



Addendum: Dovetail v5 Case API

Addendum to the [Getting Started with Dovetail APIs Guide](#)

The latest version of the Dovetail API to create a case is version 5 (v5). It is a more robust version of the API than the previous version (v2), and allows for additional capabilities.

Date: July 2020

Request URL

`https://mytenant.dovetailnow.com/api/v5/Cases`

Request Format

The API only accepts JSON - it does not accept form-data.

Request Parameters

Parameter	DataType	Req/Opt	List	Comments
title	string	Required		The title of the case. Maximum length: 1000 characters

notes	string	Required		The initial notes logged to this case. The note type will be "Initial Note"
employeeId	string	Required		The ID of the employee for this case
concerningEmployeeId	string	Optional		Concerning Employee Id
condition	string	Optional	CaseCondition	"Open" or "Closed" If not supplied, "Open" will be used
closeNotes	string	Optional		Close notes if the condition is Closed
closeResolution	string	Required if Closed	CloseResolution	The CloseResolution (the key value, not the localized display text) to use for the close log. If not supplied, the default list value will be used
status	string	Optional	CaseStatus	The case status (the key value, not the localized display text). If not supplied, the default list value will be used
caseType	string	Optional	CaseType	The case type (the key value, not the localized display text). If not supplied, the default list value will be used. For multi-level case types, separate levels with a colon, and there should not be spaces in-between Good: Call Center:Administrative:Personal Info:Other Not good: Call Center: Administrative :Personal Info: Other
portalCaseType	string	Optional	PortalCaseType	The portal case type (the key value, not the localized display text). If not supplied, the portal case type will be blank.
severity	string	Optional	CaseIssueSeverity	The case severity (the key value, not the localized display text). If not supplied, the default list value will be used

priority	string	Optional	CasePriority	The case priority (the key value, not the localized display text). If not supplied, the default list value will be used
origin	string	Optional	Origin	The case origin (the key value, not the localized display text). If not supplied, the default list value will be used
availableInPortal	boolean	Optional		Whether the case is available to be viewed in the Dovetail Portal app. Default value: false
sensitive	boolean	Optional		Whether the case is marked as a Sensitive case or not. Default value: false
queue	string	Optional		The name of the queue that the case should be dispatched to. Max length: 255
originatorUserName	string	Optional		The username of the user who created this case. If not supplied, the current API user will be used.
ownerUserName	string	Optional		The username of the user who owns this case. If not supplied, the current API user will be used.
createDate	datetime	Optional		The create date and time of the case, in ISO 8601 format. If not supplied, the current date-time will be used. Examples: 2020-05-27T19:22:51+00:00, 2020-05-27T19:22:51Z, 2020-05-27T19:22-04:00
closeDate	datetime	Optional		The close date and time of the case, if the condition is Closed. In ISO 8601 format. If not supplied, the createDate will be used.
labels	string[...]	Optional		The labels that should be applied to this case (the key values, not the localized display text). Example: "labels": ["red","Blue"]

createEvents	boolean	Optional		Whether events should be created in Dovetail. If events are created, then event rules will be triggered for these cases. Default value: true. For creating historical cases, this should be set to false.
alternateId	string	Optional		If this case is being imported from an old system, use this parameter to save the case ID from the old system into Dovetail. Data is saved into the AlternateId column on the case table . Can be alphanumeric (letters and numbers) Maximum string length: 255
correlationID	string	Optional		Additional metadata that will be returned in the response. It will not be stored with the case. Maximum string length: 255
dryRun	boolean	Optional		Do not create the case. Validation only. Defaults value: false.
failOnWarnings	boolean	Optional		Should the API fail (error) if there are any warnings. Default value: false

Responses

Response Code

Response	Comments
201 Created	Success
400 Bad Request	Investigate the errors and/or warnings collection within the Response body for specific details

Response Body

Response	Comments
href	The URL to get the details of the newly created case Example: <code>https://mytenant.dovetailnow.com/api/v1/cases/1379</code>
id	The system unique identifier for the newly created case. Example: <code>cfa211c7-8380-4204-bf84-abde00f2041e</code>
identifier	The friendly case ID for the newly created case Example: <code>1379</code>
warnings	A collection of warnings. Example: <pre>"warnings": [{ "field": "CloseDate", "description": "Unexpected value was found for an open case." }]</pre>
errors	A collection of errors Example: <pre>"errors": [{ "field": "Status", "description": "Cannot resolve list value key 'foo' for list name: CaseStatus." }, { "field": "EmployeeId", "description": "Could not resolve value 'xyz' as a(n) 'Employee'." }]</pre>

correlationID	Matches to the correlationID that was passed as an input parameter in the request. This is simply metadata that can be used by the caller for tracking purposes.
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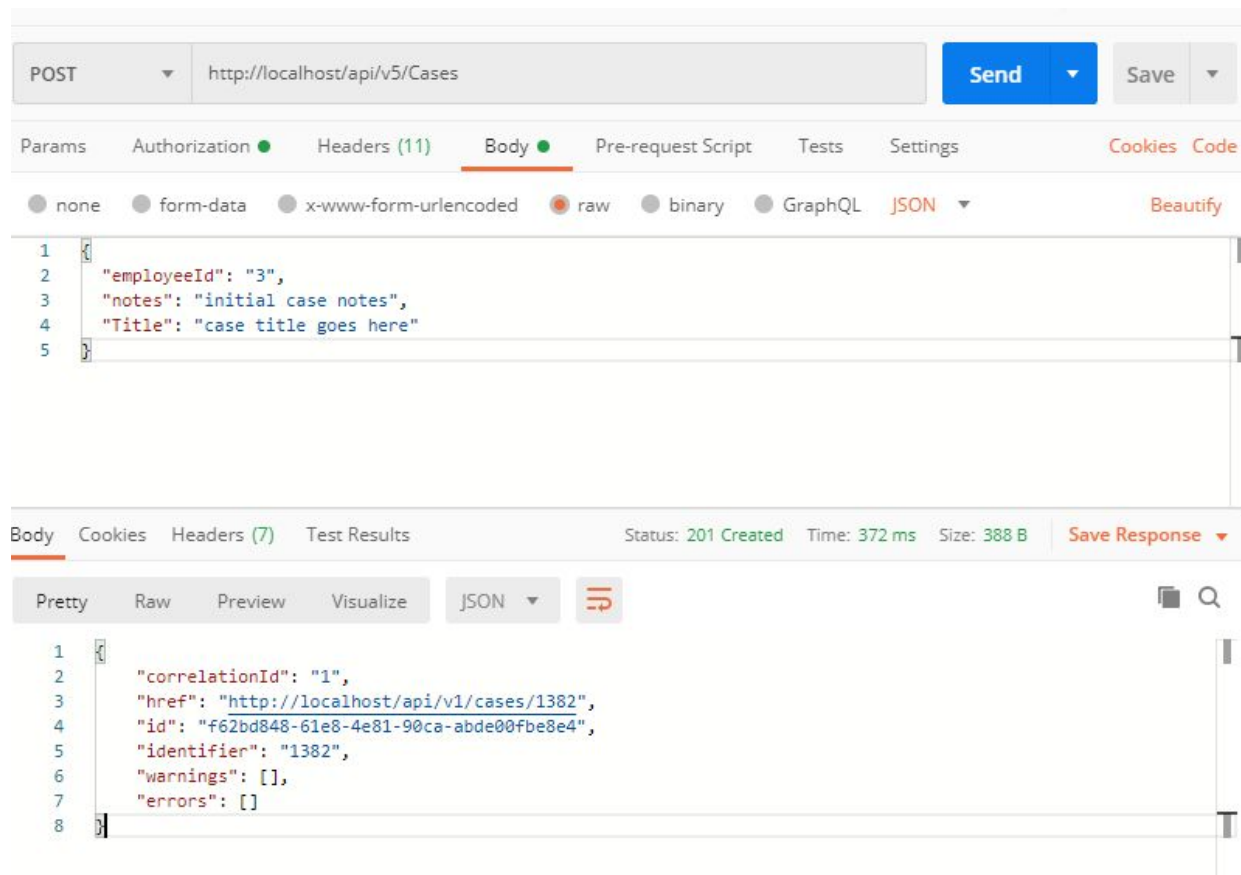
Example - curl

```
curl -i -u "dovetail_api:mypassword" https://mytenant.dovetailnow.com/api/v5/Cases --request POST --header "Content-Type: application/json" --header "Accept: application/json" --data-raw '{"title': 'Hello from the API', 'notes': 'These are some notes', 'employeeId': '12345'}"
```

curl	The curl executable
-i	Display the headers of the response. Useful when troubleshooting
-u "dovetail_api:mypassword"	Username and Password
https://mytenant.dovetailnow.com/api/v5/Cases	The URL for the create case API
--request POST	Defines this as a POST, as opposed to a GET request. Learn More here
--header "Content-Type: application/json"	This tells the API that we're sending data in a JSON format
--header "Accept: application/json"	This tells the API that we expect to receive the response in a JSON format
--data-raw "{	This is the actual data that we're sending. Notice that it's in a JSON format.

<pre>'title': 'Hello from the API', 'notes': 'These are some notes', 'employeeId': '12345' }"</pre>	<p>We're sending the case title, the initial notes, and the ID of the employee that the case is to be created for.</p>
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Example - Postman



Options

There are additional options that control the behavior of the API

1. `dryRun`

2. FailOnWarnings

dryRun

The API allows for a dryRun option, which will validate the input parameters, but it won't actually create the case in the system. This is useful to test and validate, without actually creating the case. The default for dryRun is false, meaning that the case will be created if that option is not specified

There are two ways to specify a dryRun.

QueryString parameter

Specify dryRun=true as a querystring parameter.

Example: `https://mytenant.dovetailnow.com/api/v5/Cases?dryRun=true`

Note: As a querystring parameter, case sensitivity matters. "dryRun=true" will perform a dryRun. "dryrun=true" will not.

JSON parameter

```
"{
  'dryRun': 'true',
  'title': 'Hello from the API',
  'notes': 'These are some notes',
  'employeeId': '12345'
}"
```

FailOnWarnings

The API also allows for a FailOnWarnings option, which determines whether the API should fail if there are any warnings present.

For example, the case title has a maximum length of 1000 characters.

- If FailOnWarnings is True, and the title value is more than 1000 characters, then that will be reported as a warning, and the API will fail, and the case will NOT be created.
- If FailOnWarnings is False, and the title value is more than 1000 characters, then that will be reported as a warning, and the API will NOT fail, and the case will be created. The title will be truncated to the first 1000 characters.

There are two ways to specify FailOnWarnings.

QueryString parameter

Specify FailOnWarnings=true as a querystring parameter.

Example: `https://mytenant.dovetailnow.com/api/v5/Cases?FailOnWarnings=true`

Note: As a querystring parameter, case sensitivity matters. “FailOnWarnings=true” will perform a dryRun. “failonwarnings=true” will not.

JSON parameter

```
"{  
'FailOnWarnings': 'true',  
'title': 'Hello from the API',  
'notes': 'These are some notes',  
'employeeId': '12345'  
}"
```

Request/Response Examples

Request	Response Status	Response Body
<pre>{ "employeeId": "3", "notes": "initial case notes", "Title": "case title goes here" }</pre>	201 Created	<pre>{ "correlationId": "1", "href": "http://localhost/api/v1/cases/1383", "id": "6872bb23-967f-419a-8724-abde0100688d", "identifier": "1383", "warnings": [], "errors": [] }</pre>
<pre>{ "dryRun": "true", "employeeId": "3", "notes": "initial case notes", "Title": "case title goes here" }</pre>	201 Created	<pre>{ "correlationId": "1", "href": "", "id": "00000000-0000-0000-0000-000000000000", "identifier": "", "warnings": [], "errors": [] }</pre>
<pre>{ "employeeId": "xyz", "notes": "initial case notes", "Title": "case title goes here", "closeDate": "2020-06-18 12:34Z", "condition": "open" }</pre>	400 Bad Request	<pre>{ "correlationId": "1", "href": "", "id": "00000000-0000-0000-0000-000000000000", "identifier": "", "warnings": [{ "field": "CloseDate", "description": "Unexpected value was found for an open case." }] }</pre>

		<pre> }], "errors": [{ "field": "EmployeeId", "description": "Could not resolve value 'xyz' as a(n) 'Employee'." }] }</pre>
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