https://cloudblue.com

Class CaseResource

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Classes

CaseAttachmentsResource ⇐ `GenericResource`

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

CaseSettingsResource ⇐ `GenericResource`

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

CaseResource ⇐ `GenericResource`

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

CaseAttachmentsResource ⇐ `GenericResource`

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

Kind: global class
Extends: `GenericResource`
Category: Resources

CaseSettingsResource ⇐ `GenericResource`

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

Kind: global class
Extends: `GenericResource`
Category: Resources

CaseResource ⇐ `GenericResource`

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

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Extends: `GenericResource`
Category: Resources

- CaseResource ⇐ `GenericResource`
  - new CaseResource(client)
  - .attachments(id) ⇒ `CaseAttachmentsResource`
  - .settings(id) ⇒ `CaseSettingsResource`
  - .pend(id) ⇒ `CaseCommentsResource`
  - .inquire(id) ⇒ `CaseCommentsResource`
  - .resolve(id) ⇒ `CaseCommentsResource`
  - .close(id, rating, feedback) ⇒ `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) ⇒ `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) ⇒ `CaseSettingsResource`

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

Kind: instance method of `CaseResource`
Returns: `CaseSettingsResource` – An instance of the *CaseSettingsResource* for the case.

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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*.

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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

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