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Class CaseResource



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Classes

CaseAttachmentsResource \Leftarrow GenericResource

The *CaseAttachmentResources* class provides methods to access the *attachment* objects for a case.

CaseSettingsResource \Leftarrow GenericResource

The *CaseSettingsResources* class provides methods to access the *setting* objects for a case.

CaseResource \Leftarrow GenericResource

The *CaseResource* class provides methods to access the case endpoint of the CloudBlue Connect API.

CaseAttachmentsResource \Leftarrow GenericResource

The *CaseAttachmentResources* class provides methods to access the *attachment* objects for a case.

Kind: global class

Extends: GenericResource

Category: Resources

CaseSettingsResource \Leftarrow GenericResource

The *CaseSettingsResources* class provides methods to access the *setting* objects for a case.

Kind: global class

Extends: GenericResource

Category: Resources

CaseResource \Leftarrow GenericResource

The *CaseResource* class provides methods to access the case endpoint of the CloudBlue Connect API.

Kind: global class

Extends: GenericResource

Category: Resources

- CaseResource \Leftarrow GenericResource
 - new CaseResource(client)
 - .attachments(id) \Rightarrow CaseAttachmentsResource
 - .settings(id) \Rightarrow CaseSettingsResource
 - .pend(id) \Rightarrow CaseCommentsResource
 - .inquire(id) \Rightarrow CaseCommentsResource
 - .resolve(id) \Rightarrow CaseCommentsResource
 - .close(id, rating, feedback) \Rightarrow CaseCommentsResource

new CaseResource(client)

Creates a new instance of the *CaseResource* class.

Returns: CaseResource - An instance of the *CaseResource* class.

Param	Type	Description
client	ConnectClient	An instance of the ConnectClient class.

caseResource.attachments(id) \Rightarrow CaseAttachmentsResource

Returns an instance of the *CaseAttachmentsResource* for a *Case*.

Kind: instance method of CaseResource

Returns: CaseAttachmentsResource - An instance of the *CaseAttachmentsResource* for the case.

Param	Type	Description
id	string	The unique identifier of the <i>Case</i> .

caseResource.settings(id) \Rightarrow CaseSettingsResource

Returns an instance of the *CaseSettingsResource* for a *Case*.

Kind: instance method of CaseResource

Returns: CaseSettingsResource - An instance of the *CaseSettingsResource* for the case.

Param	Type	Description
id	string	The unique identifier of the Case.

caseResource.pend(id) ⇒ CaseCommentsResource

Set Case to pend status.

Kind: instance method of CaseResource

Returns: CaseCommentsResource – An instance of the *CaseCommentsResource* for the case.

Param	Type	Description
id	string	The unique identifier of the Case.

caseResource.inquire(id) ⇒ CaseCommentsResource

Set Case to inquire status.

Kind: instance method of CaseResource

Returns: CaseCommentsResource – An instance of the *CaseCommentsResource* for the case.

Param	Type	Description
id	string	The unique identifier of the Case.

caseResource.resolve(id) ⇒ CaseCommentsResource

Set Case to resolve status.

Kind: instance method of CaseResource

Returns: CaseCommentsResource – An instance of the *CaseCommentsResource* for the case.

Param	Type	Description
id	string	The unique identifier of the Case.

caseResource.close(id, rating, feedback) ⇒ CaseCommentsResource

Set Case to close status.

Kind: instance method of CaseResource

Returns: CaseCommentsResource - An instance of the *CaseCommentsResource* for the case.

Param	Type	Description
id	string	The unique identifier of the Case.
rating	rating	Rating of the case
feedback	string	Feedback message