Changelogs

- Change Log — 2026-11-17

Change Log — 2026-11-17

Author: Josh S. Sakweli, Backend Lead Team
Version: v1.0

Short Description: Who is bringing the parcel, and voice calls about a parcel between the buyer, the shop and whoever delivers it. **Nothing here is breaking**: fields were only added, no field changed shape or was removed.

---

1. Order details: who is bringing it

ADDED `fulfillment.shippers[].assignedTo`, on every order response that already carries `fulfillment`.

```
"shippers": [
  { "leg": 0, "businessId": "…", "name": "EMS Courier", "phone": "+255…",
    "assignedTo": { "accountId": "…", "name": "Mama Yoyo", "userProfileMedia": { "fileId":
"8c2e…", "status": "COMPLETED", "thumbUrl": "https://…/thumb.jpg", "mimeType": "image/jpeg" }
} }
]
```

- The person the shipper assigned to that leg; **absent** while nobody is assigned (the shipper itself is delivering). It follows the job: moved to Juma → Juma.
- Buyer: "Mama Yoyo · EMS Courier is delivering". Shop: "Mama Yoyo · EMS Courier is coming to collect".
- **Never the assigned person's phone number.** To reach them, use the NexGate call (section 2). `phone` is still the business's.
- Pictures follow the standard: `userProfileMedia` (`fileId`, `status`, `thumbUrl`, `mimeType`), never a bare URL.

2. Calls about a parcel (new)

Voice calls between the **buyer**, the **shop** and **whoever delivers** one order, open from the moment a shipper accepts until the order is **completed or cancelled**. Full API: `docs/team/api/nexgate_app_team_api.md` Part 8.

NexGate app (buyer): on the order page show **two buttons**:

- **Call shop**: unchanged, `POST /calls` with `targetShopId` (any time).
- **Call delivery** (only while the delivery is going on): `POST /work-calls` with `{ "orderId": "…", "to": "DELIVERY" }`. It rings the shipper: the person assigned to the job now, or the shipper itself. The answer carries the room token and `calling` (who is being rung) and `allLinesBusy` ("Everyone is on another call. Please wait, or call back later").

NexGate app (shop owner): the same **Call delivery** with `"shopId"` added, to call as the shop.

Who is on the other side (`calling`, `other`, `caller` in every call response):

```
{ "role": "SHIPPER", "name": "EMS Courier", "businessLogoMedia": { … },
  "assignedTo": { "accountId": "3213…", "name": "Mama Yoyo", "userProfileMedia": { "fileId":
"8c2e…", "status": "COMPLETED", "thumbUrl": "https://…/thumb.jpg", "mimeType": "image/jpeg" }
},
  "orderNumber": "ORD-2026-23424", "parcelNumber": "NX-SQAW-ZL", "orderId": "0f05…" }
```

`role` is `BUYER`, `SHOP` or `SHIPPER`. A shipper is always the business; `assignedTo` is the person it assigned to the job (absent when the business itself is on the call). Pictures: `userProfileMedia`, `shopLogoMedia`, `businessLogoMedia`.

Calls list: `GET /work-calls` (my calls as a buyer) or `GET /work-calls?shopId=` (the shop's). Each row has `other` (who), `missed`, and `callBack` (what to send as `to` to call back; absent once the order's calls are closed). **Work calls do not appear in `GET /calls`**, which stays chat calls only: show both lists, or merge them by time.

Answer / hang up: `POST /work-calls/{callId}/join` and `/end` (`?shopId=` when acting as the shop).

3. Caller identification on rings

ADDED, all optional, to the `CALL_INCOMING` / `CALL_ENDED` pushes and the `call.incoming` live event (`docs/notifications/push_contracts_api_doc.md` v1.3 §4.2, §4.3, §4.8). Ordinary chat calls look exactly as before.

Key	Meaning
`work`	`"true"` = a call about a parcel (no chat behind it, no `conversationId`)
`answerAs`	`ME` (token included, answer at once), `SHOP` or `BUSINESS` (no token: answer with the join endpoint, first one wins)
`shopId`, `shopName`	a call to the shop; now also reach the owner's phone (they were dropped before)
`callerRole`	`BUYER`, `SHOP`, `SHIPPER` (the delivery business)

Key	Meaning
`callerName`, `callerAvatar`	the buyer, the shop, or the shipper (business name and logo)
`assignedToAccountId`, `assignedToName`, `assignedToAvatar`	`SHIPPER` only: the person the shipper assigned to the job, who is calling
`parcelNumber`	always on a work call
`orderNumber`, `orderId`	**only to the buyer and the shop**, never to a shipper

Draw the line yourselves, e.g. "EMS Courier · Mama Yoyo · order ORD-2026-23424". The server sends fields, never a sentence.

4. New notifications

- `ORDER_MISSED_CALL` (bell + push, opens the order): "Missed call about order ORD-...", with `caller.name`, `call.time`, `orderNumber`, `parcelNumber`.
- Shipper app only: `WORK_CALL_INCOMING`, `WORK_CALL_ENDED`, `WORK_CALL_MISSED`.

5. Errors you may see on `POST /work-calls`

All `409` with a `code`: `NO_SHIPPER_YET` (no shipper accepted yet), `CALLS_CLOSED` ("This delivery is finished"), `BUSY` (they are on another call), `USE_SHOP_CALLS` (buyer ↔ shop goes through `POST /calls`), `SAME_PERSON` / `OWN_SHOP` / `OWN_BUSINESS` (nobody else would answer: e.g. buying from your own shop), `NOT_ON_THIS_ORDER`.