

troubleTicket API Salesforce Mapping

/API/troubleTicket/{ID}

Supported Methods

GET, PATCH, PUT

Description

The customerAccount service is primarily mapped to the Salesforce Case objects. The service can either be used to retrieve a collection or a specific record (using {ID} at the end of the service). This service is partially supported (i.e. only fields and sub entities that conform to Salesforce model are mapped).

RESOURCE	ELEMENT	SALESFORCE FIELD	OTB MAPPING
troubleTicket{			
	id	Case.Id	YES
	correlationID	Case.correlationID	NEW
	description	Case.description	YES
	severity	Case.priority	YES (high, medium, low)
	type	Case.type	YES
	creationDate	Case.createdDate	YES
	targetResolutionDate	Case.TMF_Target_Resolution_Date__c	NEW
	status	Case.Status	YES
	subStatus	Case.TMF_Sub_Status__c	NEW
	statusReasonChange	Case.TMF_Status_Reason_Change__c	NEW
	statusChangeDate	Case.TMF_Status_Change_Date__c	NEW
	resolutionDate	Case.ClosedDate	YES
	RelatedParty[]		YES
	RelatedObject[]		NO
	Note[]		NO
}			
relatedParty{			
	id	Case.Contact.Id	YES
	name	Case.Contact.Name	YES
	role		NO
}			