerID) of the tenant to be deleted.

## 6.4 DeleteTenantResponse

This message is sent in response to adding a tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <DeleteTenantResponse>
    <ID>9999</ID>
    <Result>aaaa</Result>
  </DeleteTenantResponse>
</MaximiseMessage>
```

### <ID> Tag

The unique identifier (productCustomerID) of the tenant that has been deleted.

### <Result> Tag

## 6.5 CreateUserRequest

This message is sent to the Maximise Web Service to add a new user to a tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CreateUserRequest>
    <TenantID>99</TenantID>
    <Email>aaaa</Email>
    <FullName>bbbb</FullName>
    <Password>cccc</Password>
    <UserType>Agent|Supervisor|Administratio|Manager</U
serType>
  </CreateUserRequest>
</MaximiseMessage>
```

### <TenantID> Tag

The unique identifier (productCustomerID) of the tenant under which the user is to be created.

### <Email> Tag

The e-mail address of the user to be created.

### <FullName> Tag

The full name of the user to be created.

## 6.6 CreateUserResponse

This message is sent in response to the request to add a new user.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <CreateUserResponse>
    <Email>aaaa</Email>
    <UserID>999</UserID>
    <Result>999</Result>
    <ResultDescription>bbbb</ResultDescription>
  </CreateUserResponse>
</MaximiseMessage>
```

### **<Email> Tag**

The e-mail address of the user that has been created.

### **<UserID> Tag**

The unique identifier (id) of the user that has been created.

### **<Result> Tag**

### **<ResultDescription> Tag**

## 6.7 EnableTenantRequest

This message is sent to the Maximise Web Service to enable a tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <EnableTenantRequest>
    <TenantID>99</TenantID>
  </EnableTenantRequest>
</MaximiseMessage>
```

### <TenantID> Tag

The unique identifier (productCustomerID) of the tenant to be enabled.

## 6.8 EnableTenantResponse

This message is sent in response to the enable tenant request.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <EnableTenantResponse>
    <Result>99</Result>
  </EnableTenantResponse>
</MaximiseMessage>
```

### <Result> Tag

## 6.9 DisableTenantRequest

This message is sent to the Maximise Web Service to disable a tenant.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <DisableTenantRequest>
    <TenantID>99</TenantID>
  </DisableTenantRequest>
</MaximiseMessage>
```

### <TenantID> Tag

The unique identifier (productCustomerID) of the tenant to be disabled.

## 6.10 DisableTenantResponse

This message is sent in response to the disable tenant request.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <DisableTenantResponse>
    <Result>99</Result>
  </DisableTenantResponse>
</MaximiseMessage>
```

### <Result> Tag

## 6.11 EnableUserRequest

This message is sent to the Maximise Web Service to enable a user.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <EnableUserRequest>
    <UserID>99</UserID>
  </EnableTenantRequest>
</MaximiseMessage>
```

### <UserID> Tag

The unique identifier (id) of the user to be enabled.

## 6.12 EnableUserResponse

This message is sent in response to the enable user request.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <EnableUserResponse>
    <Result>99</Result>
  </EnableUserResponse>
</MaximiseMessage>
```

### <Result> Tag

## 6.13 DisableUserRequest

This message is sent to the Maximise Web Service to disable (suspend) a user.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <DisableUserRequest>
    <UserID>99</UserID>
  </DisableTenantRequest>
</MaximiseMessage>
```

### <UserID> Tag

The unique identifier (id) of the user to be disabled.

## 6.14 DisableUserResponse

This message is sent in response to the disable user request.

```
XML=<?XML version="1.0" encoding="UTF-8" ?>
<MaximiseMessage>
  <DisableUserResponse>
    <Result>99</Result>
  </DisableUserResponse>
</MaximiseMessage>
```

### <Result> Tag