Solution for WorkForce Management:

1. Create a checkbox ClosedFlag with default value as false
2. Create a workflow on the Case Object that runs when the case status is updated to Closed and it sets ClosedFlag to true
3. Create a batch job BatchSync scheduled nightly at 12 am to pick the todays records and whose ClosedFlag is set as True
4. It will set the secreyKey field on the Case records for successful callouts.
5. For unsuccessful callouts it will create the entry in the LogObject
6. For generic and Callout Exception record will be inserted into the LogObject with the necessary details

Objects Used:

1. Case

Fields

ID, AgentId\_\_c, ClosedFlag\_\_c,secretKey\_\_c

1. LogObject

Fields

ID, Error\_Code\_\_c,CaseId\_\_c,Error\_Line\_Number\_\_c,Error\_Message\_\_c,Error\_Time\_\_c,Error\_Type\_\_c,Logged\_In\_User\_\_c,Business\_Function\_Name\_\_c,Error\_Payload\_\_c