TRACELINK UNIVERSITY

Item APIs

Companies that own or link to Agile Process Teams use these APIs to add, update, and complete items. An Item is a lightweight object instance in Process Orchestration for Empowered Teams, that allows businesses to leverage a simplified object without predefined application functionality, enabling them to model subtypes tailored to their specific needs. Companies can use Items for internal collaboration on tasks which are not time-bound, such as optimizing an inventory management system.

Add Item

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

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

Add Item request

Guidelines

Element	Type	Description

mutation ItemNew {
item {
new(
	Method	The mutation for creating an Item

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Element	Type	Description
input	Object	**Required.** The input parameter.
[payload: payload]	Object	**Required.** The values that need to be inserted.
subType	String	Name of the Subtype.
id	String	ID of the item.
currentBaseState	String	For new records, the currentBaseState is DRAFT.
data	Object	-
dueDate	Integer	Item due date.
itemTitle	String	**Required.** Title details of Item.
comments	Array of Objects	Contains comment text and attachment.
commentText	String	Comment text.
attachments	String of JSON Data	Attachment associated with the comment.
objectAction	-	For itemNew, the action name is CREATE.
businessObjectIdentifier	-	The BusinessObjectTypeName and businesssObjectIdentifier(GUID) fields contain information of what data is newly inserted.

Example

```
mutation ItemNew {
  item {
    new(
      input: {
        item: {
          payload: {
            subType: ""
            id: "TLGUID-1"
            currentBaseState: "Draft"
            data: {
                itemTitle: "Test Item creation"
            }
          }
          objectAction: "CREATE"
        }
      }
```

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```
    ) {
      businessObjectTypeName
      businessObjectIdentifier
    }
  }
}
```

Add Item response

Guidelines



Element			Type	Description
Response			Method	-
data			Object	-
item			-	-
	new		-	-
		businessObjectTypeName	-	Name of the newly inserted item.
		businessObjectIdentifier	-	GUID of newly inserted Item

Example

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

Errors

This app uses standard HTTP response codes. If an error occurs, additional

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available information regarding the cause of the error is provided in the **errMsg** element in the relevant response.

Edit Item

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

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

Edit Item request

Guidelines

Element			Type	Description
mutation ItemEdit { workItem { edit(			Method	The mutation for updating the Item.
input			object	**Required.**Tthe input parameter.
[payload: payload]			object	**Required.** The values that need to be inserted.
	subType		String	Name of the Subtype.
	id		String	**Required.** The Item GUID to update the exact record.
	currentBaseState		String	Change the Workflow state from Draft to ToDo/InProgress/Done.
	currentSubState		String	currentSubState is DRAFT for New records (If subWorkflow configured).
	data		Object	-
	itemTitle		String	**Required.** Contains the title details of the Item.
	comments		Array of Objects	Contains comment text and attachment.

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Element		Type	Description
	commentText	String	Comment text.
	attachments	String of JSON Data	Attachment associated with the comment.
objectAction		-	For workItemEditthe action name will be UPDATE.
{ businessObjectIdentifier updated { id displayIdentifier } }		-	The BusinessObjectTypeNameand businesssObjectIdentifier (GUID) fields contain information of what data is updated.

Example

```
mutation ItemEdit {
  item {
    edit(
      input: {
        item: {
          payload: {
            id: "6113a337-6121-4970-ac90-3699b134b759"
            currentBaseState: "Draft"
            data: {
              itemTitle: "Test edit of Item"
              followers: [
                { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
              ]
              comments: [
                {
                  commentText: "comment added while updating"
                  attachments: [
"{\"fileName\":\"test\",\"fileExtension\":\"rtf\",\"mimeType\":\"text/
rtf\",\"fileSize\":391,\"s3FileReference\":\"attachments/item/40f9cdd9
-dd03-4b10-adfe-40aa57ba2395\",\"fileStatus\":\"UPLOADED\"}"
                  ]
                }
              ]
            }
          }
          objectAction: "UPDATE"
        }
      }
    ) {
      businessObjectTypeName
      businessObjectIdentifier
    }
```

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```
  }
}
```

Edit Item response

Guidelines



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

Example

```
{
    "data": {
        "item": {
            "edit": {
                "businessObjectTypeName": "item",
                "businessObjectIdentifier": "6113a337-6121-4970-
ac90-3699b134b759",
            }
        }
    }
}
```

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**

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element in the relevant response.

Search Item

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

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

Search Item request

Guidelines

Element	Type	Description
query ItemSearch { workItem { search(	Method	The query for getting details of Item.
input	Object	**Required.** Contains the input parameter.
queryString	String	Contains the searching index and it's 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 Item.
pagingInfo	-	-
documents	-	-

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Element	Type	Description
id	String	**Required.** The Item 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	String	Last updated date time.
lastUpdatedDateTimeFormatted	String	Last updated user's GUID.
data	Object	-
currentState	String	Contains the value of currentSubState if present, otherwise currentBaseState. So, currentState is ultimate State of the Item.
displayIdentifier	String	Item identifier in readable format with Prefix-Counter(integer).
itemTitle	String	Title of the item.
creationTimestamp	DateTime	Creation date time in milliseconds.
creationTimestampFormatted	DateTime	Creation date time in readable format.
lastModifiedTimestamp	DateTime	Last modified date time in milliseconds.
lastModifiedTimestampFormatted	DateTime	Last modified date time in readable format.
createdByUser	Object	Contains details of the user who created the item.
userName	String	User's name who created the item.
userEmail	String	User's email who created the item.
lastModifiedByUser	Object	Contains details of the user who modified the item.
userName	String	User's name who last updated the item.
userEmail	String	User's email who last updated the item.
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.
followers	Object	Contains the follower IDs.
followerId	String	Following users' GUID

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Example

```
query ItemSearch {
  item {
    search(
      input: {
        queryString: "(indexLuceneSubType:\"\" OR
indexLuceneSubType:null)"
        sortFields: [{ field: "index-lastUpdatedDateTime", sortAsc:
true }]
        pageSize: 10
        pagingInfo: ""
      }
    ) {
      pagingInfo
      documents {
        id
        subType
        lastUpdatedDateTime
        lastUpdatedDateTimeFormatted
        data {
          displayIdentifier
          itemTitle
        }
      }
      facets {
        indexName
        path
        matchedDocsCount
        childFacetsCount
        childFacets {
          facetedName
          matchedDocsCount
        }
      }
    }
  }
}
```

Search Item response

Guidelines

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Element	Type	Description
Response	Method	-
data	Object	-
workItem	-	-
search	-	-
pagingInfo	-	Page information if the current page is not the first one.
documents	-	The details queried for the item (e.g. display identifier, item title, current state, comments, followers, etc.)

Example


```
{
  "data": {
    "item": {
      "search": {
        "pagingInfo":
"eyJwYWdlSW5kZXgiOjEsInBhZ2luZ0luZm9LZXkiOm51bGx9",
        "documents": [
          {
            "id": "fd5dc5ee-6576-4dd7-9f06-2832e9cba113",
            "subType": "",
            "lastUpdatedDateTime": 1734682790757,
            "lastUpdatedDateTimeFormatted": "12/20/24, 8:19 AM (GMT)",
            "data": {
              "displayIdentifier": "ITEM-19",
              "itemTitle": "Add Item with AssigneeCompany",
              "__typename": "ItemData"
            },
            "__typename": "Item"
          },
          {
            "id": "b14e4684-aba8-4ed5-b0a0-da94d63f4fdd",
            "subType": "",
            "lastUpdatedDateTime": 1734682958685,
            "lastUpdatedDateTimeFormatted": "12/20/24, 8:22 AM (GMT)",
            "data": {
              "displayIdentifier": "ITEM-29",
              "itemTitle": "dddddd",
              "__typename": "ItemData"
            },
            "__typename": "Item"
          },
          {
```


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```
            "id": "ad57eb8c-105b-4180-999a-37707f3c1420",
            "subType": "",
            "lastUpdatedDateTime": 1734687220952,
            "lastUpdatedDateTimeFormatted": "12/20/24, 9:33 AM (GMT)",
            "data": {
              "displayIdentifier": "ITEM-16",
              "itemTitle": "create new work Item",
              "__typename": "ItemData"
            },
            "__typename": "Item"
          }
        ],
        "facets": [],
        "__typename": "ItemSearchResult"
      },
      "__typename": "ItemQueryOps"
    }
  }
}
```


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 Item

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

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

Delete Item request

Guidelines

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Element	Type	Description
mutation itemDelete { item { delete(	Method	The mutation for deleting Item.
input	Object	**Required.** Input will be first paramater that holds input parameter
id	String	**Required.** Enter the WorkItem GUID to update the exact record
{ businessObjectIdentifier updated { id displayIdentifier } }	-	The BusinessObjectTypeName and businesssObjectIdentifier (GUID) fields contain information of what data is deleted.

Example

```
mutation ItemDelete {
  item {
    delete(input: { id: "ad57eb8c-105b-4180-999a-37707f3c1420" }) {
      businessObjectTypeName
      businessObjectIdentifier
    }
  }
}
```

Delete Item response

Guidelines

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

Example

```
{
  "data": {
    "item": {
      "delete": {
```

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```
        "businessObjectTypeName": "item",
        "businessObjectIdentifier":
"ad57eb8c-105b-4180-999a-37707f3c1420"
      }
    }
  }
}
```

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 Item

Owners and Partners use this API to start following an item. Provide the item identifier to start following the item.

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

Follow Item request

Guidelines

Element		Type	Description
mutation ItemStartFollow { item { startFollow(		Method	The mutation for updating the Item followers list.
input		Object	**Required.** The input parameter.
	id	String	**Required.** The WorkItem GUID to update the exact record.
{ businessObjectIdentifier updated { id displayIdentifier } }		-	The BusinessObjectTypeName, businesssObjectIdentifier(GUID) fields contain information of what data is updated.

Example

```
mutation ItemStartFollow {
  item {
```

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

Follow Item response

Guidelines

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

Example

```
{
    "data": {
        "item": {
            "startFollow": {
                "businessObjectTypeName": "item",
                "businessObjectIdentifier": "2335af1c-4193-469d-
b9c2-61400032f74e",
                "businessObjectDataVersion": 4,
                "mutateMessage": "Successfully followed the Item",
                "isAsync": null,
```

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```
                "updated": [
                    {
                        "id": "2335af1c-4193-469d-b9c2-61400032f74e",
                        "objectTypeName": "item",
                        "dataVersion": 4,
                        "__typename":
"MutateOperationResultEntryTypeDef"
                    }
                ],
                "__typename": "MutateOperationResultTypeDef"
            },
            "__typename": "ItemMutationOps"
        }
    }
}
```


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 Item

Owners and Partners use this API to stop following an item. Provide the item identifier to stop following an item.

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

Unfollow Item request

Guidelines

Element		Type	Description
mutation ItemStopFollow { item { stopFollow(		Method	The mutation for updating the Item followers list.
input		Object	**Required.** The input parameter.
	id	String	**Required.** 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 ItemStopFollow {
  item {
    stopFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
      businessObjectTypeName
      businessObjectIdentifier
      businessObjectDataVersion
      mutateMessage
      isAsync
      updated {
        id
        objectTypeName
        dataVersion
        __typename
      }
      __typename
    }
    __typename
  }
}
```

Unfollow Item response

Guidelines

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

Example

```
{
```

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```
    "data": {
        "item": {
            "stopFollow": {
                "businessObjectTypeName": "item",
                "businessObjectIdentifier": "2335af1c-4193-469d-
b9c2-61400032f74e",
                "businessObjectDataVersion": 5,
                "mutateMessage": "Successfully unfollowed the Item",
                "isAsync": null,
                "updated": [
                    {
                        "id": "2335af1c-4193-469d-b9c2-61400032f74e",
                        "objectTypeName": "item",
                        "dataVersion": 5,
                        "__typename":
"MutateOperationResultEntryTypeDef"
                    }
                ],
                "__typename": "MutateOperationResultTypeDef"
            },
            "__typename": "ItemMutationOps"
        }
    }
}
```


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.

View Item

Owners and Partners use this API to view an item. Provide the item identifier to view an item.

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

View Item request

Guidelines

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Element		Type	Description
query ItemView { item { view(		Method	The query for getting details of the Item.
input		Object	**Required.** The input parameter.
	id	String	**Required.** The Item GUID to update the exact record.
List of fields that you can pass on to View method to fetch data			The fields provided in the view GraphQl query will be returned in the response if data is present in the item.
id		String	GUID of Item.
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	

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Element			Type	Description
	currentState		String	This field will hold value of currentSubState if present, otherwise currentBaseState. So, currentState is ultimate State of the Item.
	displayIdentifier		String	WorkItem identifier in readable format with Prefix-Counter(integer).
	itemTitle		String	Title of the item.
	dueDate		Integer	Due date of the item.
	dueDateFormatted		String	Formatted value of due in readable format.
	creationTimestamp		DateTime	Creation date time in milliseconds.
	creationTimestampFormatted		DateTime	Creation date time in readable format.
	lastModifiedTimestamp		DateTime	Last modified date time in milliseconds.
	lastModifiedTimestampFormatted		DateTime	Last modified date time in readable format.
	createdByUser		Object	Contains details of the user who created the item.
		userName	String	User's name who created the item.
		userEmail	String	User's email who created the item.
	lastModifiedByUser		Object	Contains details of the user who modified the item.
		userName	String	User's name who last updated the item.
		userEmail	Integer	User's email who last updated the item.
	followers		Object	Contains the follower IDs.
		followerId	String	Following users' GUID.

Example

```
query ItemView {
  item {
```

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```
    view(input: {id: "04718cfd-8b81-47ff-a07d-fbab7d6bf628"}) {
      id
      currentBaseState
      currentSubState
      lastUpdatedDateTime
      lastUpdatedDateTimeFormatted
      data {
        currentState
        comments {
          commentIdentifier
          commentText
          attachments
          attachmentsFormatted
          commentedDateTime
          commentedDateTimeFormatted
          commentAuthorId
          commentAuthorIdFormatted
          __typename
        }
        displayIdentifier
        itemTitle
        initiatingCompany {
          primaryIdentifierType
          primaryIdentifierValue
          businessName
          __typename
        }
        followers {
          followerId
          followerIdFormatted
          __typename
        }
        __typename
      }
      __typename
    }
  }
}
```

View Item response

Guidelines



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Element	Type	Description
Response	Method	-
data	Object	-
item	-	-
view	-	-
id	String	GUID of Item.
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 will hold value of currentSubState if present, otherwise currentBaseState. So, currentState is ultimate State of the Item.
displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter(integer).
itemTitle	String	Title of the item.
dueDate	Integer	Due date of the item.
dueDateFormatted	String	Formatted value of due in readable format.
creationTimestamp	DateTime	Creation date time in milliseconds.
creationTimestampFormatted	DateTime	Creation date time in readable format.
lastModifiedTimestamp	DateTime	Last modified date time in milliseconds.
lastModifiedTimestampFormatted	DateTime	Last modified date time in readable format.
createdByUser	Object	Contains details of the user who created the item.
userName	String	User's name who created the item.
userEmail	String	User's email who created the item.
lastModifiedByUser	Object	Contains details of the user who modified the item.
userName	String	User's name who last updated the item.
userEmail	Integer	User's email who last updated the item.
followers	Object	Contains the follower IDs.
followerId	String	Following users' GUID.

Example

```
{
    "data": {
        "item": {
            "view": {
                "id": "04718cfd-8b81-47ff-a07d-fbab7d6bf628",
                "currentBaseState": "Done",
                "currentSubState": null,
```

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```
                "lastUpdatedDateTime": 1735814924326,
                "lastUpdatedDateTimeFormatted": "1/2/25, 10:48 AM
(GMT)",
                "data": {
                    "currentState": "Done",
                    "comments": [
                        {
                            "commentIdentifier": "2fa26034-6bd0-4d52-
a3a0-c60ac6ed40c4",
                            "commentText": "Added by partner",
                            "attachments": [
"{\"fileName\":\"Original_File\",\"fileExtension\":\"txt\",\"mimeType\
":\"text/plain\",\"fileSize\":10,\"s3FileReference\":\"\",\"fileStatus
\":\"EMPTY\"}"
                            ],
                            "attachmentsFormatted": [
                                "missing file"
                            ],
                            "commentedDateTime": 1734600920096,
                            "commentedDateTimeFormatted": "Dec 19,
2024, 9:35:20 AM (GMT)",
                            "commentAuthorId": "a3ef9f60-0276-11ed-
ad1d-0242ac110011",
                            "commentAuthorIdFormatted": "Matt Damon",
                            "__typename": "CommentTypeDefinition"
                        },
                        {
                            "commentIdentifier": "6e654588-dcde-4361-
aaf0-3b77539d0e90",
                            "commentText": "Only comment Text",
                            "attachments": null,
                            "attachmentsFormatted": null,
                            "commentedDateTime": 1734601742830,
                            "commentedDateTimeFormatted": "Dec 19,
2024, 9:49:02 AM (GMT)",
                            "commentAuthorId": "a3ef9f60-0276-11ed-
ad1d-0242ac110011",
                            "commentAuthorIdFormatted": "Matt Damon",
                            "__typename": "CommentTypeDefinition"
                        },
                        {
                            "commentIdentifier": "a8fc2d9d-
f207-4636-88d7-b800eb08ce0f",
                            "commentText": "Both comment and
attachment",
                            "attachments": [
```


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"{\"fileName\":\"Original_File\",\"fileExtension\":\"txt\",\"mimeType\
":\"text/plain\",\"fileSize\":10,\"s3FileReference\":\"attachments/ite
m/7a3891b3-500a-470e-9a78-6d92ccafa342\",\"fileStatus\":\"UPLOADED\"}"
                            ],
                            "attachmentsFormatted": [
                                "Original_File.txt (10 bytes)"
                            ],
                            "commentedDateTime": 1734601742830,
                            "commentedDateTimeFormatted": "Dec 19,
2024, 9:49:02 AM (GMT)",
                            "commentAuthorId": "a3ef9f60-0276-11ed-
ad1d-0242ac110011",
                            "commentAuthorIdFormatted": "Matt Damon",
                            "__typename": "CommentTypeDefinition"
                        },
                        {
                            "commentIdentifier":
"bdbdef23-5846-4b22-8681-7bf05a9de91b",
                            "commentText": "multiple attachment",
                            "attachments": [
"{\"fileName\":\"Original_File\",\"fileExtension\":\"txt\",\"mimeType\
":\"text/plain\",\"fileSize\":10,\"s3FileReference\":\"attachments/ite
m/2651a7ca-
b580-4dda-9ca5-345ab34eefb1\",\"fileStatus\":\"UPLOADED\"}",
                                "{\"fileName\":\"Test document
1\",\"fileExtension\":\"png\",\"mimeType\":\"image/png\",\"fileSize\":
43561,\"s3FileReference\":\"attachments/item/80bbeb25-c918-4939-
b9ed-97a77af37795\",\"fileStatus\":\"UPLOADED\"}",
                                "{\"fileName\":\"Sample-SQL-File-10-
Rows\",\"fileExtension\":\"sql\",\"mimeType\":\"\",\"fileSize\":1593,\
"s3FileReference\":\"attachments/item/43e1a1fc-
c00d-48db-9291-9f49ab695a4b\",\"fileStatus\":\"UPLOADED\"}",
"{\"fileName\":\"sample\",\"fileExtension\":\"pdf\",\"mimeType\":\"app
lication/pdf\",\"fileSize\":18810,\"s3FileReference\":\"attachments/it
em/7ffd0439-7bc7-41be-90e1-
cffd4ceb0583\",\"fileStatus\":\"UPLOADED\"}",
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                                "sample.pdf (18 KB)",
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                                "SampleVideo_1280x720_30mb.mp4 (30 MB)",
                                "SampleXLSFile_6800kb.xls (6 MB)",
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    }
}
```


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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