

# Request API handover

A sample integration guide for the fictional Northwind request service.

## Create a request

Send a title, category, and requester reference. The service returns the request identifier and initial status.

```
http
POST /requests
Content-Type: application/json

{
  "title": "Prepare a new workspace",
  "category": "equipment",
  "requester": "team-delivery"
}
```

## Field contract

| Field     | Required | Meaning                                        |
|-----------|----------|------------------------------------------------|
| title     | Yes      | Short description of the requested outcome     |
| category  | Yes      | Routing category agreed with the service owner |
| requester | Yes      | Stable caller-owned reference                  |

## Read the response

```
json
{
  "id": "REQ-1042",
  "status": "submitted"
}
```

### Integration checklist

Agree authentication, retry behavior, validation errors, and rate limits with the service owner. The payloads here describe a fictional API.

## Support handover

Record the integration owner, an escalation route, and a representative successful request before enabling a production caller.

## Handle an unsuccessful request

| Response                      | Caller action                                             |
|-------------------------------|-----------------------------------------------------------|
| 400 - Invalid payload         | Correct the named field before sending another request    |
| 401 - Authentication required | Check the configured identity and credential lifetime     |
| 429 - Rate limited            | Respect the agreed retry delay and avoid parallel retries |
| 503 - Service unavailable     | Use a bounded retry policy and contact the service owner  |

## Record a handover example

text

```
Environment: test
Caller: workspace-intake
Request: REQ-1042
Result: submitted
Integration owner: Workplace team
Service contact: Operations queue
```

## Before enabling the caller

- Verify one accepted request and one rejected request.
- Agree how to detect and prevent duplicate submissions.
- Keep credentials and personal data out of diagnostic logs.
- Confirm the support route and the first review date.