

# JSON Salesforce example

```
{  
    "attributes": {  
        "type": "Case",  
        "url": "/services/data/v64.0/sobjects/Case/500RR00000IPNYYYYA5"  
    },  
    "Id": "500RR00000IPNYYYYA5",  
    "IsDeleted": false,  
    "MasterRecordId": null,  
    "CaseNumber": "01456462",  
    "ContactId": "003RR00000Tg7J3YAJ",  
    "AccountId": "001RR00000QohNvYAJ",  
    "AssetId": "02iRR000003wOxtYAE",  
    "ProductId": null,  
    "EntitlementId": null,  
    "SourceId": null,  
    "BusinessHoursId": "01m2000000B1thAAC",  
    "ParentId": null,  
    "SuppliedName": null,  
    "SuppliedEmail": null,  
    "SuppliedPhone": null,  
    "SuppliedCompany": null,  
    "Type": null,  
    "RecordTypeId": "012RR0000015udjYAA",  
    "Status": "In Progress",  
    "Reason": null,  
    "Origin": "Web",  
    "Language": null,  
    "Subject": "ReclamationForm: Lampe/Etna/724478/Freeday: Mijn vaatwasser wordt niet meer warm",  
    "Priority": "Medium",  
    "Description": "Freeday: \r\nMijn vaatwasser wordt niet meer warm \r\n-----\r\nNotes :r\n- Bereikbaar:r\nOpmerking:- Controleren van het gebruikte programma\r\n- De stekker eruit getrokken en er weer in gedaan\r\n-----\r\n- Phonenumbers:r\n- Mobile: 0612345678\r\n-----\r\nOrigin:\"ServiceVisit_Complaint\"\nCRM Id: ATAG20250103150536\n-----\nCase Reporter:\n- Name: Lampe\n- Address: Torenstraat 49\n- Postal Code: 1056 SL\n- Floor: -\n- Additional Description: \n- Email: e.lampe@freeday.ai\n-----\nAsset Owner:\n- Name: Lampe\n- Address: Torenstraat 49\n- Postal Code: 1056 SL\n- Floor: -\n- Additional Description: \n- Email: e.lampe@freeday.ai
```

\n\n-----\nAsset Info:\n\t- Appliance ID: 724478\n\t- Serial Number:\n\t- Service Index: 01\n\t- Purchase Date: 2025-01-02",  
    "IsClosed": **false**,  
    "ClosedDate": **null**,  
    "IsEscalated": **false**,  
    "CurrencyIsoCode": "EUR",  
    "OwnerId": "0051j00000ECFwfAAH",  
    "IsClosedOnCreate": **false**,  
    "SlaStartDate": **null**,  
    "SlaExitDate": **null**,  
    "IsStopped": **false**,  
    "StopStartDate": **null**,  
    "CreatedDate": "2025-01-03T14:05:27.000+0000",  
    "CreatedById": "00520000003dUaLAAU",  
    "LastModifiedDate": "2025-08-21T05:52:40.000+0000",  
    "LastModifiedById": "005RR00000EnqtRYAR",  
    "SystemModstamp": "2025-08-21T05:52:41.000+0000",  
    >ContactPhone": **null**,  
    >ContactMobile": "+98745632",  
    >ContactEmail": "1x@xxx.xx",  
    >ContactFax": **null**,  
    "Comments": **null**,  
    >LastViewedDate": "2025-08-21T05:52:36.000+0000",  
    >LastReferencedDate": "2025-08-21T05:52:36.000+0000",  
    "ServiceContractId": **null**,  
    "MilestoneStatus": "",  
    "Case\_Age\_\_c": 234.0,  
    "Article\_Buy\_Date\_\_c": **null**,  
    "Article\_Number\_\_c": **null**,  
    "Bonnummer\_\_c": **null**,  
    "Case\_Category\_\_c": **null**,  
    "Case-Origin\_Image\_\_c": "<img src=\"/resource/Gen25\_Social\_Icons/web.png\" alt=\"Web\" style=\"height:18px; width:18px;\" border=\"0\"/>",  
    >Description\_\_c": **null**,  
    "Guarantee\_Type\_\_c": **null**,  
    "ID\_OSS\_\_c": **null**,  
    "Product\_Name\_\_c": **null**,  
    "SAG\_Creation\_Date\_\_c": **null**,  
    "SAG\_Entry\_Id\_\_c": **null**,  
    "Service\_Employee\_\_c": **null**,  
    "Service\_Index\_\_c": **null**,  
    "Service\_Repair\_Date\_\_c": **null**,  
    "Solution\_Description\_\_c": **null**,

```
"Social25_Heroku_Conversation_Id_c": null,  
"Social25_Platform_Identifier_c": null,  
"Channel_Name_c": null,  
"Last_Email_DateTime_c": null,  
"Chat_Reason_c": null,  
"Huisnummer_c": null,  
"Postcode_c": null,  
"Additional_Categorization_c": "Self-plan Tool",  
"Alerting_event_description_c": null,  
"Categorization_c": "Device Malfunction (reclamation)",  
"Claim_c": "a0KRR00000DcHei2AF",  
"Close_Reason_c": null,  
"Customer_informed_about_needed_payment_c": false,  
"End_Customer_c": null,  
"Error_code_group_c": null,  
"Error_code_title_c": "---",  
"FAQ_ID_c": "0",  
"Is_this_an_alerting_event_c": false,  
"Notice_internal_use_c": null,  
"On_behalf_of_c": null,  
"Type_of_Repair_c": "G2",  
"SAG_Customer_Id_c": null,  
"Case_c": "COOKING",  
"Product_ID_c": null,  
"Serial_Number_c": null,  
"Topic_c": null,  
"Last_Status_Change_Time_c": "2025-08-21T05:52:39.000+0000",  
"Email_OfflineForm_c": null,  
"First_Name_OfflineForm_c": null,  
"Last_Name_OfflineForm_c": null,  
"SAG_Country_c": "528",  
"Status_Information_Sent_c": false,  
"Channel_c": "Etna",  
"Customer_Error_Description_c": "123213",  
"Shop_Claim_ID_c": null,  
"User_Created_Profile_c": "System Admin",  
"Close_Email_Sent_c": false,  
"Survey_ID_Sent_c": null,  
"Survey_Sent_Time_c": null,  
"Survey_Status_c": null,  
"Waiting_For_Feedback_Email_Sent_c": false,  
"Work_Order_Status_c": null,  
"Survey_Response_Time_c": null,
```

```
"Survey_Error__c": null,
"SAG_Tracking_URL__c": "<a href=\"https://devpartners.gorenje.com/SAGVisitConfirmation/Tracking/Index/33df8642-3c4e-4616-9642-e09411e4744\" target=\"_self\">Link</a>",
"Work_Order_Number__c": "1232412",
"Store_Internal_Number__c": null,
"Subject_with_Store_Internal_no__c": "01456462",
"Case_Opened_Since__c": "233 Day(s) 17 Hour(s) 28 Minute(s)",
"Case_Resolution_Time__c": "/",
"Notification_Body__c": "We inform you that case number 01456462 has been reassigned to you!",
"Notification_Label__c": "You have been added as a new case owner",
"Country_ISO_2__c": "NL",
"Last_Email_Status__c": null,
"End_User_Name__c": null,
"Person_Account_Name__c": "Gwen van til",
"Customer_for_email_template__c": "Krajenji kupac: Gwen van til",
>Status_Working_DTM__c": "2025-01-21T12:56:58.000+0000",
"Case_Accepted__c": false,
"Blacklisted__c": false,
"Payer__c": null,
"Is_VIP__c": false,
"VIP_Case__c": null,
"Channel_Type_Formula__c": "Etna_NL",
>Description_Chat__c": null,
"Account_Marketing_SI__c": false,
"Reassigned_to__c": "0051j00000ECFwfAAH",
"Reassignment_Date__c": "2025-01-21T14:43:28.000+0000",
"Is_Amazon__c": false,
"Cancelled_Claim_Sent_Email__c": false,
"Case_Revoked_By_Customer_Sent_Email__c": false,
"Closed_Claim_Sent_Email__c": false,
"No_Success_Contacted_Customer_Sent_Email__c": false,
"Work_Order_Status_Disponiert_Sent_Email__c": false,
"Days_without_status_change__c": 4.0,
"Brand_Type__c": null,
"Accepted_By__c": null,
"Accepted_from_OMNI__c": false,
"Closed_Responded__c": false,
"VARA_Id__c": null,
"Queue_Type__c": null,
"Topic_Gorenje_CZ__c": null,
"Topic_Gorenje_SK__c": null,
```

```
"Level2_Email_Sent__c": false,
"ALert_Event_Email_Sent_Datetime__c": null,
"Alert_Event_Email_Recipients__c": null,
"Alert_Event_Email_Sent_Error__c": null,
"Alert_Event_Email_Sent__c": false,
"Level2_Email_Sent_Error__c": null,
"Level2_Email_Sent_Datetime__c": null,
"GREP_Number__c": null,
"Requested_By_Retailer__c": false,
"Requested_By_Service_Technician__c": false,
"Claim_Created_Date__c": "2025-01-21",
"Account_Marketing_RS__c": false,
"Is_Responded__c": false,
"Partner_Token__c": "f5bdd41c6b2d57c281c3832145324655",
"Customer_Response__c": null,
"Topic_Asko_CZ__c": null,
"Topic_Asko_SK__c": null,
"Topic_Hisense_CZ__c": null,
"Topic_Hisense_SK__c": null,
"Default_From_Address__c": null,
"Accepted_Value__c": 0.0,
"Topic_FF__c": null,
"Topic_for_Reports__c": null,
"Person_Account_Email__c": "1x@xxx.xx",
"Last_Queue__c": null,
"Waiting_For_Feedback_Second_Email_Sent__c": false,
"Account_Marketing_HR__c": false,
"Case_from_Chat__c": false,
"Channel_FF__c": "Etna_NL",
"Closed__c": false,
"Email_Template_String__c": "Etna_NL",
"Flow_Comment__c": "Update last queue when status changed to ATFT",
"Last_QueueId__c": null,
"Last_Queue_Name__c": null,
"Requested_by__c": null,
"Signature_Html__c": null,
>Type_of_Resolving__c": "Sent to Level 3",
"X1st_Owner__c": "0051j00000ECFwfAAH",
"X2nd_Owner__c": null,
"X3rd_Owner__c": null,
"X4th_Owner__c": null,
"Assigned_to_Field_Technician__c": true,
"WasClosed__c": false,
```

```
"City_FR__c": "DUIVEN",
"First_Name_FR__c": null,
"Last_Name_FR__c": "Gwen van til",
"Phone_FR__c": "+31",
"Postal_Code_FR__c": "6921 RZ",
"Street_FR__c": "Impact 83",
"Suffix_FR__c": "De heer/Mevrouw",
"FAQ_Error_Code__c": null,
"Possible_Solution_Description__c": null,
"Service_Technician_Name__c": null,
"First_Closure_Date__c": null,
"Account_Marketing_CZ_SK__c": false,
"Session_Time_Date__c": null,
"Service_Unit__c": null,
"Session_Duration__c": null,
"Session_Agent__c": null,
"Session_Is_Opened__c": false,
"Number_of_Sessions__c": null,
"Session_Video_Accepted__c": null,
"Order_Status__c": null,
"Web_Form_API__c": "ReclamationForm",
>Action_Needed__c": false,
"Case_Tag__c": null,
"Form_of_Resolution__c": null,
"HasComment__c": false,
"Last_Comment__c": null,
"SAG_Order_Id__c": null,
"SAG_Order_Status__c": null,
"Web_Form_Case_Queue_Name__c": "NL_CC_Service_Etna",
"SAG_Order_Url__c": null,
"ManagerId__c": null,
"Queue_or_User__c": "User",
"Case_Web_Form__c": 1.0,
"Asset_Owner__c": "001RR00000QohNvYAJ",
>Last_Queue_Routing_Configuration__c": null,
"SAG_CRM_Id__c": "ATAG20250103150536",
"SAG_Claim_URL__c": "https://devpartners.gorenje.com/sag/callcenter\_entry.aspx?id=2808084&uredi=1",
"Sales_Stage__c": null,
"Categorization_3__c": null,
"Owner_ATAG_Group__c": null,
"GLN_AffiliateId__c": null,
"GLN_Buyer_Id__c": null,
```

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    "GLN_Contractor_Id__c": null,
    "Rule_Type__c": null,
    "SAG_Contractor_Id__c": null,
    "Asset_location__c": "Impact, DUVEN, 6921 RZ, NL",
    "Asset_owner_full_address__c": "Impact 83, 6921, DUVEN, NL",
    "SAG_Invoice_Number__c": null,
    "SAG_Order_Number__c": null,
    "SAG_Web_Form_Reason__c": null,
    "ATAG_Standard_Fault_Id__c": "47904",
    "Product_Category_FF__c": "COOKING",
    "Survey_Case_Owner__c": null,
    "Account_Marketing_HU__c": false,
    "Account_Marketing_IT__c": false,
    "Is_Case_Forwarded__c": false,
    "GDPR_Question__c": false,
    "NVMContactWorld_EmailSentTo__c": null,
    "NVMContactWorld_NVMAccountOverride__c": null,
    "NVMContactWorld_NVMCaseOrigin__c": null,
    "NVMContactWorld_NVMNodeOverride__c": null,
    "NVMContactWorld_NVMOVERRIDECaseOwnerTimeoutLoggedIn__c": null,
    "NVMContactWorld_NVMOVERRIDECaseOwnerTimeoutLoggedOut__c": null,
    "NVMContactWorld_NVMRoutable__c": false,
    "NVMContactWorld_RoutePlanIdentifier__c": null,
    "NVMContactWorld_Skills__c": null,
    "Account_Marketing_DE__c": false,
    "Store_internal_number_ATAG__c": null,
    "Asset_Owner_Name_ATAG__c": "Gwen van til",
    "Asset_Owner_ATAG__c": "Naam (Gwen van til)",
    "Asset_Owner_Email__c": "1x@xxx.xx",
    "Asset_Owner_Phone_Number__c": null,
    "Asset_owner_ATAG_FR__c": "Nom (Gwen van til)",
    "Store_internal_number_ATAG_FR__c": null
}

```

Message Philip Verdonk