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Work item APIs

Companies that own or link to Agile Process Teams use these APIs to add, update, and complete work items. Work items facilitate collaboration and data exchange across multiple enterprises or partners. They are specifically built to support use cases where interaction between separate businesses, partners, or stakeholders is required. Work items provide shared visibility into key data and processes for all participating enterprises while ensuring security, access control, and traceability.

Add work item

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

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

Contact your TraceLink Services representative for more information about using this API.
Add work item request

Guidelines

Element	Type	Description
mutation WorkItemNew { workItem { new(	Method	The mutation for creating the WorkItem.

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Element			Type	Description
input			Object	**Required.** The input parameter.
[payload: payload]			Object	**Required.** The actual values that need to be inserted.
subType			String	The Subtype name.
id			String	ID of the work item.
currentBaseState			String	For new records, the currentBaseState is DRAFT.
data			Object	-
	dueDate		Integer	Work Item due date.
	workItemTitle		String	**Required.** The title details of WorkItem.
	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.
		primaryIdentifierType	String	Assignee Company primary identifier Type.
		primaryIdentifierValue	String	Assignee Company primary identifier Value.
	assigneeUser		Object	Contains the assignee user name and email.
		userName	String	Assignee user's name.
		userEmail	String	Assignee user's email.
	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 workItemNew, the actionName is CREATE.
{ businessObjectIdentifier }			-	The BusinessObjectTypeNameand businesssObjectIdentifier(GUID) fields contain information of what data is newly inserted.

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Example

```
mutation WorkItemNew {
  workItem {
    new(
      input: {
        workItem: {
          payload: {
            id: "6d211f5d-96bb-4bc2-8a27-006d517602da"
            currentBaseState: "Draft"
            data: {
              workItemTitle: "Missing product details"
              dueDate: 1747831980000
              followers: [
                { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
              ]
              comments: [
                {
                  attachments: [
"{\"fileName\":\"test\",\"fileExtension\":\"rtf\",\"mimeType\":\"text/
rtf\",\"fileSize\":391,\"s3FileReference\":\"attachments/workItem/3728
7894-d3fe-42b7-8c1d-0dc36e5f4216\",\"fileStatus\":\"UPLOADED\"}"
                  ]
                  commentText: "Comment text from Peter while
creation"
                }
              ]
              assigneeCompany: {
                businessName: "QAPartnerCorp1202409240834280621"
                primaryIdentifierValue: "2054051864409"
                primaryIdentifierType: "GLN"
              }
              assigneeUser: {
                userName: "Marvin"
                userEmail: "qeauto+qapartnercorp1202409240834280621-
coa@tracelink.com"
              }
            }
          }
          objectAction: "UPDATE"
        }
      }
    ) {
      businessObjectTypeName
      businessObjectIdentifier
      businessObjectDataVersion
```

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```
      mutateMessage
      isAsync
      asyncRequestDetails {
        requestIdentifier
        requestStatus
        consumerPollIntervalMS
        __typename
      }
      created {
        id
        objectTypeName
        dataVersion
        __typename
      }
      updated {
        id
        objectTypeName
        dataVersion
        __typename
      }
      deleted {
        id
        objectTypeName
        dataVersion
        __typename
      }
      __typename
    }
    __typename
  }
}
```

Add work item response

Guidelines



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

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Example

```
{
    "data": {
        "workItem": {
            "new": {
                "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.

Edit work item

Owners and Partners use this API to modify an existing work item 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 work item has started).

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

Edit work item request

Guidelines

Element	Type	Description

mutation WorkItemEdit {
workItem {
edit(
	Method	The mutation for updating the WorkItem.

input	Object	**Required.** The input parameter.

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Element	Type	Description
[payload: payload]	Object	**Required.** The values that need to be inserted.
subType	String	Subtype is non mandatory parameter when we are performing actions on Base Object. For Subtype it's mandatory to provide a Subtype name.
id	String	**Required.** The WorkItem GUID to update the exact record.
currentBaseState	String	Change the Workflow state from Draft to ToDo/InProgress/Done.
data	Object	-
dueDate	Integer	Work Item due date.
workItemTitle	String	**Required.** Contains the title details of WorkItem.
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's name.
userEmail	String	Assignee user's email.
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 workItemEdit, the actionName is UPDATE.
{ businessObjectIdentifier }	-	The BusinessObjectTypeName and businesssObjectIdentifier(GUID) fields contain information of what data is updated.

Example

```
mutation WorkItemEdit {
  workItem {
    edit(
      input: {
        workItem: {
          payload: {
            id: "6d211f5d-96bb-4bc2-8a27-006d517602da"
```

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```
            currentBaseState: "Draft"
            data: {
              workItemTitle: "Missing product details"
              dueDate: 1747831980000
              followers: [
                { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
              ]
              comments: [
                {
                  attachments: [
"{\"fileName\":\"test\",\"fileExtension\":\"rtf\",\"mimeType\":\"text/
rtf\",\"fileSize\":391,\"s3FileReference\":\"attachments/workItem/3728
7894-d3fe-42b7-8c1d-0dc36e5f4216\",\"fileStatus\":\"UPLOADED\"}"
                  ]
                  commentText: "Comment text from Peter while
creation"
                }
              ]
              assigneeCompany: {
                businessName: "QAPartnerCorp1202409240834280621"
                primaryIdentifierValue: "2054051864409"
                primaryIdentifierType: "GLN"
              }
              assigneeUser: {
                userName: "Marvin"
                userEmail: "qeauto+qapartnercorp1202409240834280621-
coa@tracelink.com"
              }
            }
          }
          objectAction: "UPDATE"
        }
      }
    ) {
      businessObjectTypeName
      businessObjectIdentifier
  }
}
```

Edit work item response

Guidelines



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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

```
{
    "data": {
        "workItem": {
            "edit": {
                "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.

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 work item request

Guidelines

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

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Element	Type	Description
id	String	**Required.** Enter 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	String	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 the initiating company name, identifier type, and identifier value.
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

```
query WorkItemSearch {
  workItem {
    search(
      input: {
        queryString: "(indexLuceneSubType:\"\" OR
indexLuceneSubType:null)"
        sortFields: [{ field: "index-lastUpdatedDateTime", sortAsc:
false }]
        pageSize: 3
        pagingInfo: ""
      }
    ) {
      pagingInfo
      documents {
        id
        currentBaseState
        currentSubState
        subType
        lastUpdatedDateTime
        lastUpdatedDateTimeFormatted
        data {
          currentState
          displayIdentifier
          workItemTitle
          dueDateFormatted
          initiatingCompany {
            businessName
          }
          assigneeCompany {
            businessName
          }
        }
      }
      facets {
        indexName
        path
        matchedDocsCount
        childFacetsCount
        childFacets {
          facetedName
          matchedDocsCount
        }
      }
    }
```

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```
  }
}
```

Search work item 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	String	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 the initiating company name, identifier type, and identifier value.
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": "4fe82f69-605d-4608-a714-fdc279e6dce5",
            "currentBaseState": "Draft",
            "currentSubState": null,
            "subType": "",
            "lastUpdatedDateTime": 1747227964874,
            "lastUpdatedDateTimeFormatted": "5/14/25, 1:06 PM (GMT)",
            "data": {
              "currentState": "Draft",
              "displayIdentifier": "WI-331",
              "workItemTitle": "ssss",
              "dueDateFormatted": "May 30, 2025, 12:59:00 PM (GMT)",
              "initiatingCompany": {
                "businessName": "QAOwnerCorp202409240834253301",
                "__typename":
"InitiatingCompanyLocationTypeDefinition"
              },
              "assigneeCompany": null,
              "__typename": "WorkItemData"
            },
            "__typename": "WorkItem"
          },
          {
            "id": "6d211f5d-96bb-4bc2-8a27-006d517602da",
            "currentBaseState": "Draft",
            "currentSubState": null,
            "subType": "",
            "lastUpdatedDateTime": 1747227496355,
            "lastUpdatedDateTimeFormatted": "5/14/25, 12:58 PM (GMT)",
            "data": {
              "currentState": "Draft",
              "displayIdentifier": "WI-330",
              "workItemTitle": "Missing product details",
              "dueDateFormatted": "May 21, 2025, 12:53:00 PM (GMT)",
              "initiatingCompany": {
                "businessName": "QAOwnerCorp202409240834253301",
                "__typename":
```


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```
"InitiatingCompanyLocationTypeDefinition"
              },
              "assigneeCompany": {
                "businessName": "QAPartnerCorp1202409240834280621",
                "__typename": "BusinessCompanyLocationTypeDefinition"
              },
              "__typename": "WorkItemData"
            },
            "__typename": "WorkItem"
          },
          {
            "id": "4796f641-dba9-47b4-b8c6-b0acb41ed2c8",
            "currentBaseState": "Draft",
            "currentSubState": null,
            "subType": "",
            "lastUpdatedDateTime": 1747135410051,
            "lastUpdatedDateTimeFormatted": "5/13/25, 11:23 AM (GMT)",
            "data": {
              "currentState": "Draft",
              "displayIdentifier": "WI-329",
              "workItemTitle": "rwer",
              "dueDateFormatted": "May 20, 2025, 11:23:14 AM (GMT)",
              "initiatingCompany": {
                "businessName": "QAOwnerCorp202409240834253301",
                "__typename":
"InitiatingCompanyLocationTypeDefinition"
              },
              "assigneeCompany": null,
              "__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**

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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 work item request

Guidelines

Element		Type	Description
mutation WorkItemDelete { workItem { delete(		Method	The mutation for deleting the WorkItem.
input		Object	**Required.** The input parameter.
	id	String	**Required.** 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
  }
}
```

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Delete work item 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).

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 work item.

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

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Follow work item request

Guidelines

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

Guidelines

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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


```
{
    "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.

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Unfollow work item

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

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

Unfollow work item request

Guidelines

Element		Type	Description
mutation WorkItemStopFollow { workItem { stopFollow(		Method	The mutation for updating the WorkItem followers list.
input		Object	**Required.** The input parameter.
	id	String	**Required.** 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
```

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```
  }
}
```

Unfollow work item 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

```
{
    "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"
        }
    }
```

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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.

View work 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 work item request

Guidelines

Element	Type	Description
query WorkItemView { workItem { view(	Method	The query for getting details of the WorkItem.
input	Object	**Required.** The input parameter.
id	String	**Required.**The WorkItem 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 workItem.
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 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 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 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 work item.
	userName	String	User's name who created the workitem.
	userEmail	String	User's email who created the workitem.
lastModifiedByUser		Object	Contains details of the user who modified the work item.
	userName	String	User's name who last updated the workitem.
	userEmail	Integer	User's email who last updated the workitem.
initiatingCompany		Object	Contains the initiating company name, identifier type, and identifier value.
	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

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

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```
      __typename
    }
    __typename
  }
}
```

View work item response

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 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 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 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 work item.
userName	String	User's name who created the workitem.
userEmail	String	User's email who created the workitem.
lastModifiedByUser	Object	Contains details of the user who modified the work item.
userName	String	User's name who last updated the workitem.
userEmail	Integer	User's email who last updated the workitem.
initiatingCompany	Object	Contains the initiating company name, identifier type, and identifier value.
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": {
            "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": "Matt Damon",
                            "__typename":
"WorkItemFollowersTypeDefinition"
                        },
                        {
                            "followerId": "c55ff5ff-66d0-4c31-
b2e4-5947a7e21955",
                            "followerIdFormatted": "Patricia
Reynolds",
                            "__typename":
"WorkItemFollowersTypeDefinition"
                        }
                    ],
                    "__typename": "WorkItemData"
                },
                "__typename": "WorkItem"
            },
            "__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.

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