


CUSTOMER_QUESTION

This command is used to direct the device to display up to ten (10) lines of display text, before scrolling, and prompt for response according to button labels (default NO/YES) or emojis. Scroll box text display is introduced beyond ten lines.

Device UI Required

Display	User Action	Terminal Action
	Select the option.	The device displays the Customer question screen.

Request Packet

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
FUNCTION_TYPE	Required	Static value	N/A	N/A	DEVICE	Type of function.
COMMAND	Required	Static value	N/A	N/A	CUST_QUESTION	Command name
POS_RECON	Optional	Character	1	30		POS reconciliation. POS Reconciliation field to be echoed back in response to POS. Example: RetailPOS1

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
COUNTER	Required	Numeric	1	10		COUNTER is used for a given MAC label. Each COUNTER should be higher than the last one. This is used to authenticate the POS. Example: 100
MAC	Required	Base64 Encoded Data	N/A	N/A	N/A	Message Authentication Code. This is used to authenticate the POS. Associated label that tells the device which MAC_KEY to use to decrypt the value of MAC. This is used to authenticate the POS. Example: P_PJ614A
MAC_LABEL	Required	Character	1	50		

Top Section

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
DISPLAY_TEXT_TOP	Optional	Character	1	<ul style="list-style-type: none"> 65 30 (for e280/e285) 		Top section display text. Maximum size limit is 65 characters. In e280/e285 devices, the maximum size limit is 30 characters. Example: <i>PLEASE PROVIDE YOUR FEEDBACK</i>

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
DISPLAY_IMG_TOP	Optional	Base64 Encoded Data	1	30000		Top section display image. Value is base64 encoded string (maximum 30000) to be converted to an image. Displays image on top of the screen. This will override and replace the title logo image. DISPLAY_TEXT_TOP will be ignored if DISPLAY_IMG_TOP data is present. NOTE: This field is supported for M400, M440, M424 devices only. DISPLAY_IMG_TOP field is not supported on e235 device due to space constraints.

Middle Section

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
DISPLAY_TEXT1	Optional	Character	1	50		Displays text line 1. Example: <i>WOULD YOU LIKE</i>
DISPLAY_TEXT2	Optional	Character	1	50		Displays text line 2. Example: <i>TO SIGN UP FOR</i>
DISPLAY_TEXT3	Optional	Character	1	50		Displays text line 3. Example: <i>EMAIL COUPONS</i>
DISPLAY_TEXT4	Optional	Character	1	50		Displays text line 4.
DISPLAY_TEXT5	Optional	Character	1	50		Displays text line 5.
DISPLAY_TEXT6	Optional	Character	1	50		Displays text line 6. NOTE: First five display texts will be displayed on the terminal and for the remaining, user needs to scroll down.
DISPLAY_TEXT7	Optional	Character	1	50		Displays text line 7. NOTE: First five display texts will be displayed on the terminal and for the remaining, user needs to scroll down.

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
DISPLAY_TEXT8	Optional	Character	1	50		Displays text line 8. NOTE: First five display texts will be displayed on the terminal and for the remaining, user needs to scroll down.
DISPLAY_TEXT9	Optional	Character	1	50		Displays text line 9. NOTE: First five display texts will be displayed on the terminal and for the remaining, user needs to scroll down.
DISPLAY_TEXT10	Optional	Character	1	50		Displays text line 10. NOTE: First five display texts will be displayed on the terminal and for the remaining, user needs to scroll down.
DISPLAY_BULKDATA	Optional	Character	1	4000	Merchant Data for Display	If this field is present, then this will override display text 1-10 lines and present bulk data in scroll box.

Bottom Section

Note

- Depending on maximum allowed characters, a scroll bar is required on button text for INNER text.
- These fields are not supported on e235 device due to non-touch display and space constraints.

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
BUTTON_INNER_TEXT_LEFT	Optional	Character	1	16	Yes/No	This is the left internal text button.
BUTTON_INNER_TEXT_MIDDLE	Optional	Character	1	16		This is the middle internal text button. If this field is not present in the request then no middle button will be displayed. This field is NOT supported for V200 and P200 devices, as they are non-touch and small screen devices.
BUTTON_INNER_TEXT_RIGHT	Optional	Character	1	16	Yes/No	This is the right internal text button.

Note

Emoji Section fields are not supported on e235 device.

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
						<p>Emoji image name is happysmily.png. This corresponding Emoji image should be present on the device to display.</p> <p>Example: 1f600. If both BUTTON and EMOJI1 are sent in request, then only emojis will be displayed in Customer Question screen. The maximum emoji image size supported, based on devices are:</p> <ul style="list-style-type: none"> • e285 - Image size - 32x32 • e280 - Image size - 64x64 • M400 - Image size - 150x150 • M424 - Image size - 138x138 • M440 - Image size - 200x200 • V200 - Not Supported • P400/V400 - Image size - 64x64
EMOJI1	Optional	Character	1	40		
EMOJI2	Optional	Character	1	40		Same as EMOJI1. Example: 1f614
EMOJI3	Optional	Character	1	40		Same as EMOJI1. Example: 1f621
EMOJI1_TEXT1	Optional	Character	1	20		EMOJI1 text line 1. Maximum length of the text line is 20 characters. Example: Merchant name
EMOJI1_TEXT2	Optional	Character	1	20		EMOJI1 text line 2. Maximum length of the text line is 20 characters. Example: Mastercard
EMOJI2_TEXT1	Optional	Character	1	20		EMOJI2 text line 1. Maximum length of the text line is 20 characters. Example: Merchant name
EMOJI2_TEXT2	Optional	Character	1	20		EMOJI2 text line 2. Maximum length of the text line is 20 characters. Example: Visa Card

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
EMOJI3_TEXT1	Optional	Character	1	20		EMOJI3 text line 1. Maximum length of the text line is 20 characters. Example: Merchant name
EMOJI3_TEXT2	Optional	Character	1	20		EMOJI3 text line 2. Maximum length of the text line is 20 characters. Example: Store Card

Example

Following is an example of request packet

```

<TRANSACTION>
  <FUNCTION_TYPE>DEVICE</FUNCTION_TYPE>
  <COMMAND>CUST_QUESTION</COMMAND>
  <DISPLAY_TEXT_TOP>
To help us improve,we'd like to ask you question about experience</
DISPLAY_TEXT_TOP>
  <EMOJI1>1F600</EMOJI1>
  <EMOJI2>1F614</EMOJI2>
  <EMOJI3>1F621</EMOJI3>
  <DISPLAY_TEXT1>How you rate your interactions with our employees?</
DISPLAY_TEXT1>
  <DISPLAY_TEXT2>What would have made your experience with us best?</
DISPLAY_TEXT2>
  <DISPLAY_TEXT3>What was the memorable thing from your experience</
DISPLAY_TEXT3>
  <DISPLAY_TEXT4>What is the reason you shop/dine/purchase from us?</
DISPLAY_TEXT4>
  <DISPLAY_TEXT5>What products or services do you wish we carried?</
DISPLAY_TEXT5>
  <DISPLAY_TEXT6>How could we have exceeded your expectations meet?</
DISPLAY_TEXT6>
  <DISPLAY_BULKDATA></DISPLAY_BULKDATA>
  <BUTTON_INNER_TEXT_LEFT>NO</BUTTON_INNER_TEXT_LEFT>
  <BUTTON_INNER_TEXT_RIGHT>YES</BUTTON_INNER_TEXT_RIGHT>
  <COUNTER>1</COUNTER>
  <MAC> ... </MAC>
  <MAC_LABEL>REG2</MAC_LABEL>
</TRANSACTION>

```

Response Packet

Field	Type	Value	Description
RESPONSE_TEXT	Character		Processor response text. Example: Customer Question Captured
RESULT	Character		This indicates the Result details. Example: OK

Field	Type	Value	Description
RESULT_CODE	Numeric	Expected result code, like -1	This indicates the result code. Refer to Result/Error Codes for details.
TERMINATION_STATUS	Character	SUCCESS or FAILURE	This indicates the transaction termination status. This is the overall status of the transaction irrespective of approved or declined. Like, if the output is generated then the status is SUCCESS and if no output is generated then the status will be FAILURE.
CUST_QUESTION_DATA	Character	YES or NO	<p>If EMOJI fields are sent in the request, then the following values will be sent back to POS based on the EMOJI selected. NOTE: Value will be YES for right button (ENTER) press or NO for left button (CANCEL) press or MAYBE for middle button, regardless of any custom text. There is no hard key for middle button.</p> <ul style="list-style-type: none"> • 1 - If EMOJI1 is selected • 2 - If EMOJI2 is selected • 3 - If EMOJI3 is selected
POS_RECON	Character		POS reconciliation field echoed back if sent in request. Example: RetailPOS1
COUNTER	Numeric		Echoes counter sent in the request. Example: 100

Transaction Performance Metric

Note

These fields are returned, if SCAPERFMETRIC parameter ([Application Parameters](#)) is enabled.

Field	Type	Value	Description
UI_TIME	Time		<p>This indicates the time duration, for which the device screen is displayed (like error message, prompt screen, remove card screen) till any user action is performed in the command execution flow. This field is not applicable to capture the time for the Processing, Authorizing and transaction status screen. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. Example: <UI_TIME>44.028</UI_TIME></p>

Field	Type	Value	Description
HOST_TIME	Time		This indicates the time taken for the Connection to the host, sending request and receives data from the host. This field also take the cumulative time for multiple requests which may sent to the host during the transaction including two legged transactions, timeout requests, Auto Last Tran requests, DCC, Credit app proxy. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. Example: <HOST_TIME>1 . 389</HOST_TIME>
CMD_TIME	Time		This field indicates the total amount of time for a command, which is executed by the application from request received to the response sent. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. Example: <CMD_TIME>70 . 765</CMD_TIME>

Example

Following is an example of response packet

```
<RESPONSE>
  <RESPONSE_TEXT>Customer Question Captured</RESPONSE_TEXT>
  <RESULT>OK</RESULT>
  <RESULT_CODE>-1</RESULT_CODE>
  <TERMINATION_STATUS>SUCCESS</TERMINATION_STATUS>
  <CUST_QUESTION_DATA>0</CUST_QUESTION_DATA>
  <COUNTER>9</COUNTER>
</RESPONSE>
```