

# JSON Salesforce example

```
{
  "attributes": {
    "type": "Case",
    "url": "/services/data/v64.0/subjects/Case/500RR00000IPNYYA5"
  },
  "Id": "500RR00000IPNYYA5",
  "IsDeleted": false,
  "MasterRecordId": null,
  "CaseNumber": "01456462",
  "ContactId": "003RR00000Tg7J3YAJ",
  "AccountId": "001RR00000QohNvYAJ",
  "AssetId": "02iRR000003wOxtYAE",
  "ProductId": null,
  "EntitlementId": null,
  "SourceId": null,
  "BusinessHoursId": "01m20000000B1thAAC",
  "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-----
-\r\n  \r\n- Phonenummer(s):\r\n- Mobile: 0612345678\r\n-----\r\n\r\n
Origin:\r\nServiceVisit_Complaint\r\nCRM Id: ATAG20250103150536\r\n-----
\r\nCase Reporter:\r\n- Name: Lampe \r\n- Address: Torenstraat 49 \r\n- Postal Code: 1056
SL \r\n- Floor: - \r\n- Additional Description: \r\n- Email: e.lampe@freeday.ai \r\n-----
-----\r\nAsset Owner:\r\n- Name: Lampe \r\n- Address: Torenstraat 49 \r\n- Postal
Code: 1056 SL \r\n- Floor: - \r\n- Additional Description: \r\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=\"
 "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": "Krajnji 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](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**,



```

"GLN_Contractor_Id__c": null,
"Rule_Type__c": null,
"SAG_Contractor_Id__c": null,
"Asset_location__c": "Impact, DUIVEN, 6921 RZ, NL",
"Asset_owner_full_address__c": "Impact 83, 6921, DUIVEN, 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