

TRACELINK UNIVERSITY

Compliance Exception APIs

Companies that own or link to Agile Process Teams use these APIs to add, update, and close compliance exceptions. Compliance Exceptions function as a sub-type of the Work Item base object, ensuring efficient tracking and resolution. Compliance exceptions help Owners and Partners of Agile Process Teams to collaborate with relevant upstream or downstream partners, and resolve issues quickly.

Add compliance exception

Owners and Partners use this API to add a compliance exception to the Owner's company network, including any initial comments or file attachments. The response returns a generated identifier for the new compliance exception.

New tasks are assigned the `Draft` base state by default.

Contact your TraceLink Services representative for more information about using this API.

Add compliance exception request

Guidelines

Element	Type	Description
mutation WorkItemNew { workItem { new(	Method	The mutation for creating the Compliance Exception.
input	Object	**Required.** Contains the input parameter.
[payload: payload]	Object	**Required.** The request body.

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Element	Type	Description
subType	String	**Required.** The valid value is `ext_TRACELINK_poetComplianceException`.
id	String	The ID of the compliance exception.
currentBaseState	String	The current state of the Compliance Exception. For new records, the currentBaseState is DRAFT.
data	Object	-
dueDate	Integer	The due date of the Compliance Exception.
workItemTitle	String	**Required.** The title details of the Compliance Exception.
assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
businessName	String	The name of the assignee company OR the primary identifier type and primary identifier value separated by a space. For example: GLN 5640375601379.
primaryIdentifierValue	String	The primary identifier of the assignee company.
primaryIdentifierType	String	The primary identifier type of the assignee company.
assigneeUser	Object	Contains the assignee user name and email.
userName	String	Assignee user name.
userEmail	String	Assignee user email.
additionalProperties	Object	Additional properties for Compliance Exceptions.
ext_TRACELINK_description	String	Description.
ext_TRACELINK_businessPriority	String	Business priority.
ext_TRACELINK_category	String	Category of the exception.
ext_TRACELINK_subCategory	String	Sub-category of the exception.
ext_TRACELINK_businessUnit	String	Business unit affected in the exception.
ext_TRACELINK_toBusiness	Object	Exception occurred for a delivery - expected to be delivered at.
businessName	String	Company name.
primaryIdentifierType	String	Company identifier type.
primaryIdentifierValue	String	Company identifier value.
ext_TRACELINK_shippedToBusiness	Object	Exception occurred for a delivery while shipping to.
businessName	String	Company name.
primaryIdentifierType	String	Company identifier type.
primaryIdentifierValue	String	Company identifier value.
ext_TRACELINK_fromBusiness	Object	Exception occurred for a delivery while shipping from.
businessName	String	Company name.
primaryIdentifierType	String	Company identifier type.
primaryIdentifierValue	String	Company identifier value.
ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition	Object	Product details.
lotNumber	String	Lot number.
primaryItemCodeValue	String	Primary product code.
productName	String	Primary product name.
primaryItemCodeType	String	Primary product type.
epochExpirationDate	DateTime	Expiration date.
packagingInformationDerivedField	String	Packaging codes list.
packSize	String	Pack size.
dosageForm	String	Dosage.
strength	String	Strength.
impactedSerialNumbers	Array of Objects	The details of the impacted serial numbers.
purchaseOrderNumber	String	Purchase order number.
serialNumber	String	Serial number corresponding the purchase order.
ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition	Object	-
epochInitialNotificationDateToFDA	DateTime	Initial notification date to FDA.
submittedThroughAlternateMechanism	String	Submitted through alternate mechanism - comma sapearated list Example - [\"FAR\",\"MEDWATCH_3500\"].
epochDateProductIdentifiedAsIllegitimate	DateTime	Date the product was identified as illegitimate.
productLabelName	String	Product Label Name.
requestForNotificationTermination	String	Request For notification termination.
businessType	String	Business Type.
reportType	String	Report Type.
notificationClassification	String	Notification classification.
drugDescription	String	Drug description.
incidentNumber	String	Incident number.
drugUse	String	Drug use.
drugComposition	String	Drug composition.
ext_TRACELINK_referenceTransactionsTypeDefinition	Array of Objects	-
referenceTransactionType	String	Reference transaction type.
referenceIdentifierValue	String	Reference transaction value.
comments	Array of Objects	Contains comment text and attachment.
commentText	String	Comment text.
attachments	String of JSON Data	Attachment associated with the comment.

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Element	Type	Description
objectAction	-	For workItemNew, the actionName is CREATE.
{ businessObjectIdentifier }	-	The BusinessObjectTypeNameand businesssObjectIdentifier(GUID) fields contain information of what data is newly inserted.

Example

```
mutation WorkItemNew {
  workItem {
    new(
      input: {
        workItem: {
          payload: {
            subType: "ext_TRACELINK_poetComplianceException"
            id: "iii"
            currentBaseState: "Draft"
            data: {
              followers: [
                { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
              ]
              workItemTitle: "GLN 000000000 |GLN 00000000 | Kendell
Smoke test | Suspect product"
              assigneeCompany: {
                businessName: "QAPartnerCorp22024092408342836 21"
                primaryIdentifierValue: "5640375601379"
                primaryIdentifierType: "GLN"
              }
              assigneeUser: {
                userName: "Marvin"
                userEmail: "qeauto+qapartnercorp1202409240834280621-
coa@tracelink.com"
              }
              comments: [
                { commentText: "Med Kitamo test now need to be
returned" }
              ]
              additionalProperties: {
                ext_TRACELINK_referenceTransactionsTypeDefinition: [
                  {
                    referenceTransactionType: "DELIVERY_NUMBER"
                    referenceIdentifierValue: "2345678"
                  }
                ]
ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition: {
                  incidentNumber: "123456789"
                  notificationClassification: "STOLEN"
                  epochDateProductIdentifiedAsIllegitimate:
```

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```
1745951400000
                productLabelName: "Med Kitamo test "
                drugDescription: "VACCINE"
                requestForNotificationTermination: "Med Kitamo test"
                reportType: "FOLLOW_UP_NOTIFICATION"
                drugComposition: "test"
                businessType: "DISTRIBUTOR"
                drugUse: "HUMAN_USE"
                submittedThroughAlternateMechanism:
"[\"MEDWATCH_3500A\",\"FAR\",\"MEDWATCH_3500\"]"
                epochInitialNotificationDateToFDA: 1745778600000
              }
              ext_TRACELINK_businessPriority: "MEDIUM"
              ext_TRACELINK_subCategory: "INITIAL_NOTIFICATION"
              ext_TRACELINK_description: "GLN 000000000\nGLN
00000000\nKendell Smoke test\nSuspect product"
              ext_TRACELINK_category: "SUSPECT_PRODUCT"
              ext_TRACELINK_businessUnit: "ENGINEERING"
              ext_TRACELINK_toBusiness: {
                primaryIdentifierValue: "4700421752972"
                businessName: "qaownercorp202409240834253301-Loc8"
                primaryIdentifierType: "GLN"
              }
              ext_TRACELINK_fromBusiness: {
                primaryIdentifierValue: "4700421771713"
                businessName: "qaownercorp202409240834253301-Loc6"
                primaryIdentifierType: "GLN"
              }
              ext_TRACELINK_shippedToBusiness: {
                businessName: "qapartnercorp1202409240834280621-
Loc6"
                primaryIdentifierType: "GLN"
                primaryIdentifierValue: "2054051866533"
              }
              ext_TRACELINK_shippedFromBusiness: {
                primaryIdentifierValue: "2054051864058"
                primaryIdentifierType: "GLN"
                businessName: "qapartnercorp1202409240834280621-
Loc3"
              }
ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition: [
                {
                  lotNumber: "123456789"
                  primaryItemCodeValue: "84460-962-72"
                  productName: "Kitamo Med"
                  epochExpirationDate: 1745951400000
```


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```
                    primaryItemCodeType: "US_NDC532"
                    packagingInformationDerivedField: "GTIN-14
04534587962469,GTIN-14 42054051861321,GTIN-14 22054051864779"
                    ext_TRACELINK_packSize: "20"
                    ext_TRACELINK_dosageForm: "TABLET"
                    ext_TRACELINK_strength: "200 MG"
                    impactedSerialNumbers: [
                      {
                        purchaseOrderNumber: "DF123456789"
                        serialNumber: "2345ddd"
                      }
                    ]
                  }
                ]
              }
            }
          }
          objectAction: "CREATE"
        }
      }
    ) {
      created {
        id
        objectTypeName
        dataVersion
      }
    }
  }
}
```

Add compliance exception response

Guidelines

Element				Type	Description
Response				Method	-
data				Object	-
	workItem			-	-
		new		-	-
			id	-	GUID of newly inserted WorkItem.
			displayIdentifier	-	Readable Identifier which is used with configured prefix value (Eg: POET-111).

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Example


```
{
    "data": {
        "workItem": {
            "new": {
                "created": [
                    {
                        "id": "8424cd23-6a3d-44a6-bf9a-cc395c346f07",
                        "objectTypeName": "workItem",
                        "dataVersion": 1
                    }
                ]
            }
        }
    }
}
```


Errors

This app uses standard HTTP response codes. If an error occurs, additional available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

Edit compliance exception

Owners and Partners use this API to modify an existing compliance exception with new, updated, or corrected information (e.g. adding a description, updating the assignee company details, fixing a typo) and to update the workflow state (e.g. manually transitioning the base state from `Draft` to `ToDo` to indicate that the work assigned in the compliance exception has started).

Contact your TraceLink Services representative for more information about using this API.

Edit compliance exception request

Guidelines

Element	Type	Description
mutation WorkItemEdit { workItem { edit(	Method	The mutation for creating the Compliance Exception.

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Element	Type	Description
input	Object	**Required.**The input parameter.
[payload: payload]	Object	**Required.** The values that need to be inserted.

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Element	Type	Description
subType	String	Subtype is non mandatory parameter when we are performing actions on Base Object. For Subtype it's mandatory to provide Subtype name. In case of compliance excpetion value will be ext_TRACELINK_poetComplianceException.
id	String	**Required.** The compliance exception GUID to update the exact record.
currentBaseState	String	currentBaseState will DRAFT for New records. Change the Workflow state from Draft to ToDo/InProgress/Done.
data	Object	-
dueDate	Integer	Compliance Exception due date.
workItemTitle	String	**Required.** The title details of the Compliance Exception.
assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
businessName	String	The name of the assignee company OR the primary identifier type and primary identifier value separated by a space. For example: `GLN 5640375601379`.
primaryIdentifierValue	String	Assignee Company primary identifier Value.
primaryIdentifierType	String	Assignee Company primary identifier Type.
assigneeUser	Object	Contains the assignee user name and email.
userName	String	Assignee user name.
userEmail	String	Assignee user email.
additionalProperties	Object	Additional properties for Compliance Exceptions.
ext_TRACELINK_description	String	Description.
ext_TRACELINK_businessPriority	String	Business Priority.
ext_TRACELINK_category	String	Category of exception.
ext_TRACELINK_subCategory	String	Sub-category of exception.
ext_TRACELINK_businessUnit	String	Business unit affected in exception.
ext_TRACELINK_toBusiness	Object	Exception occurred for a delivery - expected to be delivered at.
businessName	String	Company Name.
primaryIdentifierType	String	Company identifier type.
primaryIdentifierValue	String	Company identifier value.
ext_TRACELINK_shippedToBusiness	Object	Exception occurred for a delivery while shipping to.
businessName	String	Company Name.
primaryIdentifierType	String	Company identifier type.
primaryIdentifierValue	String	Company identifier value.
ext_TRACELINK_fromBusiness	Object	Exception occurred for a delivery while shipping from.
businessName	String	Company Name.
primaryIdentifierType	String	Company identifier type.
primaryIdentifierValue	String	Company identifier value.
ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition	Object	Product details.
lotNumber	String	Lot number.
primaryItemCodeValue	String	Primary product code - (Note: In UI it will be auto-filled when product is selected).
productName	String	Primary product name.
primaryItemCodeType	String	Primary product type - (Note: In UI it will be autofilled when product is selected).
epochExpirationDate	DateTime	Expiration date.
packagingInformationDerivedField	String	Packaging codes list - (Note: In UI it will be auto-filled when product is selected).
packSize	String	Pack size - (Note: In UI it will be auto-filled when product is selected).
dosageForm	String	Dosage - (Note: In UI it will be auto-filled when product is selected).
strength	String	Strength - (Note: In UI it will be auto-filled when product is selected).
impactedSerialNumbers	Array of Objects	The serial numbers impacted for the Compliance Exception.
purchaseOrderNumber	String	Purchase order number.
serialNumber	String	Serial number corresponding purchase order.
ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition	Object	-
epochInitialNotificationDateToFDA	DateTime	Initial Notification Date To FDA.
submittedThroughAlternateMechanism	String	Submitted Through Alternate Mechanism - comma separated list Example - [\"FAR\",\"MEDWATCH_3500\"].
epochDateProductIdentifiedAsIllegitimate	DateTime	Date Product Identified As illegitimate.
productLabelName	String	Product Label Name.
requestForNotificationTermination	String	Request For Notification Termination.
businessType	String	Business Type.
reportType	String	Report Type.
notificationClassification	String	Notification Classification.
drugDescription	String	Drug Description.
incidentNumber	String	Incident Number.
drugUse	String	Drug Use.
drugComposition	String	Drug Composition.
ext_TRACELINK_referenceTransactionsTypeDefinition	Array of Objects	-
referenceTransactionType	String	Reference transaction Type.
referenceIdentifierValue	String	Reference transaction Value.
comments	Array of Objects	Contains comment text and attachment.
commentText	String	Comment text.
attachments	String of JSON Data	Attachment with respect to comments.

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Element	Type	Description
objectAction	-	Action name - in case of workItemNew actionName will be CREATE.
{ businessObjectIdentifier }	-	The BusinessObjectTypeName and businesssObjectIdentifier(GUID) fields contain information of what data is newly inserted.

Example

```
mutation WorkItemEdit {
  workItem {
    edit(
      input: {
        workItem: {
          payload: {
            id: "a16a54d1-6cc0-4c14-ab69-5937c533ac4d"
            currentBaseState: "Draft"
            data: {
              followers: [
                { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
              ]
              workItemTitle: "GLN 000000000 |GLN 00000000 | Kendell
Smoke test | Suspect product"
              assigneeCompany: {
                businessName: "QAPartnerCorp2202409240834283621"
                primaryIdentifierValue: "5640375601379"
                primaryIdentifierType: "GLN"
              }
              assigneeUser: {
                userName: "Marvin"
                userEmail: "qeauto+qapartnercorp1202409240834280621-
coa@tracelink.com"
              }
              comments: [
                { commentText: "Med Kitamo test now need to be
returned" }
              ]
              additionalProperties: {
                ext_TRACELINK_referenceTransactionsTypeDefinition: [
                  {
                    referenceTransactionType: "DELIVERY_NUMBER"
                    referenceIdentifierValue: "2345678"
                  }
                ]
ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition: {
                  incidentNumber: "123456789"
                  notificationClassification: "STOLEN"
                  epochDateProductIdentifiedAsIllegitimate:
1745951400000
```

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```
                productLabelName: "Med Kitamo test "
                drugDescription: "VACCINE"
                requestForNotificationTermination: "Med Kitamo test"
                reportType: "FOLLOW_UP_NOTIFICATION"
                drugComposition: "test"
                businessType: "DISTRIBUTOR"
                drugUse: "HUMAN_USE"
                submittedThroughAlternateMechanism:
"[\"MEDWATCH_3500A\",\"FAR\",\"MEDWATCH_3500\"]"
                epochInitialNotificationDateToFDA: 1745778600000
              }
              ext_TRACELINK_businessPriority: "MEDIUM"
              ext_TRACELINK_subCategory: "INITIAL_NOTIFICATION"
              ext_TRACELINK_description: "GLN 000000000\nGLN
00000000\nKendell Smoke test\nSuspect product"
              ext_TRACELINK_category: "SUSPECT_PRODUCT"
              ext_TRACELINK_businessUnit: "ENGINEERING"
              ext_TRACELINK_toBusiness: {
                primaryIdentifierValue: "4700421752972"
                businessName: "qaownercorp202409240834253301-Loc8"
                primaryIdentifierType: "GLN"
              }
              ext_TRACELINK_fromBusiness: {
                primaryIdentifierValue: "4700421771713"
                businessName: "qaownercorp202409240834253301-Loc6"
                primaryIdentifierType: "GLN"
              }
              ext_TRACELINK_shippedToBusiness: {
                businessName: "qapartnercorp1202409240834280621-
Loc6"
                primaryIdentifierType: "GLN"
                primaryIdentifierValue: "2054051866533"
              }
              ext_TRACELINK_shippedFromBusiness: {
                primaryIdentifierValue: "2054051864058"
                primaryIdentifierType: "GLN"
                businessName: "qapartnercorp1202409240834280621-
Loc3"
              }
ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition: [
                {
                  lotNumber: "123456789"
                  primaryItemCodeValue: "84460-962-72"
                  productName: "Kitamo Med"
                  epochExpirationDate: 1745951400000
                  primaryItemCodeType: "US_NDC532"
```


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```
                    packagingInformationDerivedField: "GTIN-14
04534587962469,GTIN-14 42054051861321,GTIN-14 22054051864779"
                    ext_TRACELINK_packSize: "20"
                    ext_TRACELINK_dosageForm: "TABLET"
                    ext_TRACELINK_strength: "200 MG"
                    impactedSerialNumbers: [
                      {
                        purchaseOrderNumber: "DF123456789"
                        serialNumber: "2345ddd"
                      }
                    ]
                  }
                ]
              }
            }
          }
          objectAction: "UPDATE"
        }
      }
    ) {
      created {
        id
        objectTypeName
        dataVersion
      }
    }
  }
}
```

Edit compliance exception response

Guidelines

Element				Type	Description
Response				Method	-
data				Object	-
	workItem			-	-
		new		-	-
			id	-	GUID of newly inserted WorkItem.
			displayIdentifier	-	Readable Identifier which is used with configured prefix value(Eg: POET-111).

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Example

```
{
    "data": {
        "workItem": {
            "new": {
                "updated": [
                    {
                        "id": "8424cd23-6a3d-44a6-bf9a-cc395c346f07",
                        "objectTypeName": "workItem",
                        "dataVersion": 1
                    }
                ]
            }
        }
    }
}
```

Errors

This app uses standard HTTP response codes. If an error occurs, additional available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

Search work item

Owners and Partners can use this API to search for a work item in the existing list of work items. Provide a list of sort fields, page size, and paging info to search for a work item.

Contact your TraceLink Services representative for more information about using this API.
Search compliance exception request

Guidelines

Element	Type	Description
query WorkItemSearch { workItem { search(	Method	The query for getting details of the WorkItem.
input	Object	**Required.** The input parameter.

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Element	Type	Description
queryString	String	The searching index and its values.
sortFields	String	Sorting index array.
pageSize	Integer	Page size in numeric.
pagingInfo	String	Page information.
List of fields that you can pass on to Search method to fetch data	-	The fields provided in the view GraphQl query will be returned in the response if data is present in the workItem.
pagingInfo	String	Page information.
documents	-	-

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Element	Type	Description
id	String	**Required.** The WorkItem GUID to update the exact record.
currentBaseState	String	Current Base State Value.
currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.
lastUpdatedDateTime	Integer	Last updated date time.
lastUpdatedDateTimeFormatted	String	Last updated users GUID.
data	Object	-
currentState	String	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter(integer).
workItemTitle	String	Title of the workItem.
dueDate	Integer	Due date of the workItem.
dueDateFormatted	String	Formatted value of due date in readable format.
comments	Object	-
commentIdentifier	String	Comment GUID to differentiate between already inserted comment(Auto-generated Field).
commentText	String	Comment Text
attachments	String of JSON Data	Attachment
attachmentsFormatted	String	Formatted attachments details
commentedDateTime	Integer	Commented date and time
commentedDateTimeFormatted	String	Formatted comment date time
commentAuthorId	String	Comment author GUID
commentAuthorIdFormatted	String	Formatted value of the comment author GUID
initiatingCompany	Object	-
primaryIdentifierType	String	Primary Identifier Type of Initiating company
primaryIdentifierValue	String	Primary Identifier Value of Initiating company
businessName	String	Business name of Initiating Company
assigneeCompany	Object	-
primaryIdentifierType	String	Primary Identifier Type of assignee company
primaryIdentifierValue	String	Primary Identifier Value of assignee company
businessName	String	Business name of assignee Company
followers	Object	-
followerId	String	Following users GUID

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Example

```
query WorkItemSearch {
  workItem {
    search(
      input: {queryString: "(indexLuceneSubType:\"\" OR
indexLuceneSubType:null)", sortFields: [], pageSize: 10, pagingInfo:
""}
    ) {
      pagingInfo
      documents {
        id
        currentBaseState
        currentSubState
        lastUpdatedDateTime
        lastUpdatedDateTimeFormatted
        data {
          currentState
          displayIdentifier
          workItemTitle
          dueDate
          dueDateFormatted
          initiatingCompany {
            businessName
            __typename
          }
          assigneeCompany {
            businessName
            __typename
          }
          __typename
        }
        __typename
      }
      facets {
        indexName
        path
        matchedDocsCount
        childFacetsCount
        childFacets {
          facetedName
          matchedDocsCount
          __typename
        }
        __typename
      }
```

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```
      __typename
    }
    __typename
  }
}
```

Search compliance exception response

Guidelines



Element	Type	Description
Response	Method	-
data	Object	-

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Element	Type	Description
workItem	-	-
search	-	-
pagingInfo	String	Page information if the current page is not the first one.
documents	Array of objects	The details queried for the work item (e.g. display identifier, item title, current state, comments, followers, etc.).
id	String	The WorkItem GUID to update the exact record.
currentBaseState	String	Current Base State Value.
currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.
lastUpdatedDateTime	Integer	Last updated date time.
lastUpdatedDateTimeFormatted	String	Last updated users GUID.
data	Object	-
currentState	String	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter(integer).
workItemTitle	String	Title of the workItem.
dueDate	Integer	Due date of the workItem.
dueDateFormatted	String	Formatted value of due date in readable format.
comments	Object	Contains comment text and attachment.
commentIdentifier	String	Comment GUID to differentiate between already inserted comment(Auto-generated Field).
commentText	String	Comment Text.
attachments	String of JSON Data	Attachment.
attachmentsFormatted	String	Formatted Attachments details.
commentedDateTime	Integer	commented Date and Time.
commentedDateTimeFormatted	String	Formatted comment date time.
commentAuthorId	String	comment Author GUID - user GUID.
commentAuthorIdFormatted	String	formatted value of comment author.
initiatingCompany	Object	Contains comment text and attachment.
primaryIdentifierType	String	Primary Identifier Type of Initiating company.
primaryIdentifierValue	String	Primary Identifier Value of Initiating company.
businessName	String	Business name of Initiating Company.
assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
primaryIdentifierType	String	Primary Identifier Type of assignee company.
primaryIdentifierValue	String	Primary Identifier Value of assignee company.
businessName	String	Business name of assignee Company.
followers	Object	Contains the follower IDs.
followerId	String	Following users GUID.

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Example


```
{
    "data": {
        "workItem": {
            "search": {
                "pagingInfo":
"eyJwYWdlSW5kZXgiOjEsInBhZ2luZ0luZm9LZXkiOm51bGx9",
                "documents": [
                    {
                        "id": "0fc9b1fa-6d45-483b-9bfb-b05f588de5d5",
                        "currentBaseState": "ToDo",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734594888515,
                        "lastUpdatedDateTimeFormatted": "12/19/24,
7:54 AM (GMT)",
                        "data": {
                            "currentState": "ToDo",
                            "displayIdentifier": "WI-72",
                            "workItemTitle": "Adding WI with
attachment",
                            "dueDate": 1735196142963,
                            "dueDateFormatted": "Dec 26, 2024, 6:55:42
AM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAOwnerCorp20240924083425330 1",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": {
                                "businessName":
"QAPartnerCorp1202409240834280621",
                                "__typename":
"BusinessCompanyLocationTypeDefinition"
                            },
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "2c34c499-87f6-400f-893e-98bb65a3a596",
                        "currentBaseState": "ToDo",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734537801409,
                        "lastUpdatedDateTimeFormatted": "12/18/24,
```


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```
4:03 PM (GMT)",
                        "data": {
                            "currentState": "ToDo",
                            "displayIdentifier": "WI-65",
                            "workItemTitle": "testsdfsdf erghjhr",
                            "dueDate": 1734513700020,
                            "dueDateFormatted": "Dec 18, 2024, 9:21:40
AM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAOwnerCorp202409240834253301",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": {
                                "businessName":
"qaownercorp202409240834253301-Loc1",
                                "__typename":
"BusinessCompanyLocationTypeDefinition"
                            },
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "a1b119cb-2726-4b16-aeb9-9e23a775235b",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734606605748,
                        "lastUpdatedDateTimeFormatted": "12/19/24,
11:10 AM (GMT)",
                        "data": {
                            "currentState": "Draft",
                            "displayIdentifier": "WI-81",
                            "workItemTitle": "Add by partner",
                            "dueDate": 1735211393827,
                            "dueDateFormatted": "Dec 26, 2024,
11:09:53 AM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAPartnerCorp1202409240834280621",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": {
                                "businessName":
```


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```
"QAOwnerCorp202409240834253301",
                                "__typename":
"BusinessCompanyLocationTypeDefinition"
                            },
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "97f74480-3514-4e5a-b182-b301201b82f4",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734606519875,
                        "lastUpdatedDateTimeFormatted": "12/19/24,
11:08 AM (GMT)",
                        "data": {
                            "currentState": "Draft",
                            "displayIdentifier": "WI-80",
                            "workItemTitle": "qqqqq",
                            "dueDate": 1735211296398,
                            "dueDateFormatted": "Dec 26, 2024,
11:08:16 AM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAPartnerCorp1202409240834280621",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": {
                                "businessName":
"QAOwnerCorp202409240834253301",
                                "__typename":
"BusinessCompanyLocationTypeDefinition"
                            },
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "d5adcd70-7af0-49b0-9194-c50b8d1d092d",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734712978400,
                        "lastUpdatedDateTimeFormatted": "12/20/24,
4:42 PM (GMT)",
                        "data": {
```


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```
                            "currentState": "Draft",
                            "displayIdentifier": "WI-92",
                            "workItemTitle": "Add WI",
                            "dueDate": 1735317588380,
                            "dueDateFormatted": "Dec 27, 2024, 4:39:48
PM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAOwnerCorp202409240834253301",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": null,
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "cbea04c9-37c8-430b-bb6b-cb00b4627c4d",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734690479229,
                        "lastUpdatedDateTimeFormatted": "12/20/24,
10:27 AM (GMT)",
                        "data": {
                            "currentState": "Draft",
                            "displayIdentifier": "WI-70",
                            "workItemTitle": "test initiator
comp_edit",
                            "dueDate": 1735128065151,
                            "dueDateFormatted": "Dec 25, 2024,
12:01:05 PM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAOwnerCorp202409240834253301",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": {
                                "businessName":
"qaownercorp202409240834253301-Loc1",
                                "__typename":
"BusinessCompanyLocationTypeDefinition"
                            },
                            "__typename": "WorkItemData"
                        },
```


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```
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "717aab2f-6591-469f-ba79-ad3e71d676f9",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734678940207,
                        "lastUpdatedDateTimeFormatted": "12/20/24,
7:15 AM (GMT)",
                        "data": {
                            "currentState": "Draft",
                            "displayIdentifier": "WI-64",
                            "workItemTitle": "Test delete 1",
                            "dueDate": 1735583400000,
                            "dueDateFormatted": "Dec 30, 2024, 6:30:00
PM (GMT)",
                            "initiatingCompany": null,
                            "assigneeCompany": {
                                "businessName":
"QAPartnerCorp2202409240834283621",
                                "__typename":
"BusinessCompanyLocationTypeDefinition"
                            },
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "0c7445bf-6c99-400f-8fc8-477efbd7c4cb",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734705172628,
                        "lastUpdatedDateTimeFormatted": "12/20/24,
2:32 PM (GMT)",
                        "data": {
                            "currentState": "Draft",
                            "displayIdentifier": "WI-90",
                            "workItemTitle": "Title",
                            "dueDate": 1735655340000,
                            "dueDateFormatted": "Dec 31, 2024, 2:29:00
PM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAOwnerCorp202409240834253301",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
```


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```
                            },
                            "assigneeCompany": null,
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "013f2cca-31e4-4431-a285-cb480e5f8ac7",
                        "currentBaseState": "Draft",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734705350144,
                        "lastUpdatedDateTimeFormatted": "12/20/24,
2:35 PM (GMT)",
                        "data": {
                            "currentState": "Draft",
                            "displayIdentifier": "WI-91",
                            "workItemTitle": "Title",
                            "dueDate": 1735569300000,
                            "dueDateFormatted": "Dec 30, 2024, 2:35:00
PM (GMT)",
                            "initiatingCompany": {
                                "businessName":
"QAOwnerCorp20240924083425330l",
                                "__typename":
"InitiatingCompanyLocationTypeDefinition"
                            },
                            "assigneeCompany": null,
                            "__typename": "WorkItemData"
                        },
                        "__typename": "WorkItem"
                    },
                    {
                        "id": "7ef5967a-7487-4b9a-8300-f131b98806ae",
                        "currentBaseState": "ToDo",
                        "currentSubState": null,
                        "lastUpdatedDateTime": 1734719189143,
                        "lastUpdatedDateTimeFormatted": "12/20/24,
6:26 PM (GMT)",
                        "data": {
                            "currentState": "ToDo",
                            "displayIdentifier": "WI-71",
                            "workItemTitle": "testing work item
partner",
                            "dueDate": 1735128225801,
                            "dueDateFormatted": "Dec 25, 2024,
12:03:45 PM (GMT)",
```


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```
                                "initiatingCompany": {
                                    "businessName":
"QAPartnerCorp1202409240834280621",
                                    "__typename":
"InitiatingCompanyLocationTypeDefinition"
                                },
                                "assigneeCompany": {
                                    "businessName":
"QAOwnerCorp202409240834253301",
                                    "__typename":
"BusinessCompanyLocationTypeDefinition"
                                },
                                "__typename": "WorkItemData"
                            },
                            "__typename": "WorkItem"
                        }
                    ],
                    "facets": [],
                    "__typename": "WorkItemSearchResult"
                },
                "__typename": "WorkItemQueryOps"
            }
        }
}
```


Errors

This app uses standard HTTP response codes. If an error occurs, additional available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

Delete work item

Owners use this API to delete a work item that is no longer required. Provide the work item identifier in the input field and the current base state to delete a work item.

Contact your TraceLink Services representative for more information about using this API.

Delete compliance exception request

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Guidelines

Element	Type	Description
mutation WorkItemDelete { workItem { delete(	Method	Use the mutation WorkItemDelete for deleting the WorkItem.
input	Object	**Required.** Contains the input parameter
id	String	**Required.** Enter the WorkItem GUID to update the exact record
{ businessObjectIdentifier }	-	The BusinessObjectTypeName and businesssObjectIdentifier (GUID) fields contain information of what data is updated

Example

```
mutation WorkItemDelete {
  workItem {
    delete(input: { id: "4fe82f69-605d-4608-a714-fdc279e6dce5" }) {
      businessObjectTypeName
      businessObjectIdentifier
    }
    __typename
  }
}
```

Delete compliance exception response

Guidelines

Element	Type	Description
Response	Method	-
data	Object	-
workItem	-	-
new	-	-
id	-	GUID of deleted WorkItem
displayIdentifier	-	Readable Identifier which is used with configured prefix value (Eg: POET-111)

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Example

```
{
    "data": {
        "workItem": {
            "delete": {
                "businessObjectTypeName": "workItem",
                "businessObjectIdentifier": "4fe82f69-605d-4608-a714-
fdc279e6dce5",
            }
        }
    }
}
```

Errors

This app uses standard HTTP response codes. If an error occurs, additional available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

Follow work item

Owners and Partners use this API to start following a work item. Provide the item identifier to start following the compliance exception.

Contact your TraceLink Services representative for more information about using this API.
Follow compliance exception request

Guidelines

Element		Type	Description
mutation WorkItemStartFollow { workItem { startFollow(		Method	Use the mutation WorkItemStartFollow for updating the WorkItem followers list
input		Object	**Required.** Contains the input parameter
	id	String	**Required.** Enter the WorkItem GUID to update the exact record

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Element	Type	Description
{ businessObjectIdentifier }	-	The BusinessObjectTypeName and businesssObjectIdentifier (GUID) fields contain information of what data is updated

Example

```
mutation WorkItemStartFollow {
  workItem {
    startFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
      businessObjectTypeName
      businessObjectIdentifier
      businessObjectDataVersion
      mutateMessage
      isAsync
      updated {
        id
        objectTypeName
        dataVersion
        __typename
      }
      __typename
    }
    __typename
  }
}
```

Follow compliance exception response

Guidelines

Element				Type	Description
Response				Method	-
data				Object	-
	workItem			-	-
		new		-	-
			id	-	GUID of newly updated WorkItem
			displayIdentifier	-	Readable Identifier which is used with configured prefix value (Eg: POET-111)

Example

```
{
```

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```
    "data": {
        "workItem": {
            "startFollow": {
                "businessObjectTypeName": "workItem",
                "businessObjectIdentifier": "d972e6ec-5ec7-4d81-
ac13-41aa40e60e64",
                "businessObjectDataVersion": 4,
                "mutateMessage": "Successfully followed the Work
Item",
                "isAsync": null,
                "updated": [
                    {
                        "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
                        "objectTypeName": "workItem",
                        "dataVersion": 4,
                        "__typename":
"MutateOperationResultEntryTypeDef"
                    }
                ],
                "__typename": "MutateOperationResultTypeDef"
            },
            "__typename": "WorkItemMutationOps"
        }
    }
}
```


Errors

This app uses standard HTTP response codes. If an error occurs, additional available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

Unfollow compliance exception

Owners and Partners use this API to stop following a compliance exception. Provide the work item identifier to stop following a compliance exception.

Contact your TraceLink Services representative for more information about using this API.

Unfollow compliance exception request

Guidelines

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Element	Type	Description
mutation WorkItemStopFollow { workItem { stopFollow(	Method	Use the mutation WorkItemStopFollow for updating the WorkItem followers list
input	Object	**Required.** Contains the input parameter
id	String	**Required.** Enter the WorkItem GUID to update the exact record
{ businessObjectIdentifier }	-	The BusinessObjectTypeName and businesssObjectIdentifier (GUID) fields contain information of what data is updated

Example

```
mutation WorkItemStopFollow {
  workItem {
    stopFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
      businessObjectTypeName
      businessObjectIdentifier
      businessObjectDataVersion
      mutateMessage
      isAsync
      updated {
        id
        objectTypeName
        dataVersion
        __typename
      }
      __typename
    }
    __typename
  }
}
```

Unfollow compliance exception response

Guidelines

Element	Type	Description
Response	Method	-
data	Object	-

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Element				Type	Description
	workItem			-	-
		new		-	-
			id	-	GUID of newly updated WorkItem
			displayIdentifier	-	Readable Identifier which is used with configured prefix value (Eg: POET-111)

Example

```
{
    "data": {
        "workItem": {
            "stopFollow": {
                "businessObjectTypeName": "workItem",
                "businessObjectIdentifier": "d972e6ec-5ec7-4d81-
ac13-41aa40e60e64",
                "businessObjectDataVersion": 3,
                "mutateMessage": "Successfully unfollowed the Work
Item",
                "isAsync": null,
                "updated": [
                    {
                        "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
                        "objectTypeName": "workItem",
                        "dataVersion": 3,
                        "__typename":
"MutateOperationResultEntryTypeDef"
                    }
                ],
                "__typename": "MutateOperationResultTypeDef"
            },
            "__typename": "WorkItemMutationOps"
        }
    }
}
```

Errors

This app uses standard HTTP response codes. If an error occurs, additional available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

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View compliance exception

Owners and Partners use this API to view a compliance exception. Provide the item identifier to view a compliance exception.

Contact your TraceLink Services representative for more information about using this API.

View compliance exception request

Guidelines

Element	Type	Description
query WorkItemView { workItem { view(	Method	Use the query WorkItemView for getting details of the WorkItem
input	-	**Required.** Contains the input parameter
id	String	**Required.** Enter the WorkItem GUID to update the exact record
List of fields that you can pass on to View method to fetch data	-	The BusinessObjectTypeName and businesssObjectIdentifier (GUID) fields contain information of what data is updated
id	String	GUID of WorkItem
currentBaseState	String	Current Base State Value
currentSubState	String	Current Sub Base State Value if Sub workflows are activated
lastUpdatedDateTime	Integer	Last udpated date time
lastUpdatedDateTimeFormatted	String	Last udpated users GUID
data	Object	-

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Element	Type	Description
currentState	String	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter(integer)
workItemTitle	String	Title of the workItem
dueDate	Integer	Due date of the WorkITem
dueDateFormatted	String	Formatted value of due in readable format
creationTimestamp	DateTime	Creation date time in milliseconds
creationTimestampFormatted	DateTime	Creation date time in in readable format
lastModifiedTimestamp	DateTime	Last modified date time in milliseconds
lastModifiedTimestampFormatted	DateTime	Last modified date time in in readable format
createdByUser	Object	-
userName	String	User's name who created the workitem
userEmail	String	User's email who created the workitem
lastModifiedByUser	Object	-
userName	String	User's name who last updated the workitem
userEmail	Integer	User's email who last updated the workitem
initiatingCompany	Object	-
primaryIdentifierType	String	Primary Identifier Type of Initiating company
primaryIdentifierValue	String	Primary Identifier Value of Initiating company
businessName	String	Business name of Initiating Company
assigneeCompany	Object	-
primaryIdentifierType	String	Primary Identifier Type of assignee company
primaryIdentifierValue	String	Primary Identifier Value of assignee company
businessName	String	Business name of assignee Company
followers	Object	-
followerId	String	Following users GUID

Example

```
query WorkItemView {
  workItem {
    view(input: {id: "d972e6ec-5ec7-4d81-ac13-41aa40e60e64"}) {
      id
      currentBaseState
```

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```
      currentSubState
      lastUpdatedDateTime
      lastUpdatedDateTimeFormatted
      data {
        currentState
        comments {
          commentIdentifier
          commentText
          attachments
          attachmentsFormatted
          commentedDateTime
          commentedDateTimeFormatted
          commentAuthorId
          commentAuthorIdFormatted
          __typename
        }
        displayIdentifier
        initiatingCompany {
          primaryIdentifierType
          primaryIdentifierValue
          businessName
          __typename
        }
        assigneeCompany {
          primaryIdentifierType
          primaryIdentifierValue
          businessName
          __typename
        }
        workItemTitle
        dueDate
        dueDateFormatted
        followers {
          followerId
          followerIdFormatted
          __typename
        }
        __typename
      }
      __typename
    }
    __typename
  }
}
```

View compliance exception response

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Guidelines

Element	Type	Description
Response	Method	-
data	Object	-

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Element	Type	Description
workItem	-	-
view	-	-
id	String	GUID of WorkItem
currentBaseState	String	Current Base State Value
currentSubState	String	Current Sub Base State Value if Sub workflows are activated
lastUpdatedDateTime	Integer	Last udpated date time
lastUpdatedDateTimeFormatted	String	Last udpated users GUID
data	Object	-
currentState	String	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter(integer)
workItemTitle	String	Title of the workItem
dueDate	Integer	Due date of the WorkITem
dueDateFormatted	String	Formatted value of due in readable format
creationTimestamp	DateTime	Creation date time in milliseconds
creationTimestampFormatted	DateTime	Creation date time in in readable format
lastModifiedTimestamp	DateTime	Last modified date time in milliseconds
lastModifiedTimestampFormatted	DateTime	Last modified date time in in readable format
createdByUser	Object	-
userName	String	User's name who created the workitem
userEmail	String	User's email who created the workitem
lastModifiedByUser	Object	-
userName	String	User's name who last updated the workitem
userEmail	Integer	User's email who last updated the workitem
initiatingCompany	Object	-
primaryIdentifierType	String	Primary Identifier Type of Initiating company
primaryIdentifierValue	String	Primary Identifier Value of Initiating company
businessName	String	Business name of Initiating Company
assigneeCompany	Object	-
primaryIdentifierType	String	Primary Identifier Type of assignee company
primaryIdentifierValue	String	Primary Identifier Value of assignee company
businessName	String	Business name of assignee Company
followers	Object	-
followerId	String	Following users GUID

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Example


```
{
    "data": {
        "workItem": {
            "view": {
                "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
                "currentBaseState": "ToDo",
                "currentSubState": null,
                "lastUpdatedDateTime": 1734860500367,
                "lastUpdatedDateTimeFormatted": "12/22/24, 9:41 AM
(GMT)",
                "data": {
                    "currentState": "ToDo",
                    "comments": [
                        {
                            "commentIdentifier": "ac067728-
ce20-437a-8c8e-bb305067eda3",
                            "commentText": "Added by partner",
                            "attachments": [
"{\"fileName\":\"Original_File\",\"fileExtension\":\"txt\",\"mimeType\
":\"text/plain\",\"fileSize\":10,\"s3FileReference\":\"attachments/wor
kItem/1eb0ddfc-a11b-4567-
a929-55d3ef4d2d1f\",\"fileStatus\":\"UPLOADED\"}"
                            ],
                            "attachmentsFormatted": [
                                "Original_File.txt (10 bytes)"
                            ],
                            "commentedDateTime": 1734600804941,
                            "commentedDateTimeFormatted": "Dec 19,
2024, 9:33:24 AM (GMT)",
                            "commentAuthorId": "a3ef9f60-0276-11ed-
ad1d-0242ac110011",
                            "commentAuthorIdFormatted": "Kaushal
Lavate",
                            "__typename": "CommentTypeDefinition"
                        }
                    ],
                    "displayIdentifier": "WI-79",
                    "initiatingCompany": {
                        "primaryIdentifierType": "GLN",
                        "primaryIdentifierValue": "2054051864409",
                        "businessName":
"QAPartnerCorp1202409240834280621",
                        "__typename":
"InitiatingCompanyLocationTypeDefinition"
```


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```
                    },
                    "assigneeCompany": {
                        "primaryIdentifierType": "GLN",
                        "primaryIdentifierValue": "4700421709532",
                        "businessName":
"QAOwnerCorp202409240834253301",
                        "__typename":
"BusinessCompanyLocationTypeDefinition"
                    },
                    "workItemTitle": "Added by partner",
                    "dueDate": 1735205467366,
                    "dueDateFormatted": "Dec 26, 2024, 9:31:07 AM
(GMT)",
                    "followers": [
                        {
                            "followerId": "a3ef9f60-0276-11ed-
ad1d-0242ac110011",
                            "followerIdFormatted": "Kaushal Lavate",
                            "__typename":
"WorkItemFollowersTypeDefinition"
                        },
                        {
                            "followerId": "c55ff5ff-66d0-4c31-
b2e4-5947a7e21955",
                            "followerIdFormatted": "Patricia
Reynolds",
                            "__typename":
"WorkItemFollowersTypeDefinition"
                        }
                    ],
                    "__typename": "WorkItemData"
                },
                "__typename": "WorkItem"
            },
            "__typename": "WorkItemQueryOps"
        }
    }
}
```


Errors

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