RTM Notification API

Notifications will take the following form and be expressed as JSON objects

- alert_id [string] - opaque identifier (UUID etc)
- device_id [string] - identifier defined by partner system (FHIR device id, serial number, etc).
- start_ts [timestamp] - timestamp formatted “YYYY-MM-DDTHH:MM:SSZ” which is ISO 8601 compliant
- end_ts [nullable] - microseconds since epoch
- status [map[IETF_lang_tag (BCP 47 e.g. “en-US”): string]] - *Translated* - Human readable description of the alert in the configured languages for the integration
- alert_type [string] - predefined set of alert types (e.g. “no_data”, “warning_hot”, “warning_freezing”)

Example:

```
{
    "alert_id": "f531125d-c54f-4968-95cb-51d260fb67dc",
    "alert_type": "warning_hot",
    "device_id": "a3df0045-1c69-471f-a504-4c9bfc8525b4",
    "end_ts": null,
    "start_ts": "2018-01-01T08:00:00Z",
    "status": {
        "en-US": "Equipment needs attention: too hot"
    }
}
```

They can be received through a webhook (HTTP PUT), or listed (HTTP GET) per cold chain equipment (device) through an API endpoint e.g. `` `/api/v2/alert?since=<**timestamp**>` `` or `` `/api/v2/alert/**<alert_id>**` ``

Webhook Retry Policy

Network error:

- We will keep retrying

Server error:

- Status code is not 2xx, 401, 403, or 410
- Retry 3 times every 5 minutes.
- Example:
    - Initial post: 13:42
    - Next post: 13:47
    - Next post: 13:52
    - Last post: 13:57

Alert Types

All alerts use a lookback window of 1 week.

Summary:

- No data
- Warning hot
- Warning freezing
- Not working hot
- Not working freezing
- Warning Power

No data (alert type: no_data)

Conditions:

- < 50% data

Status:

“Less than 50% data available for this equipment”

Needs attention hot (alert type: warning_hot)

Conditions (any of the following):

- > 30% time hot
- >= 5 WHO hot alarms

Status:

“Equipment needs attention: 40% time hot, 6 alarms”
“Equipment needs attention: 35% time hot”

Needs attention freezing (alert type: warning_freezing)

Conditions (any of the following):

- > 5% time freezing
- >= 1 WHO freezing alarm

Status:

“Equipment needs attention: 5% time freezing, 1 alarm”
“Equipment needs attention: 1 freezing alarm”

Not working hot (alert type: error_hot)

Conditions (any of the following):

- > 50% time hot
- >= 10 WHO hot alarms

Status:

“Equipment not working: 60% time hot, 12 alarms”
“Equipment not working: 65% time hot”

Not working freezing (alert type: error_freezing)

Conditions (any of the following):

- > 10% time freezing
- >= 5 WHO freezing alarms

Status:

“Equipment not working: 10% time freezing, 5 alarms”
“Equipment not working: 6 freezing alarms”

Power alert (alert type: warning_power)

Conditions (any of the following):

- Mains type CCE: < 20 hours of power a day
- SDD type CCE: < 4 hours of power a day

Status:

“Warning: too many power outages”