



<https://cloudblue.com>

[Documentation](#) [Developer Resources](#) [Connect SDK and Tools](#) [Javascript SDK](#)

Class CaseResource



This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

Auto-generated at August 18, 2025



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 <i>ConnectClient</i> 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 Case.

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