Case Comments and Attachments API

1. Obtaining access token

Endpoint: https://test.salesforce.com/services/oauth2/token

HTTP method: POST

Parameters:

|  |  |
| --- | --- |
| **KEY** | **VALUE** |
| grant\_type | password |
| client\_id | 3MVG9Se4BnchkASlVuU4zWhrr1fh5s4LMd\_njAgCAtPJihnS3sIAkRK241\_iZ3acEh6fRcW8kpLOfFAHJb63W |
| client\_secret | CD495A9CA89C849E1EE417D893C0B9F830E6CFB5CAF1A94AA022CA7DBD3DAD2C |
| username | integration.user@yellowmessenger.com.ympartial |
| password | RPA=&xWp8Sb')\_u6i8JkHNARGo8IsY6Qq03GeD1j |

Response received:

{

    "access\_token": "<access\_token>",

    "instance\_url": "https://yellowmessenger--ympartial.my.salesforce.com",

    "id": "<id>",

    "token\_type": "Bearer",

    "issued\_at": "<issued\_at>",

    "signature": "<signature>"

}

1. Case Comments API

Endpoint: https://yellowmessenger--ympartial.my.salesforce.com/services/apexrest/CreateCaseComments

HTTP method: POST

Headers:

|  |  |
| --- | --- |
| **KEY** | **VALUE** |
| Content-Type | application/json |
| Authorization | Bearer <access\_token> |

Request body:

{

    "caseId" : "<CLM\_ID>",

    "commentBody" : "<comment>"

}

Response for successful transaction:

{

    "status": "SUCCESS",

    "message": "Comment added successfully."

}

Response for unsuccessful transaction:

{

    "status": "ERROR",

    "message": "<error\_message>"

}

1. Case Attachments API

Endpoint: https://yellowmessenger--ympartial.my.salesforce.com/services/apexrest/UploadCaseAttachment

HTTP method: POST

Headers:

|  |  |
| --- | --- |
| **KEY** | **VALUE** |
| Authorization | Bearer <access\_token> |

Parameters:

|  |  |
| --- | --- |
| **KEY** | **VALUE** |
| caseId | <CLM\_ID> |
| fileName | <fileName\_with\_extension> |

Request body example (Base64):

dGhpcyBpcyBhIHRlc3Q=

Response for successful transaction:

{

    "status": "SUCCESS",

    "message": "Document Uploaded Successfully."

}

Response for unsuccessful transaction:

{

    "status": "ERROR",

    "message": "<error\_message>"

}