

**Oracle Financial Services
Enterprise Case Management**

API Services Guide

Release 8.1.2.6.0

October 2023

ORACLE
Financial Services

Copyright © 2015, 2023, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

For information on third party licenses, click [here](#)

Document Control

Version Number	Revision Date	Change Log
8.0 (8.1.2.6)	October 2023	The Request Parameters (Create Event and Promote to Case) section is updated with Configuring Case Title.
7.0	June 2023	Merged the API and Attachment & Comments Guides. See Attachment and Comments Service .
6.0	March 2023	The section Appendix A - Supported JSON Structures for Generic Event Information is updated with examples of JSONs for multiple levels of information display for Generic Event and Additional Information grids.
5.0	December 2022	There have been no content changes to the OFS ECM API Services Guide in the OFS ECM 8.1.2.3.0. release
4.0	September 2022	Below services are included in the API document. Create or Update Case description Get ECM Case Status Add Customer to Case Remove Customer from Case Add Account to Case Remove Account from Case Add External Entity to Case Remove External Entity from Case Add Transaction to Case Remove Transaction from Case Update Event Risk Decision for Case Add Narrative to Case
3.0	June 2022	Trusted Pair and Event Suppression Service included.
2.0	May 2022	ScenarioCatlogID and Its description changed to scenarioName
1.0	April 2020	Created the first version.

Table of Contents

1	Preface	10
1.1	Purpose of this Document	10
1.2	Intended Audience	10
1.3	Related Documents	10
2	Overview	11
2.1	Process Flow	11
2.2	Types of Services	12
3	Prerequisites	14
4	Configuring Tables	15
4.1	FCC_RT_EVENT_ENTITY_TABLES	15
4.2	FCC_RT_EVENT_ENTITY_TABLES_COL	16
4.3	FCC_RT_EVENTTYPE_PTC	16
4.4	FCC_RT_EVENTTYPE_PTC_QUERIES	17
4.5	FCC_RT_EVNTTYP_CORRELATION_MAP	17
4.6	FCC_CORRELATION_CASE_TYPE_MAP	17
5	Use Cases for Configuring Tables	18
5.1	Adding an Entity	18
5.2	Adding Persistence to an Entity	19
5.3	Adding PTC for Entity	20
5.4	Adding an Event Type to Correlation Map	20
6	Services	21
6.1	Create Event	21
6.1.1	<i>HTTP Link</i>	21
6.1.2	<i>Service Type</i>	21
6.1.3	<i>Request Parameters</i>	21
6.1.4	<i>Request JSON Sample</i>	24
6.1.5	<i>Response Parameters</i>	27
6.1.6	<i>Response JSON Sample</i>	27

6.2	Create Event and Promote to Case	27
6.2.1	HTTP Link	28
6.2.2	Service Type	28
6.2.3	Request Parameters	28
6.2.4	Request JSON Sample	30
6.2.5	Response Parameters	33
6.2.6	Response JSON Sample	33
6.3	Create Event and Extend to Existing Case	33
6.3.1	HTTP Link	34
6.3.2	Service Type	34
6.3.3	Request Parameters	34
6.3.4	Request JSON Sample	36
6.3.5	Response Parameters	42
6.3.6	Response JSON Sample	42
6.4	Trusted Pairs	42
6.4.1	HTTP Link	42
6.4.2	Service Type	43
6.4.3	Request Parameters/ Non-Mandatory Inputs	43
6.4.4	Request JSON Sample	43
6.4.5	Response Parameters	43
6.4.6	Response JSON Sample	46
6.5	Event Suppression	47
6.5.1	HTTP Link	47
6.5.2	Service Type	47
6.5.3	Request Parameters/ Non-Mandatory Inputs	48
6.5.4	Request JSON Sample	48
6.5.5	Response Parameters	48
6.5.6	Response JSON Sample	51
6.6	Create or Update Case Description	51
6.6.1	HTTP Link	52
6.6.2	Service Type	52
6.6.3	Request Parameters	52
6.6.4	Request JSON Sample	52

6.6.5	<i>Response Parameters</i>	52
6.6.6	<i>Response JSON Sample</i>	53
6.7	Get ECM Case Status	53
6.7.1	<i>HTTP Link</i>	53
6.7.2	<i>Service Type</i>	53
6.7.3	<i>Request Parameters</i>	53
6.7.4	<i>Request JSON Sample</i>	54
6.7.5	<i>Response Parameters</i>	54
6.7.6	<i>Response JSON Sample</i>	54
6.8	Add Customer to Case	55
6.8.1	<i>HTTP Link</i>	55
6.8.2	<i>Service Type</i>	55
6.8.3	<i>Request Parameters</i>	55
6.8.4	<i>Request JSON Sample</i>	64
6.8.5	<i>Response Parameters</i>	67
6.8.6	<i>Response JSON Sample</i>	68
6.9	Remove Customer from Case	69
6.9.1	<i>HTTP Link</i>	69
6.9.2	<i>Service Type</i>	69
6.9.3	<i>Request Parameters</i>	69
6.9.4	<i>Request JSON Sample</i>	70
6.9.5	<i>Response Parameters</i>	70
6.9.6	<i>Response JSON Sample</i>	71
6.10	Add Account to Case	72
6.10.1	<i>HTTP Link</i>	72
6.10.2	<i>Service Type</i>	72
6.10.3	<i>Request Parameters</i>	72
6.10.4	<i>Request JSON Sample</i>	77
6.10.5	<i>Response Parameters</i>	80
6.10.6	<i>Response JSON Sample</i>	81
6.11	Remove Account from Case	81
6.11.1	<i>HTTP Link</i>	82
6.11.2	<i>Service Type</i>	82

6.11.3	<i>Request Parameters</i>	82
6.11.4	<i>Request JSON Sample</i>	82
6.11.5	<i>Response Parameters</i>	83
6.11.6	<i>Response JSON Sample</i>	84
6.12	Add External Entity to Case	84
6.12.1	<i>HTTP Link</i>	85
6.12.2	<i>Service Type</i>	85
6.12.3	<i>Request Parameters</i>	85
6.12.4	<i>Request JSON Sample</i>	87
6.12.5	<i>Response Parameters</i>	89
6.12.6	<i>Response JSON Sample</i>	90
6.13	Remove External Entity from Case	91
6.13.1	<i>HTTP Link</i>	91
6.13.2	<i>Service Type</i>	91
6.13.3	<i>Request Parameters</i>	91
6.13.4	<i>Request JSON Sample</i>	91
6.13.5	<i>Response Parameters</i>	92
6.13.6	<i>Response JSON Sample</i>	93
6.14	Add Transaction to Case	94
6.14.1	<i>HTTP Link</i>	94
6.14.2	<i>Service Type</i>	94
6.14.3	<i>Request Parameters</i>	94
6.14.4	<i>Request JSON Sample</i>	98
6.14.5	<i>Adding Labels to Transactions</i>	99
6.14.6	<i>Deleting Labels to Transactions</i>	99
6.14.7	<i>Response Parameters</i>	100
6.14.8	<i>Response JSON Sample</i>	101
6.15	Remove Transaction from Case	102
6.15.1	<i>HTTP Link</i>	102
6.15.2	<i>Service Type</i>	102
6.15.3	<i>Request Parameters</i>	102
6.15.4	<i>Request JSON Sample</i>	103
6.15.5	<i>Response Parameters</i>	103

6.15.6	<i>Response JSON Sample</i>	104
6.16	Update Event Risk Decision for Case	105
6.16.1	<i>HTTP Link</i>	105
6.16.2	<i>Service Type</i>	105
6.16.3	<i>Request Parameters</i>	105
6.16.4	<i>Request JSON Sample</i>	106
6.16.5	<i>Response Parameters</i>	107
6.16.6	<i>Response JSON Sample</i>	108
6.17	Add Narrative to Case	108
6.17.1	<i>HTTP Link</i>	109
6.17.2	<i>Service Type</i>	109
6.17.3	<i>Request Parameters</i>	109
6.17.4	<i>Request JSON Sample</i>	109
6.17.5	<i>Response Parameters</i>	109
6.17.6	<i>Response JSON Sample</i>	110
6.18	Attachment and Comments Service.....	111
6.18.1	<i>Service Definition</i>	111
6.18.2	<i>Configuring Entity Types</i>	116
7	Appendix A - Supported JSON Structures for Generic Event Information	118
7.1	Assumptions and Notes	129
8	Appendix B - Improvements in Real Time Event Creation APIs	131
8.1	Logging Improvements in Real Time Event Creation APIs.....	131
8.2	Sample responses for the ECM real time event creation API.....	132
8.3	Sample responses for create or update ECM case description API	156
8.4	Sample responses for get ECM case status API	158
8.5	Sample responses for Adding Customer to Case.....	160
8.6	Sample responses for Removing Customer from Case.....	165
8.7	Sample responses for Add Account to Case API.....	170
8.8	Sample responses for Remove Account from Case API.....	175
8.9	Sample responses for Add External Entity to Case API.....	180
8.10	Sample responses for Remove External Entity from Case API	186
8.11	Sample responses for Add Transaction to Case API	191

8.12	Sample responses for Remove Transaction from Case API	196
8.13	Sample responses to Update Event Risk Decision for Case API	201
8.14	Sample responses for Add Narrative to Case API	206
9	Appendix C – Sample JSONs	209
9.1	Create Event	209
9.2	Save Event and Promote to Case	211
9.3	Save Event and Extend to Case	213

1 Preface

This preface provides supporting information for the Oracle Financial Services Enterprise Case Management Application Pack (OFS ECM) API Services.

Topics:

- [Purpose of this Document](#)
- [Intended Audience](#)
- [Related Documents](#)

1.1 Purpose of this Document

This document contains the API services information for Oracle Financial Services Enterprise Case Management Application Pack. This API Services Guide aims to provide information about the REST APIs for ECM.

This guide assumes that the audience has technical and functional expertise in using and working with REST APIs. This document does not teach REST concepts.

1.2 Intended Audience

This document is intended for users of OFS ECM. You must be able to utilize the API service to populate events generated from an in-house application or any other third-party monitoring system.

1.3 Related Documents

This section identifies additional documents related to OFS ECM. You can access these documents from the Documentation Library ([OHC](#)).

- [Oracle Financial Services Enterprise Case Management Installation Guide](#)
- [Oracle Financial Services Enterprise Case Management User Guide](#)
- [Oracle Financial Services Enterprise Case Management Admin Guide](#)

2 Overview

OFS ECM API offers services to populate events identified in your source systems into the OFS ECM layer and services to allow the Behavior Detection Framework (BDF) to consume trusted pair information present within ECM.

In transaction monitoring systems, events are generated using various scenarios through batches. Then, the generated events are processed further, and cases are created. This whole process takes time. There may be some outliers for which a case can be created or extended to an existing case. This service helps users avoid the lengthier process of transaction monitoring systems. Also, these API services help Analysts create ad-hoc events if they come across any negative news on a customer or some other external incidents for an interested party for further investigation.

Trusted Pair is the concept of reducing the number of false positive events by identifying transactions between parties viewed as having a trusted relationship. The Trusted Pair API will allow full or filtered Trusted Pair data to be loaded to BDF based on inputs provided.

Event Suppression enables the automatic suppression of a particular entity's newly-generated alerts based on criteria such as highlight, scenario, and suppression rule begin and end date. The Event Suppression API will allow full or filtered Suppression data to be loaded to BDF based on inputs provided.

2.1 Process Flow

Figure 1 shows the process flow of how to use services.

Figure 1: Process Flow

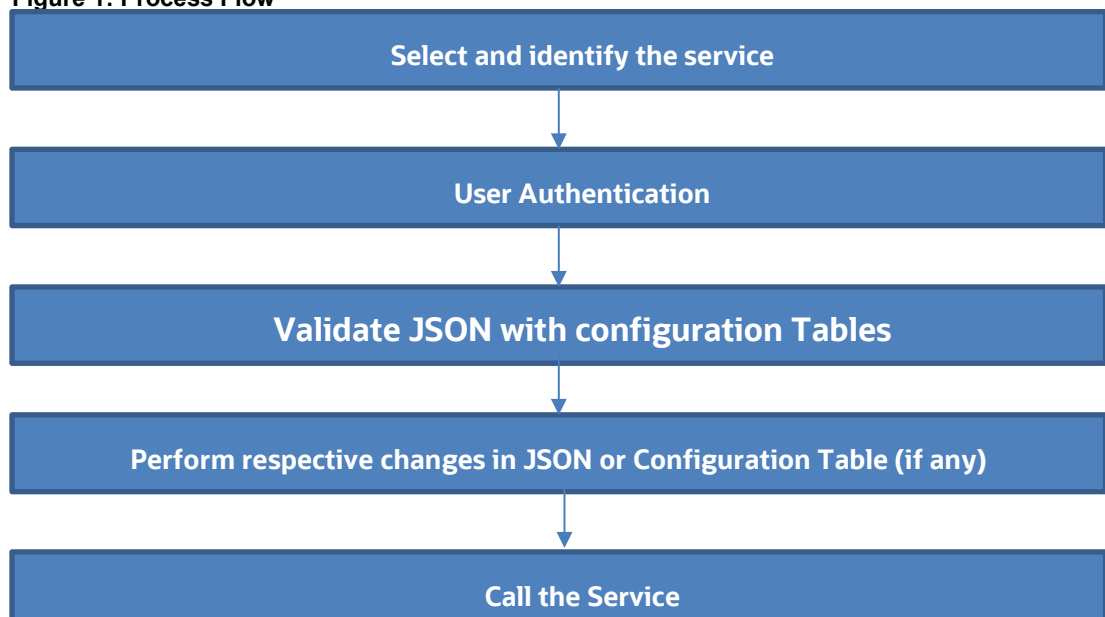


Table 1 provides additional information and links to specific documentation for each task in the flowchart.

Table 1: Task Details

Task	Details and Documentation
Select and identify the service	Select and identify the service which serves your purpose from the list of services. For more information, see Types of Services.
User Authentication	Identify the ECM user to use the service. User credentials must be set in the BASIC AUTH HEADER of the service request.
Validate JSON with configuration Tables	Compare the sample JSON with your required configuration. If it matches, then it can be used. Otherwise, it must be modified.
Perform respective changes in JSON or Configuration Table (if any)	Identify the necessary columns and add missing information to the configuration table as required. The columns added must be mapped back to the JSON. For more information, see Services.
Calling the Service	The Service is called using any REST Client.

2.2 Types of Services

The following services are supported:

- **Create Event:** This service saves the event generated in the source system to the consolidation layer. The saved event is available for correlation when the next batch is triggered.
- **Create Event and Promote to Case:** This service creates a new case for the event generated from the source system. For example, if an event is created for a customer in the Customer Screening application, on triggering this service, a case is created for the event on the ECM layer.
- **Create Event and Extend to Existing Case:** This service links a generated event to an existing case mentioned in the service. For example, an event generated in AML, which is related to another event for which a case is already created in ECM. On triggering this service, the new event is added to the existing case.
- **Trusted Pairs -** This service allows Behavior Detection Framework (BDF) to consume trusted pair information present within ECM. This API will have non-mandatory inputs. If these inputs are provided, they will be used to filter data. If these inputs are not provided, full data will be loaded as JSON output.
- **Event Suppression -** This service allows Oracle Financial Services Behavior Detection (OFS BD) to consume Event Suppression information present within ECM. This API will have non-mandatory inputs. If these inputs are provided, they will be used to filter data. If these inputs are not provided, full data will be loaded as JSON output.

- Create or Update Case Description - This service allows the Case Description to be added or updated. Any change will lead to an update to the audit history.
- Get ECM Case Status - This service will allow the determination of the current status of the Case. The service will have a JSON input. It will accept the case id for which the status needs to be known.
- Add Customer to Case – This service will allow customers to be added to an existing case. All information about the customer will be added via the API. So, this is independent of whether the customer exists in the business data.
- Remove Customer from Case – This service will allow customers to be removed from an existing case.
- Add Account to Case - This service will allow accounts to be added to an existing case. All information about the account will be added via the API. So, this can be independent of whether the account exists in the business data.
- Remove Account from Case - This service will allow accounts to be removed from an existing ECM case.
- Add external Entity to Case - This service will allow external Entities to be added to an existing case. All information about the external Entity will be added via the API. So, this can be independent of whether the external Entity exists in the business data.
- Remove external Entity from Case - This service will allow removal of external Entities from an existing case.
- Add Transactions to a case - This service will allow addition of transactions to an existing case. All information about the transaction will be added via the API. So, this can be independent of whether the transaction exists in the business data.
- Remove Transactions from a case - This service will allow removal of transactions from an existing case. It will accept multiple caseids and transactions information to be removed from a case.
- Update Event risk Decision - This service will allow updation of event risk decision for events in existing ECM case. It will accept multiple caseids and event information whose risk decisions are to be updated for the case.
- Add Narrative to a Case - This service will allow addition of Narratives to an existing case. Only plain text will be captured. Formatting, images and screenshots will not be captured.

3 Prerequisites

The following are prerequisites for using the API services:

1. ECM setup must be installed.
2. Appropriate User privileges to access the services.
3. Technical and functional knowledge to understand and execute the REST APIs and configuration knowledge.
4. Knowledge of REST concepts, JSON, and browser-based REST client.
5. Prior knowledge of REST programming is required to understand the examples, samples, scenarios, and reference sections.
6. Knowledge of the ECM Data model.

4 Configuring Tables

NOTE This section applies only to the following API Services

- Create Event
- Create Event and Promote to Case
- Create Event and Extend to Existing Case

You must configure specific tables to populate and save events on the Consolidation and Case layers. By configuring these tables, you will get the flexibility to select which data (such as Evented Entity and Entity details) should be saved. The Oracle client can configure these tables before utilizing the API service. The following tables must be configured:

- FCC_RT_EVENT_ENTITY_TABLES
- FCC_RT_EVENT_ENTITY_TABLES_COL
- FCC_RT_EVENTTYPE_PTC
- FCC_RT_EVENTTYPE_PTC_QUERIES
- FCC_RT_EVNTTYP_CORRELATION_MAP
- FCC_CORRELATION_CASE_TYPE_MAP

The following sections describe these tables.

4.1 FCC_RT_EVENT_ENTITY_TABLES

This table stores entities that the service accepts. For example, if this table has entries for only entities such as Account and Customer, then the API service will accept only events generated which have a focus on Account and Customer.

Column Name	Description
N_ENTITY_TYPE_ID	Entity Type unique ID.
V_ENTITY_TYPE	Entity type name. It should be the same as what is sent in the JSON. For example, Customer, Account, and so on.
V_EVENTED_TABLE_NAME	Name of the entity evented table where evented data is stored.
V_ENTITY_TABLE_NAME	Name of the corresponding CA business table name. For example, FCC_CUST.
V_ENTITY_LOOK_UP_TABLE_NAME	Name of the entity lookup table.
IS_LOOK_UP_PER_REQD	Determines if the entity details are required to copy to the entity lookup table. You can set this to Y or N. If flag is Y, then it will update the corresponding entity lookup tables. If you are adding a new entity and this flag is Y, then it will check the newly added entity in the lookup table and will not update it in the table if it is a duplicate.

Column Name	Description
IS_ENTI_PER_REQD	Determines if the entity details are required to copy to the entity table. You can set this to Y or N. If this flag is N, then entity information at the time of event generation will not be updated to the corresponding entity tables.
IS_EVENT_PER_REQD	Determines if the entity details are required to copy to the event table. That is, you can choose in which table data is to be populated. You can set this to Y or N. If this flag is N, then entity information at time of event generation will not be updated to the corresponding event tables.
V_LOOKUP_SEQUENCE_NAME	Sequence name to SKey generation of the lookup. This is required if lookup persistence is required. You can find the sequence from the Sequences (CM_CUST_SEQ) option on the left panel of the database.

4.2 FCC_RT_EVENT_ENTITY_TABLES_COL

This table maps the lookup, evented, and business entity information required to be captured for the respective entities, that is, the columns of the lookup, evented, and business entities that are required on the JSON. The mapping must match the data accepted in the relevant entity tables.

Column Name	Description
N_ENTITY_TYPE_ID	Sequence ID of the entity. It must be the same as defined in the FCC_RT_EVENT_ENTITY_TABLES table.
V_TABLE_NAME	Table name for the entity which is given in the FCC_RT_EVENT_ENTITY_TABLES table.
V_COL_BUSINESS_NAME	Business name of the entity attribute.
V_COL_NAME	Column name of the entity attribute.
V_DATA_TYPE	Data type of the entity attribute.
V_COL_TYPE	Column type of the entity attribute.
V_IS_SURROG_KEY	Defines the surrogate key.

4.3 FCC_RT_EVENTTYPE_PTC

This table maps the case type and corresponding T2T query IDs that must be triggered during case creation or case extension. These queries are triggered only if the service triggered is required to create or extend a case.

Column Name	Description
V_CASE_TYPE	The type of the case. For example, AML_DD
N_SEQUENCE	Order in which the queries should run for the corresponding case type.

Column Name	Description
V_T2T_CODE	Code name of the corresponding T2T query.

4.4 FCC_RT_EVENTTYPE_PTC_QUERIES

This table stores T2T queries against corresponding T2T codes. Queries are triggered on a case service call, but only the queries mapped to the case type for which the event is triggered will be called.

Column Name	Description
V_T2T_CODE	Code name of the corresponding T2T query.
C_T2T_QUERY	T2T query which populates data to the ECM tables.

4.5 FCC_RT_EVNTTYP_CORRELATION_MAP

This table maps the event type to the correlation rule, so the case generated through the service will be of case type (AML_SURV, CS_SAN, and so on) to which the correlation rule is mapped. For example, Correlation rule 1 is mapped to case type AML_SURV. If the ingesting AML event has to generate a case type of AML_SURV, the entry must be passed in this table mapping event type and correlation rule.

Column Name	Description
N_EVENT Type	The type of event used for correlation.
N_CORRELATION_RULE_SKEY	This is the correlation rule unique Identification number. The value of N_CORRELATION_RULE_SKEY column (rule number) should be the same as defined in the FCC_CORRELATION_RULE table.

4.6 FCC_CORRELATION_CASE_TYPE_MAP

This table maps the correlation rule with the case type, so cases created through this correlation rule will be all of the given case type (for more information on how to design the case type, see the [Oracle Financial Services Enterprise Case Management Admin Guide](#)).

Column Name	Description
V_CASE_TYPE	This is the type of case.
N_CORRELATION_RULE_SKEY	This is the correlation rule unique Identification number. The value of N_CORRELATION_RULE_SKEY column (rule number) should be same as defined in the FCC_CORRELATION_RULE table.

5 Use Cases for Configuring Tables

NOTE This section applies only to the following API Services

- Create Event
- Create Event and Promote to Case
- Create Event and Extend to Existing Case

You can use the following scenarios to understand the services. Before modifying the JSON, you must configure the tables with appropriate values.

[Adding an Entity](#) and [Adding Persistence to an Entity](#) use cases explain how to add a new entity in FCC_RT_EVENT_ENTITY_TABLES.

[Adding an Entity](#), [Adding Persistence to an Entity](#), and [Adding PTC for Entity](#) use cases explain how to use the Create Event service.

[Adding an Entity](#), [Adding Persistence to an Entity](#), and [Adding PTC for Entity](#), and [Adding an Event Type](#) to Correlation Map use cases explain how to create Event and Attach to Existing Case.

Adding an Event Type to Correlation Map use case explains how to map an event type to correlation rule.

This section includes the following topics:

- [Adding an Entity](#)
- [Adding Persistence to an Entity](#)
- [Adding PTC for Entity](#)
- [Adding an Event Type to Correlation Map](#)

5.1 Adding an Entity

To add an entity, follow these steps:

1. Add a new entry in the FCC_RT_EVENT_ENTITY_TABLES table, as shown in the following example:

N_ENTIT Y_TYPE_ ID	V_ENTI TY_TY PE	V_EVENTED _TABLE_NA ME	V_ENTITY_ TABLE_NA ME	V_ENTITY_LOO K_UP_TABLE_N AME	IS_LOOK_ UP_PER_R EQD	IS_ENTI _PER_RE QD	IS_EVEN T_PER_R EQD	V_LOOKUP_S EQUENCE_N AME
102	ECM_C USTOM ER	FCC_CUST_ EVNT	FCC_CUST	FCC_CUSTOME R_LOOKUP	Y	Y	Y	

Oracle recommends setting the flag to Y for IS_LOOK_UP_PER_REQD and IS_EVENT_PER_REQD columns. V_ENTITY_TABLE_NAME table names must be the same as mentioned in the backend ECM data model.

2. Add the evented details in the FCC_RT_EVENT_ENTITY_TABLES_COL table for the newly added entity, as shown in the following example:

N_ENTITY_TYPE_ID	V_TABLE_NAME	V_COL_BUSINESS_NAME	V_COL_NAME	V_DATA_TYPE	V_COL_TYPE	V_IS_SURROG_KEY
102	FCC_CUST_EVENT	custId	CUST_INTRL_ID	CHAR		

Here, the entry in the V_TABLE_NAME column must be the same as either the V_EVENTED_TABLE_NAME, V_ENTITY_TABLE_NAME, or V_ENTITY_LOOKUP_TABLE_NAME column of the FCC_RT_EVENT_ENTITY_TABLES table.

5.2 Adding Persistence to an Entity

For the FCC_RT_EVENT_ENTITY_TABLES table, the following scenarios are possible:

- If the IS_LOOKUP_PER_REQD, IS_ENTI_PER_REQD, and IS_EVENT_PER_REQD columns are set to Y, then the corresponding Entity and Event tables will be populated after lookup.

N_ENTITY_TYPE_ID	V_ENTITY_TYPE	V_EVENTED_TABLE_NAME	V_ENTITY_TABLE_NAME	V_ENTITY_LOOKUP_TABLE_NAME	IS_LOOKUP_PER_REQD	IS_ENTI_PER_REQD	IS_EVENT_PER_REQD	V_LOOKUP_SEQUENCE_NAME
102	ECM_CUSTOMER	FCC_CUST_EVENT	FCC_CUST	FCC_CUSTOMER_LOOKUP	Y	Y	Y	

- If the IS_LOOKUP_PER_REQD and IS_EVENT_PER_REQD columns are set to Y, then the corresponding Event tables will be populated after lookup. If the IS_ENTI_PER_REQD column is set to N, then the UI may not display the correct data.

N_ENTITY_TYPE_ID	V_ENTITY_TYPE	V_EVENTED_TABLE_NAME	V_ENTITY_TABLE_NAME	V_ENTITY_LOOKUP_TABLE_NAME	IS_LOOKUP_PER_REQD	IS_ENTI_PER_REQD	IS_EVENT_PER_REQD	V_LOOKUP_SEQUENCE_NAME
102	ECM_CUSTOMER	FCC_CUST_EVENT	FCC_CUST	FCC_CUSTOMER_LOOKUP	Y	N	Y	

5.3 Adding PTC for Entity

To add PTC for an entity, follow this step:

Add a new entry in the FCC_RT_EVENTTYPE_PTC table. Before adding the entries in the FCC_RT_EVENTTYPE_PTC table, populate the FCC_RT_EVENT_ENTITY_TABLES and FCC_RT_EVENT_ENTITY_TABLES_COL tables.

When a case type is added, the corresponding KDD_CASE tables will be populated.

The following example shows how to add new entries:

V_CASE_TYPE	N_SEQUENCE	V_T2T_CODE
AML_DD	1	t2t_KDD_CASE_ACCOUNTS
AML_DD	2	t2t_KDD_CASE_CUSTOMERS
AML_DD	3	t2t_KDD_CASE_INSTN_MASTER
AML_DD	4	t2t_KDD_CASE_CLIENT_BANK
AML_DD	5	t2t_KDD_CASE_EXTERNAL_ENTITY

5.4 Adding an Event Type to Correlation Map

To add an event type to the correlation map, follow this step:

Add a new entry in the FCC_RT_EVNTTYP_CORRELATION_MAP table, as shown in the following example:

N_CORRELATION_RULE_SKEY	V_EVENT_TYPE
12	AML_SURV

6 Services

The following services are available:

- [Create Event](#)
- [Create Event and Promote to Case](#)
- [Create Event and Extend to Existing Case](#)
- [Get Trusted Pair Information](#)
- [Get Event Suppression Information](#)
- [Create or update Case description](#)
- [Get ECM Case Status](#)
- [Add a customer to a case](#)
- [Remove Account from case](#)
- [Add Account to a case](#)
- [Add external entity to a case](#)

6.1 Create Event

This service saves the event generated in the source system to the consolidation layer. The saved event will be available for correlation when the next batch is triggered.

The following topics explain how to configure and use the Create Events in JSON.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.1.1 HTTP Link

[http:// <Application URL>/rest-api/CMRestService/RealTimeCaseCreationService/saveEvents](http://<Application URL>/rest-api/CMRestService/RealTimeCaseCreationService/saveEvents)

6.1.2 Service Type

The service type is POST.

6.1.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Third Level	Details
events			This accepts basic information of the Event.
events	eventCode		This accepts event ID information.
events	eventScore		This accepts information about the event score.
events	dataOrigin		This accepts information about the Data Origin of the event. It stores the source system from where data is extracted.
events	jurisdictionCode		This accepts information about the Jurisdiction code of the event. It represents geographic or legal entity monitoring or data restrictions.
events	businessDomain		This accepts information about the Business Domain of the event. Business Domain represents the operational data restrictions (that is, potential Chinese walls between business units).
events	type		This accepts information about the 'Type' of the event. For example, AML, KYC, and so on.
events	priority		This accepts information about the 'Priority' of the event. It is the Priority of the Event and the risk it poses to a customer or an institution. low, medium, high
events	scenarioClass		This accepts information about the 'Scenario Class' of the event. For example, ML, FR, and so on.

First Level	Second Level	Third Level	Details
events	comments		This accepts the additional comments provided, which are related to the generated Event, and details of the event or assignment that led to the creation of an external event that is formatted for display.
events	entities		This is a second-level tag under JSON. It accepts basic information-related event and entity mapping.
events	entities	entityCode	This accepts the entity code of the entity. It is the Entity identifier on whom the event is generated from the external system. It can be alphanumeric. For Example, Customer identifier, Account identifier on whom the event is generated.
events	entities	entityType	This accepts the entity type of the entity. For example, Account, Customer, Employee, External_Entity, and Household.
events	entities	entityTypeCode	This accepts the entity type code of the entity.
events	entities	entityName	This accepts the name of the entity.
events	entities	focusFlag	This accepts whether the entity is the Primary Focus of the event or not. List of Values are Y or N. Only one entity of an event will have the value of Y. All others will have N.
events	entities	actId	This accepts the account internal ID of the Account.

First Level	Second Level	Third Level	Details
events	entities	genericEntityInformation	This accepts the generic entity information in the form of a JSON value. Note that a generic entity can never be a focal entity. Hence, there must be some other entity also specified in the entity array, which is the focal entity for the event. For more samples, see Appendix A .
events	details		This is a second-level tag under JSON. It accepts additional details related to the event.
events	details	reason	This accepts event highlights.
events	details	scenarioName	This accepts the event scenarioName.
events	bindings	bindingName	This accepts the event binding name.
events	bindings	bindingActualValue	This accepts the actual binding value.
events	bindings	bindingBaseValue	This accepts the binding base value.
events	bindings	bindingType	This accepts the binding type.

6.1.4 Request JSON Sample

This section contains a request JSON sample for creating events.

The entries in this sample are only for reference purposes.

```
{
    "events": [{
        "eventCode": "09875456",
        "eventScore": "",
        "dataOrigin": "DLY",
        "jurisdictionCode": "AMEA",
        "businessDomain": "c",
        "type": "AML_SURV",
        "priority": "",
        "scenarioClass": "AML",
```



```

        "comments": "",
        "entities": [{
            "entityCode":
"XXXACFTNEXTENAC-123007",
            "entityType": "ACCOUNT",
            "entityTypeCode":
"ECM_ACCOUNT",
            "entityName": "BARRY",
            "focusFlag": "Y",
            "actId": "XXXACFTNEXTENAC-
123007"
        }],
        {
            "genericEntityInformation": {
                "Customer Details": {
                    "Victim Name": "ABC XYZ",
                    "Victim SSN": "123-12-1234",
                    "Phone Number": "123-123-1234"
                },
                "Enterprise Customer Complaint": {
                    "Was a complaint filed": "No"
                },
                "Incident Details": {
                    "Incident Type": "Fradulent Transaction",
                    "Account Type": "Consumer",
                    "Market": "Southwest Mumbai"
                }
            }
        }
    ]],
        "details": [{
            "reason": "INR2000
Suspicious Transaction to Terror Outfits",
            "scenarioName": "User
Defined Event"
        }],
        "bindings": [{
            "bindingName":
"Effectv_Risk_Lvl",

```

```

        "bindingActualValue": "50",
        "bindingBaseValue": "5",
        "bindingType": ""
    }
  ],
  "entities": [
    {
      "entityCode": "XXXACFTNEXTENAC-123007",
      "entityType": "ACCOUNT",
      "jurisdiction": "AMEA",
      "entityTypeCode": "ECM_ACCOUNT",
      "entityName": "BARRY",
      "actId": "XXXACFTNEXTENAC-123007",
      "dataOrigin": "DLY",
      "accName": "BARRY",
      "types": "SAV",
      "registration": "IND",
      "ownerType": "",
      "status": "A",
      "branch": "BRANCH-001",
      "taxCode": "N",
      "householdGroupId": "",
      "pimeBroker": "N",
      "taxId": "T",
      "firmId": "MANTAS",
      "legalEntity": "BGMC_ACCT_001",
      "statusEffective": "31-12-2014 00:00:00",
      "lastActivity": "30-11-2015 00:00:00",
      "openData": "31-12-2014 00:00:00",
      "closeDate": ""
    }
  ]
}

```

NOTE

From Oracle Financial Services Enterprise Case Management Release 8.1.2.2.0, capture of Generic information about entities such as Customer, Account and External entity are supported as part of Event Creation. Refer [Appendix C](#) for Sample JSONs.

6.1.5 Response Parameters

The following table describes the details of the response parameters.

First Level	Details
Message	Displays the message of service execution.
Status	Displays the status as Success or Fail.
Event Id(s)	Displays all Event IDs that were passed in the request JSON. Will show multiple event IDs if more than one was passed in input JSON.

6.1.6 Response JSON Sample

This section contains a response JSON sample for creating events.

The entries in this sample are only for reference purposes.

```
{
  "MESSAGE": "Events are saved successfully.",
  "STATUS": "SUCCESS",
  "Event Id(s)": "09875456"
}
```

6.2 Create Event and Promote to Case

This service creates a new case for the event generated from the source system. For example, if an event is created for a customer in the Customer Screening application, on triggering this service, a case is created for the event on the ECM layer.

The defaulted priority for the cases created through the Real Time Case Creation service will be Low. The system will not determine the priority of the cases created through the service based on the Case Priority configuration.

Due date is updated when a case is created using a real-time API.

The following topics explain how to configure and use the Create Event and Promote to Case service in JSON:

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.2.1 HTTP Link

[http:// <Application URL>/restapi/CMRestService/RealTimeCaseCreationService/saveEventsAndPromoteToCase](http://<Application URL>/restapi/CMRestService/RealTimeCaseCreationService/saveEventsAndPromoteToCase)

6.2.2 Service Type

The service type is POST.

6.2.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Third Level	Details
events			This accepts basic information about the Event.
events	eventCode		This accepts event ID information.
events	eventScore		This accepts information about the event score.
events	dataOrigin		This accepts information about the Data Origin of the event. It stores the source system from where data is extracted.
events	jurisdictionCode		This accepts information about the Jurisdiction code of the event. It represents geographic or legal entity monitoring or data restrictions.
events	businessDomain		This accepts information about the Business Domain of the event. Business Domain represents the Customer's operational data restrictions (that is, potential Chinese walls between business units).
events	type		This accepts information about the 'Type' of the event. For example, AML, KYC, and so on.

First Level	Second Level	Third Level	Details
events	priority		This accepts information about the 'Priority' of the event. It is the Priority of the Event and the risk it poses to a customer or an institution. List of values: Low Medium High
events	scenarioClass		This accepts information about the 'Scenario Class' of the event. For example, ML, FR, and so on.
events	comments		This accepts the additional comments provided, which are related to the generated Event, and details of the event or assignment that led to the creation of an external event that is formatted for display.
events	entities		This is a second-level tag under JSON. It accepts basic information-related event and entity mapping.
events	entities	entityCode	This accepts the entity code of the entity. It is the Entity identifier on whom the event is generated from the external system. It can be alphanumeric. For Example, The Customer identifier or Account identifier on whom the event is generated.
events	entities	entityType	This accepts the entity type of the entity. For Example, Account, Customer, Employee, External_ Entity, and Household.
events	entities	entityTypeCode	This accepts the entity type code of the entity.
events	entities	entityName	This accepts the name of the entity.

First Level	Second Level	Third Level	Details
events	entities	focusFlag	This accepts whether the entity is the Primary Focus of the event or not. List of Values are Y or N. Only one entity of an event will have the value of Y. All others will have N.
events	entities	actId	This accepts the account internal ID of the Account.
events	entities	genericEntityInformation	This accepts the generic entity information in the form of a JSON value. Note that a generic entity can never be a focal entity. Hence, there must be some other entity also specified in the entities array which is the focal entity for the event. For more samples, see Appendix A .
events	details		This is a second-level tag under JSON. It accepts additional details related to the event.
events	details	reason	This accepts event highlights.
events	details	scenarioName	This accepts the event scenarioName.
events	bindings	bindingName	This accepts the event binding name.
events	bindings	bindingActualValue	This accepts the actual binding value.
events	bindings	bindingBaseValue	This accepts the binding base value.
events	bindings	bindingType	This accepts the binding type.
casePriority			This accepts the priority of the case.

To configure the case title, see the Configuring Case Title for Case Creation (Create Event and Promote to Case) API section in [OFS ECM Administration and Configuration Guide 8.1.2.6.0](#).

6.2.4 Request JSON Sample

This section contains a Request JSON sample for creating an event and promote to case.

The entries in this sample are only for reference purposes.

```
{
    "events": [{
        "eventCode": "655867843",
```

```

        "eventScore": "",
        "dataOrigin": "DLY",
        "jurisdictionCode": "AMEA",
        "businessDomain": "a",
        "type": "AML_SURV",
        "priority": "",
        "scenarioClass": "AML",
        "comments": "",
        "entities": [{
            "entityCode": "1412",
            "entityType": "CLIENT_BANK",
            "entityTypeCode":
"ECM_CLIENT_BANK",
            "entityName": "JADEJ",
            "focusFlag": "Y",
            "actId": "XXXACFTNEXTENAC-
123007"
        }
    ],
    {
        "genericEntityInformation": {
            "Customer Details": {
                "Victim Name": "ABC XYZ",
                "Victim SSN": "123-12-1234",
                "Phone Number": "123-123-1234"
            },
            "Enterprise Customer
Complaint": {
                "Was a complaint filed?": "No"
            },
            "Incident Details": {
                "Incident Type": "Fradulent Transaction",
                "Account Type": "Consumer",
                "Market": "Southwest Mumbai"
            }
        }
    },
    "details": [{

```

```

"reason": "INR7890 TEST - CORRESPONDENT BANK",
"scenarioName": "User Defined
Event"
    ]]
  }],
  "entities": [{
    "entityCode": "1412",
    "entityType": "CLIENT_BANK",
    "entityTypeCode": "ECM_CLIENT_BANK",
    "entityName": "JADEJ",
    "instId": "HSINDI-001",
    "instTypeCd": "BIC",
    "dataOrigin": "DLY",
    "city": "",
    "country": "",
    "postalCode": "",
    "state": "",
    "address": "",
    "instituteCountry": "",
    "instituteName": "JADEJ",
    "largeInstitution": "N",
    "selfInstitution": "N"
  }, {
    "skey": "1412",
    "entityType": "CLIENT_BANK",
    "entityTypeCode": "ECM_CLIENT_BANK_SEC",
    "dataOriginCb": "DLY",
    "cbEfctvRiskNb": "0",
    "cbListSrcCd": "",
    "cbMatchTx": "",
    "busUnitCd": "",
    "acctMgrNm": "",
    "lastActDate": "31-12-2014 00:00:00",
    "cbListRiskNb": "0",
    "cbMatchTypecd": "",
    "instSeqId": "102",
    "jurisdiction": "AMEA",
    "busList": "a"
  }
}

```



```

    }}
    "casePriority": "High"
  }

```

NOTE From Oracle Financial Services Enterprise Case Management Release 8.1.2.2.0, capture of Generic information about entities such as Customer, Account and External entity are supported as part of Event Creation. Refer [Appendix C](#) for Sample JSONs.

6.2.5 Response Parameters

The following table describes the details of response parameters.

First Level	Details
Caseld	Displays the case ID.
Message	Displays the message of service execution.
Status	Displays the status as Success or Fail.
Event Id(s)	Displays all Event IDs that were passed in the request JSON. Will show multiple event IDs if more than one was passed in input JSON.
CaseType	Displays the type of case.

6.2.6 Response JSON Sample

This section contains a Response JSON sample for creating an event and promoting to case.

The entries in this sample are only for reference purposes.

```

{
  "caseId": "CA354",
  "message": "Events are saved successfully and promoted to case ",
  "status": "SUCCESS",
  "Event Id(s)": "655867843",
  "caseType": "AML_SURV"
}

```

6.3 Create Event and Extend to Existing Case

This service links a generated event to an existing case mentioned in the service. For example, an event generated in AML that is related to another event for which a case is already created in ECM. On triggering this service, the new event will be added to the existing case.

The following topics explain how to configure and use the Create Event and attach it to an existing Case service in JSON:

- [HTTP Link](#)
- [Service Request](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.3.1 HTTP Link

[http:// <Application URL>restapi/CMRestService/RealTimeCaseCreationService/saveEventsAndExtendToCase](http://<Application URL>restapi/CMRestService/RealTimeCaseCreationService/saveEventsAndExtendToCase)

6.3.2 Service Type

The service type is POST.

6.3.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Third Level	Details
events			This accepts basic information about the Event.
events	eventCode		This accepts event ID information.
events	eventScore		This accepts information about the event score.
events	dataOrigin		This accepts information about the Data Origin of the event. It stores the source system from where data is extracted.
events	jurisdictionCode		This accepts information about the Jurisdiction code of the event. It represents geographic or legal entity monitoring or data restrictions.
events	businessDomain		This accepts information about the Business Domain of the event. Business Domain represents the operational data restrictions (that is, potential Chinese walls between business units).

First Level	Second Level	Third Level	Details
events	type		This accepts information about the 'Type' of the event. For example, AML, KYC, and so on.
events	priority		This accepts information about the 'Priority' of the event. It is the Priority of the Event and the risk it poses to a customer or an institution. List of values: Low Medium High
events	scenarioClass		This accepts information about the 'Scenario Class' of the event. For example, ML, FR, and so on.
events	comments		This accepts the additional comments provided, which are related to the generated Event, and details of the event or assignment which led to the creation of an external event that is formatted for display.
events	entities		This is a second-level tag under JSON. It accepts basic information-related event and entity mapping.
events	entities	entityCode	This accepts the entity code of the entity. It is the Entity identifier on whom the event is generated from the external system. It can be alphanumeric. For Example, The Customer identifier or Account identifier on whom the event is generated.
events	entities	entityType	This accepts the entity type of the entity. For Example, Account, Customer, Employee, External_ Entity, and Household
events	entities	entityTypeCode	This accepts the entity type code of the entity.

First Level	Second Level	Third Level	Details
events	entities	entityName	This accepts the name of the entity.
events	entities	focusFlag	This accepts whether the entity is the Primary Focus of the event or not. List of Values are Y or N. Only one entity of an event will have the value of Y. All others will have N.
events	entities	actId	This accepts the account internal ID of the Account.
events	entities	genericEntityInformation	This accepts the generic entity information in the form of a JSON value. Note that a generic entity can never be a focal entity. Hence, there must be some other entity also specified in the entities array, which is the focal entity for the event. For more samples, see Appendix A .
events	details		This is a second-level tag under JSON. It accepts additional details related to the event.
events	details	reason	This accepts the event highlights.
events	details	scenarioName	This accepts the event scenarioName.
events	bindings	bindingName	This accepts the event binding name.
events	bindings	bindingActualValue	This accepts the actual binding value.
events	bindings	bindingBaseValue	This accepts the binding base value.
events	bindings	bindingType	This accepts the binding type.

6.3.4 Request JSON Sample

This section contains a request JSON sample for creating an event and attaching to case:

The entries in this sample are only for reference purposes.

```
{
  "events": [{
    "eventCode": "999979",
    "eventScore": "",
    "dataOrigin": "DLY",
```

```

    "jurisdictionCode": "AMEA",
    "businessDomain": "c",
    "type": "AML",
    "priority": "",
    "scenarioClass": "AML",
    "comments": "",
    "entities": [{
    "entityCode": "ACDPGTOTACTAC-
010",
    "entityType":
"ACCOUNT",
    "entityTypeCode":
"ECM_ACCOUNT",
    "entityName":
"ELEVENTH",
        "focusFlag":
"Y",
    "actId": "ACDPGTOTACTAC-
010"
    {
        "genericEntityInformation": {
            "Bank Details": [{
                "Name": "HHHH",
                "Year": 1988,
                "Founder": "ABC XYZ",
            "Departments": [{
                "Name": "Credit",
                "Start Year": "1989",
                "Employees": [{
                    "Name": "XXX",
                    "City": "Bangalore"
                }, {
                    "Name": "XXX",
                    "City": "Jaipur"
                }]
            },
            {
                "Name": "Debit",
                "Start Year": "1989",

```

```

        "Employees": [{
          "Name": "XXX",
            "City": "Bangalore"
        }, {
            "Name": "XXX",
            "City": "Kandy"
        }
    ]
    }
  ]
},
{
  "Name": "IIII",
  "Year": 1992,
  "Founder": "ABC XYZ",
  "Departments": [{
    "Name": "Credit",
    "Start Year": "1993",
    "Employees": [{
      "Name": "XXX",
      "City": "Mumbai"
    }, {
      "Name": "XXX",
      "City": "Delhi"
    }
  ]
},
{
  "Name": "Debit",
  "Start Year": "1993",
  "Employees": [{
    "Name": "XXX",
    "City": "Sydney"
  }, {
    "Name": "XXX",
    "City": "Colombo"
  }
  ]
}
]

```

```

        }
    ]
}

}],
"details": [{
"reason": "INR2000 Suspicious Transaction to Terror
Outfits",
"scenarioName": "User Defined Event"
}],
"bindings": [{
"bindingName":
"Effectv_Risk_Lvl",
"bindingActualValue":
"50",
"bindingBaseValue":
"5",
    "bindingType": ""
}]
}],
"entities": [{
    "entityCode": "ACDPGTOTACTAC-
010",
    "entityType": "ACCOUNT",
    "entityTypeCode":
"ECM_ACCOUNT",
    "entityName": "ELEVENTH",
    "actId": "ACDPGTOTACTAC-010",
    "dataOrigin": "DLY",
    "accName": "ELEVENTH",
    "types": "INV",
    "registration": "IND",
    "ownerType": "RPT",
    "jurisdiction": "AMEA",
    "status": "A",
    "branch": "BRANCH-001",
    "taxCode": "N",
    "householdGroupId":
"HHSAMPLE00",
    "pimeBroker": "N",

```

```

    "taxId": "S",
    "firmId": "",
    "legalEntity":
"BGMC_ACCT_001",
"statusEffective": "31-12-2014
00:00:00",
    "lastActivity": "",
    "openData": "31-12-2014
00:00:00",
    "closeDate": ""
        "events":[
{
    "eventCode":"153803908863599",
    "eventScore":"",
    "dataOrigin":"DLY",
    "jurisdictionCode":"AMEA",
    "businessDomain":"c",
    "type":"AML",
    "priority":"",
    "scenarioClass":"AML",
    "comments":"",
    "entities":[
        {
            "entityCode":"CUHRTHRCPHH-002",
            "entityType":"CUSTOMER",
            "entityTypeCode":"ECM_CUSTOMER",
            "entityName":"ANDREW ELEVENTH",
            "jurisdiction" : "AMEA",
            "focusFlag":"Y",
            "custId":"CUHRTHRCPHH-002"
        }
    ],
    "details":[
        {
            "reason":"ffjfjggghgkkkkhhhk",
            "scenarioName":"User Defined Event"
        }
    ]
}

```



```

    }
  ],
  "entities": [
    {
      "entityCode": "CUHRTHRCPHH-002",
      "entityType": "CUSTOMER",
      "entityTypeCode": "ECM_CUSTOMER",
      "entityName": "ANDREW ELEVENTH",
      "jurisdiction": "AMEA",
      "custId": "CUHRTHRCPHH-002",
      "dataOrigin": "DLY",
      "customerName": "ANDREW ELEVENTH",
      "customerType": "IND",
      "taxID": "TAXHRTHRCPHH-002",
      "legalStructCode": "GOV",
      "aliasName": "",
      "incomeRange": "",
      "industry": "US",
      "publicCompany": "",
      "estNetWorth": "1182552",
      "atmDailyLimit": null,
      "estAnnualIncome": "168936",
      "added": "31-12-2014 00:00:00",
      "incorporationDate": "",
      "customerstatus": "A",
      "effectiverisk": "2",
      "busdomain": "a"
    }
  ],
  "caseID": "CA115"
}

```

NOTE

From Oracle Financial Services Enterprise Case Management Release 8.1.2.2.0, capture of Generic information about entities such as Customer, Account and External entity are supported as part of Event Creation. Refer Appendix C for Sample JSONs.

6.3.5 Response Parameters

The following table describes the details of the response parameters.

First Level	Details
Message	Displays the message of service execution.
Status	Displays the status as Success or Fail.
Event Id(s)	Displays all Event IDs that were passed in the request JSON. Will show multiple event IDs if more than one was passed in input JSON.
CaseType	Displays the type of case.

6.3.6 Response JSON Sample

This section contains a response JSON sample for creating an event and attaching to case.

The entries in this sample are only for reference purposes.

```
{
  "message": "Events are saved successfully and promoted to case ",
  "status": "SUCCESS",
  "Event Id(s)": "999979",
  "caseType": "AML_SURV"
}
```

6.4 Trusted Pairs

This service allows Behavior Detection Framework (BDF) to consume trusted pair information present within ECM. This API will have non-mandatory inputs. If these inputs are provided, they will be used to filter data. If these inputs are not provided full data will be loaded as JSON output.

The following topics explain how to configure and use the Trusted Pair information:

- [HTTP Link](#)
- [Service Request](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.4.1 HTTP Link

<http://<ApplicationURL>/rest-api/CMRestService/TrustedPairsListRestService/getTrustedPairsList>

6.4.2 Service Type

The service type is POST.

6.4.3 Request Parameters/ Non-Mandatory Inputs

The following table describes the details of the request parameters.

First Level	Details
From and To Date	DD/MM/YYYY is the Expected Date format. This will be filtered against the Created date of the Trusted pair.
Jurisdiction	This is filtered against the party Jurisdiction. A Trusted Pair Record will be retrieved if it matches the Jurisdiction of any one of the parties present in a Trusted pair record.
Business Domain	This is filtered against the party Business domain. A Trusted Pair Record will be retrieved if it matches the Business Domain of any one of the parties present in a Trusted pair record.

6.4.4 Request JSON Sample

This section contains a request JSON sample to get Trusted Pair information. The entries in this sample are only for reference purposes.

```
{
  "domain" : "adc",
  "jurisdiction" : "AMEA,IND",
  "fromDate": "08/02/2022",
  "toDate": "17/02/2022"
}
```

6.4.5 Response Parameters

The following table describes the details of response parameters.

NOTE The API response is in a String format.

Business Name	API Response Data Element	Description	Data Type and Length																				
Trusted pair Code	tpCode	For ECM created Trusted Pairs, this is the same as Trusted pair Seq(running seq). This column is added to support the Third party Trusted pairs in the future.	String (100)																				
Trusted pair Sequence ID	tpSeqId	Displays Running Sequence	Number (10)																				
Trusted Pair Created ID	tpCreateId	Displays ID of the user who requested the Trust. It is a number.	Number (10)																				
Trusted Pair Created Date	tpCreateDate	Displays Date on which Trust request happened	Date																				
Expiration Date	tpExprnDate	Displays the Expiration date of the Trust record	Date																				
Status Code	tpStatusCode	<p>Displays out-of-box statuses present in FCC_TP_STATUS table in ECM. But the client can configure their own statuses. F_ACTIVE_FL denotes the Statuses in which a Trust record is Active. F_SHARED_FL denotes the statuses of Trust Records, which will be moved to BD.</p> <table border="1"> <thead> <tr> <th>V_STATU S_C D</th> <th>V_STATU S_NM</th> <th>F_ACT IVE_F L</th> <th>F_SHA RED_F L</th> </tr> </thead> <tbody> <tr> <td>TPPND</td> <td>Pending Approval</td> <td>N</td> <td>N</td> </tr> <tr> <td>TPAPP</td> <td>Approve d</td> <td>Y</td> <td>Y</td> </tr> <tr> <td>TPREJ</td> <td>Rejected</td> <td>N</td> <td>N</td> </tr> <tr> <td>TPEXP</td> <td>Expired</td> <td>N</td> <td>Y</td> </tr> </tbody> </table>	V_STATU S_C D	V_STATU S_NM	F_ACT IVE_F L	F_SHA RED_F L	TPPND	Pending Approval	N	N	TPAPP	Approve d	Y	Y	TPREJ	Rejected	N	N	TPEXP	Expired	N	Y	String (20)
V_STATU S_C D	V_STATU S_NM	F_ACT IVE_F L	F_SHA RED_F L																				
TPPND	Pending Approval	N	N																				
TPAPP	Approve d	Y	Y																				
TPREJ	Rejected	N	N																				
TPEXP	Expired	N	Y																				
Event Code	tpEventCode	Displays the Event Code for which they identified the parties from transactions	Number (22)																				

Business Name	API Response Data Element	Description	Data Type and Length
Case ID	tpCaseld	Displays the case id which was used to create the trusted pair	String (15)
Trusted pair Member Sequence ID	tpMbrSeqId	Displays Running Sequence	Number (10)
Party1 Sequence	tpMbrParty1Seq	In case of External Entity External Entity Sequence will be passed. Else "" will be passed.	String (30)
Party1 ID	tpMbrParty1Id	Displays External Entity ID/Account ID	String (50)
Party1 ID type	tpMbrParty1TypeCd	Displays Internal Account (one of IA, GL) and External Entity (one of XA, CC, CO, DL, GM, GP, LE, MC, ND, NR, PP, SS, TX, AR, OT, IBAN)	String (20)
Party1 Name	tpMbrParty1Nm	Displays External Entity/Account Name	String (350)
Party1 Risk	tpMbrParty1RiskNb	Displays External Entity/Account Risk	Number (3)
Party1 Jurisdiction	tpMbrParty1JurisdictionCd	Displays Jurisdiction of External Entity /Account	String (5)
Party1 Business domain	tpMbrParty1BusDmn	Displays Business domain of External Entity /Account	String (65)
Party2 Sequence	tpMbrParty2Seq	In case of External Entity External Entity Sequence will be passed. Else "" will be passed.	String (30)
Party2 ID	tpMbrParty2Id	Displays External Entity ID/Account ID	String (50)
Party2 ID type	tpMbrParty2TypeCd	Displays Internal Account (one of IA, GL) and External Entity (one of XA, CC, CO, DL, GM, GP, LE, MC, ND, NR, PP, SS, TX, AR, OT, IBAN)	String (20)
Party2 Name	tpMbrParty2Nm	Displays External Entity/Account Name	String (350)

Business Name	API Response Data Element	Description	Data Type and Length
Party2 Risk	tpMbrParty2RiskNb	Displays External Entity /Account Risk	Number (3)
Party2 Jurisdiction	tpMbrParty2JrsdcnCd	Displays Jurisdiction of External Entity /Account	String (5)
Party2 Business domain	tpMbrParty2BusDmn	Displays Business domain of External Entity /Account	String (65)
Direction	tpDirnCd	Out of box displays values SEND, RECEIVE, BOTH	String (7)
Last Modified by	tpReviewerId	Displays Reviewer ID. It is a number.	Number (10)
Last Modified date	tpReviewDate	Displays Review Date	Date
Last Comment	tpReviewComment	Displays Review Reason	String (2500)

6.4.6 Response JSON Sample

This section contains a response JSON sample to get Trusted Pair information. The entries in this sample are only for reference purposes.

```
{
  "tpCode": "101",
  "tpSeqId": "101",
  "tpCreateId": "10008",
  "tpCreateDate": "2022-02-17 15:11:20",
  "tpExprnDate": "2022-08-18 18:29:59",
  "tpStatusCode": "TPAPP",
  "tpEventCode": "4450,4468",
  "tpCaseId": "CA125",
  "tpMbrSeqId": "101",
  "tpMbrParty1Seq": " ",
  "tpMbrParty1Id": "ACRMLACACTRSTAC-01",
  "tpMbrParty1Nm": "SAPNA GOBA",
  "tpMbrParty1TypeCd": "IA",
  "tpMbrParty1RiskNb": "9",
```

```
"tpMbrParty1JrsdcnCd": "AMEA",
"tpMbrParty1BusDmn": "d",
"tpMbrParty2Seq": "100157",
"tpMbrParty2Id": "ACRMFALACTRSTAC-01X",
"tpMbrParty2Nm": " ",
"tpMbrParty2TypeCd": "XA",
"tpMbrParty2RiskNb": "0",
"tpMbrParty2JrsdcnCd": "AMEA",
"tpMbrParty2BusDmn": "a",
"tpDirnCd": "SEND",
"tpReviewerId": "10004",
"tpReviewDate": "2022-02-18 07:40:54",
"tpReviewComment": "Test Comments"
}
```

6.5 Event Suppression

This service allows Behavior Detection Framework (BDF) to consume Event Suppression information present within ECM. This API will have non-mandatory inputs. If these inputs are provided, they will be used to filter data. If these inputs are not provided, full data will be loaded as JSON output.

The following topics explain how to configure and use the Event Suppression information:

- [HTTP Link](#)
- [Service Request](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.5.1 HTTP Link

<http://<ApplicationURL>/rest-api/CMRestService/SupressionListRestService/getSuppressionRulesList>

6.5.2 Service Type

The service type is POST.

6.5.3 Request Parameters/ Non-Mandatory Inputs

The following table describes the details of the parameters.

First Level	Details
From and To Date	DD/MM/YYYY is the Expected Date format. This will be filtered against the Created date of the Suppression Rule.
Jurisdiction	This is filtered against the party Jurisdiction. A Suppression Record will be retrieved if it matches the Jurisdiction of any of the parties present in a Suppression record.
Business Domain	This is filtered against the party Business domain. A Suppression Record will be retrieved if it matches the Business Domain of any one of the parties present in a Suppression record.

6.5.4 Request JSON Sample

This section contains a request JSON sample to get Event Suppression information. The entries in this sample are only for reference purposes.

```
{
  "domain" : "abc",
  "jurisdiction" : "AMEA,IND",
  "fromDate": "03/05/2022",
  "toDate": "07/05/2022"
}
```

6.5.5 Response Parameters

The following table describes the details of the response parameters.

NOTE The API response is in a String format.

Business Name	API Response Data Element	Description	Data Type and Length
Suppression Code	supCode	For ECM created Suppression rules, this is the same as Suppression rule Seq (running seq). This column is added to support Third-party Suppression rules in future	String (100)

Business Name	API Response Data Element	Description	Data Type and Length																				
Suppression Sequence ID	supSeqId	Displays Running Sequence	Number (10)																				
Suppression Created ID	supCreateld	Displays ID of the user who requested the Suppression rule. It is a number	Number (10)																				
Suppression Created Date	supCreateDate	Displays the date on which the Suppression rule request was created.	Date																				
Suppression Effective Date	supEffectiveDate	Displays the Effective date of the Suppression rule record.	Date																				
Suppression Expiration Date	supExprnDate	Displays the Expiration date of the Suppression rule record	Date																				
Suppression Status Code	supStatusCode	<p>Displays out-of-box statuses resent in FCC_SUP_STATUS table in ECM. But the client can configure their own statuses. F_ACTIVE_FL denotes the Statuses in which we say a Suppression rule is Active. F_SHARED_FL denotes the statuses of the Suppression rule, which will be moved to BD.</p> <table border="1"> <thead> <tr> <th>V_STATU S_C D</th> <th>V_STATU S_NM</th> <th>F_ACT IVE_F L</th> <th>F_SHA RED_F L</th> </tr> </thead> <tbody> <tr> <td>SUPPN D</td> <td>Pending Approval</td> <td>N</td> <td>N</td> </tr> <tr> <td>SUPAP P</td> <td>Approve d</td> <td>Y</td> <td>Y</td> </tr> <tr> <td>SUPRE J</td> <td>Rejected</td> <td>N</td> <td>N</td> </tr> <tr> <td>SUPEX P</td> <td>Expired</td> <td>N</td> <td>Y</td> </tr> </tbody> </table>	V_STATU S_C D	V_STATU S_NM	F_ACT IVE_F L	F_SHA RED_F L	SUPPN D	Pending Approval	N	N	SUPAP P	Approve d	Y	Y	SUPRE J	Rejected	N	N	SUPEX P	Expired	N	Y	String (20)
V_STATU S_C D	V_STATU S_NM	F_ACT IVE_F L	F_SHA RED_F L																				
SUPPN D	Pending Approval	N	N																				
SUPAP P	Approve d	Y	Y																				
SUPRE J	Rejected	N	N																				
SUPEX P	Expired	N	Y																				

Business Name	API Response Data Element	Description	Data Type and Length
Event Code	supEventCode)	Displays the Event Code of the event, which was selected, and the Suppression request was made	Number (22)
Case ID	supCaseId	Displays the case id which was used to create the Suppression request	String (15)
Scenario Skey	supScenario Skey	Displays the Scenario Skey of the Event selected	Number (10)
Scenario Original Skey	supScenario OrigSkey	Displays the Scenario Original Skey fetched from FCC_SCENARIO_MASTER table using the Scenario Skey of the Event.	Number (22)
Entity Type	supEntityType	Displays the focus Type of the Event selected.	Varchar2(50)
Centricity Code	supCentricity Cd	Displays the Centricity ID from kdd_centricity table using the Focus Type of Event	Number (10)
Entity Sequence Id	supEntitySeq	In the case of External Entity/Address focus type, External Entity Sequence/Address Sequence will be passed respectively. Else "" will be passed.	Varchar2(30)
Entity Id	supEntityId	In Case of Client bank, we pass instn_id_type_cd '/' institution_cd else the Focus Entity ID will be passed.	Varchar2(50)
Jurisdiction	supJrscnCd	Displays Jurisdiction of Event selected	String (5)
Business domain	supBusDmn	Displays Business domain of Event selected	String (65)
Last Modified by	supReviewerId	Displays the Reviewer ID. It is a number.	Number (10)
Last Modified date	supReviewDate	This can be considered as the Review Date	Date
Last Comment	supReviewComment	This can be considered as the Review Reason	String (2500)

6.5.6 Response JSON Sample

This section contains a response JSON sample to get Event Suppression information. The entries in this sample are only for reference purposes.

```
{
  "supCode": "160",
  "supSeqId": "160",
  "supCreateId": "10008",
  "supCreateDate": "2022-05-07 07:10:57",
  "supEffectiveDate": "2022-05-17 08:43:30",
  "supExprnDate": "2022-02-17 23:59:59",
  "supStatusCode": "SUPEXP",
  "supEventCode": "4458",
  "supCaseId": "CA135",
  "supScenarioSkey": "220",
  "supScenarioOrigSkey": "117350037",
  "supEntityType": "EXTERNAL_ENTITY",
  "supCentricityCd": "113000011",
  "supEntitySeq": "100249",
  "supEntityId": "405",
  "supJrsdcnCd": "AMEA",
  "supBusDmn": "a",
  "supReviewerId": "1",
  "supReviewDate": "2022-05-19 10:29:27",
  "supReviewComment": "Expiring Suppression Rule as Expiration date
reached"
}
```

6.6 Create or Update Case Description

This service allows the Case Description to be added or updated. Any change will lead to an update to the audit history. The following topics explain how to create or update case description.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.6.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/updateCaseDescription](http://<Application URL>/rest-api/ECMService/CaseManagementService/updateCaseDescription)

6.6.2 Service Type

The service type is POST.

6.6.3 Request Parameters

The following table describes the details of the parameters.

First Level	Details
caseld	This accepts the case internal identifier.
caseDescription	This accepts information about the description of the case.

6.6.4 Request JSON Sample

This section contains a request JSON sample for creating or updating case description. The API will accept the case id for which the description needs to be updated and the case description. The entries in this sample are only for reference purposes.

```
{
  "caseld": "CA100",
  "caseDescription": "This case was created because of suspicious events reported on the customer."
}
```

6.6.5 Response Parameters

The following table describes the details of response parameters for a JSON Sample when case description is updated successfully.

First Level	Details
MESSAGE	Displays the response message from the API.
STATUS	Displays the status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS, and in case of failure it will be represented by FAILED.
caseld	Displays the case internal identifier on which the API was called.

6.6.6 Response JSON Sample

This section contains a response JSON sample for when case description is updated successfully. Refer [Appendix B Sample responses for create or update ECM case description API](#) for additional Response JSON samples.

The entries in this sample are only for reference purposes.

```
{
  "MESSAGE": "Case description updated successfully.",
  "STATUS": "SUCCESS",
  "caseId": "CA100"
}
```

6.7 Get ECM Case Status

This service allows the determination of the current status of the Case. The following topics explain how to get ECM case status.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.7.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/getCaseStatusDetails](http://<Application URL>/rest-api/ECMService/CaseManagementService/getCaseStatusDetails)

6.7.2 Service Type

The service type is POST.

6.7.3 Request Parameters

The following table describes the details of the parameters.

First Level	Details
caseId	This accepts the case internal identifier.

6.7.4 Request JSON Sample

This section contains a request JSON sample to accept the case id for which the status need to be known. The entries in this sample are only for reference purposes.

```
[
  {
    "caseId": "CA100"
  }
]
```

6.7.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Details
MESSAGE		Displays the response message from the API.
STATUS		Displays the status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESPONSEARRAY	MESSAGE	Displays the response message for the Individual Case.
RESPONSEARRAY	STATUS	Displays the status of the API call for the Individual case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESPONSEARRAY	caseId	Displays the case internal identifier on which the API was called.
RESPONSEARRAY	caseStatusCode	Displays the current Status code of the case.
RESPONSEARRAY	caseStatusName	Displays the current Status Name of the case.
RESPONSEARRAY	caseStatusDateTime	Displays the time at which the current status of the case was set.
RESPONSEARRAY	caseClosedFlag	Indicates if the case is in a closed status.

6.7.6 Response JSON Sample

This section contains a response JSON sample for when ECM case status is successfully fetched. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for get ECM case status API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Case Status fetch Successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Case status fetch successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "caseStatusCode": "INV",
      "caseStatusName": "Investigation",
      "caseStatusDateTime": "2022-06-24 10:28:48",
      "caseClosedFlag": "N"
    }
  ]
}
```

6.8 Add Customer to Case

This service will allow customers to be added to an existing case. The following topics explain how to add Customers to an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.8.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/addCustomer](http://<Application URL>/rest-api/ECMService/CaseManagementService/addCustomer)

6.8.2 Service Type

The service type is POST.

6.8.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Third Level	Details
caseld			This accepts the case internal identifier.
customers	customerId		This accepts the customer internal identifier.
customers	businessAdd		This identifies whether customer addition needs to be done from business or not. Y states customer needs to be added from business. N states customer needs to be manually added.
customers	customerTypeCode		This accepts the customer type code value.
customers	firstName		This accepts the customer's first name.
customers	middleName		This accepts the customer's middle name.
customers	lastName		This accepts the customer's last name.
customers	customerOrganizationName		This accepts the customer organization name.
customers	taxIdFormatCode		This accepts the customer tax identifier format code value.

First Level	Second Level	Third Level	Details
customers	taxId		This accepts the customer tax identifier.
customers	dateOfBirth		This accepts the customer date of birth. This needs to be specified in ISO format YYYY-MM-DD.
customers	genderCode		This accepts the customer gender code value.
customers	maritalStatusCode		This accepts the customer marital status code value.
customers	jurisdictionCode		This accepts the customer jurisdiction code value.
customers	businessDomainCode		This accepts the customer business domain code value.
customers	primaryCitizenshipCode		This accepts the customer primary citizenship country code value.
customers	secondaryCitizenshipCode		This accepts the customer secondary citizenship country code value.
customers	legalStructure		This accepts the customer legal structure.

First Level	Second Level	Third Level	Details
customers	residenceCode		This accepts the customer residence country code value.
customers	addedOn		This accepts the customer added date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
customers	citizenshipStatus		This accepts the customer citizenship status.
customers	estimatedNetWorth		This accepts the customer estimated net worth.
customers	estimatedAnnualIncome		This accepts the customer estimated annual income.
customers	estimatedLiquidNetWorth		This accepts the customer estimated liquid net worth.
customers	sourceOfWealth		This accepts the customer source of wealth.
customers	creditRating		This accepts the customer credit rating.
customers	creditRatingSource		This accepts the customer credit rating source.
customers	creditScore		This accepts the customer credit score.

First Level	Second Level	Third Level	Details
customers	assetsOutsideOfUSCode		This identifies if customer has assets outside of US. Y states customer has assets outside of US and N states customer does not have assets outside of US.
customers	isEmployeeCode		This identifies if customer is an employee or not. Y states customer is an employee and N states customer is not an employee.
customers	worksForFinancialInstitutionCode		This identifies if customer works for financial institution or not. Y states customer works for financial institution and N states customer does not works for financial institution.
customers	employer		This accepts the customer employer.
customers	isBrokerDealerCode		This identifies if customer is a Broker/Dealer or not. Y states customer is a Broker/Dealer and N states customer is not a Broker/Dealer.

First Level	Second Level	Third Level	Details
customers	occupationCode		This accepts the customer occupation code value.
customers	customerStatusCode		This accepts the customer status code value.
customers	pepFlagCode		This identifies if customer is a PEP(Politically Exposed Person) or not. Y states customer is a PEP (Politically Exposed Person) and N states customer is not a PEP (Politically Exposed Person).
customers	effectiveRisk		This accepts the customer effective risk value.
customers	businessRisk		This accepts the customer business risk value.
customers	listRisk		This accepts the customer list risk value.
customers	geoRisk		This accepts the customer geography risk value.
customers	kycRisk		This accepts the customer KYC risk value.
customers	addresses	addressLine1	This accepts the address line1 for customer address.

First Level	Second Level	Third Level	Details
customers	addresses	addressLine2	This accepts the address line2 for customer address.
customers	addresses	addressLine3	This accepts the address line3 for customer address.
customers	addresses	addressLine4	This accepts the address line4 for customer address.
customers	addresses	addressLine5	This accepts the address line5 for customer address.
customers	addresses	addressLine6	This accepts the address line6 for customer address.
customers	addresses	city	This accepts the city for customer address.
customers	addresses	state	This accepts the state for customer address.
customers	addresses	postalCode	This accepts the postal code for customer address.
customers	addresses	countryCode	This accepts the country code value for customer address.
customers	addresses	regionName	This accepts the region name for customer address.
customers	addresses	addressUsageCode	This accepts the usage code value for customer address.

First Level	Second Level	Third Level	Details
customers	phones	phoneNumber	This accepts the customer phone number.
customers	phones	extensionNumber	This accepts the extension number for customer phone number.
customers	phones	phoneUsageCode	This accepts the usage code value for customer phone number.
customers	emails	emailId	This accepts the customer email address.
customers	accounts	accountId	This accepts the customer account identifier.
customers	accounts	accountRoleCode	This accepts the role code value for the customer account.
customers	onlineAccounts	onlineAccountId	This accepts the customer online account identifier.
customers	onlineAccounts	onlineAccountUserId	This accepts the customer online account user identifier.
customers	onlineAccounts	accountId	This accepts the customer account identifier for the customer online account.

First Level	Second Level	Third Level	Details
customers	onlineAccounts	relationshipDate	This accepts the relationship date time for the customer online account. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
customers	anticipatoryProfiles	profileMetricCode	This accepts the profile metric code value for the customer anticipatory profile.
customers	anticipatoryProfiles	averageTransactionAmount	This accepts the average transaction amount for the customer anticipatory profile.
customers	anticipatoryProfiles	debitOrCreditCode	This accepts the Debit/Credit code value for the customer anticipatory profile.
customers	anticipatoryProfiles	totalAmount	This accepts the total amount for the customer anticipatory profile.
customers	anticipatoryProfiles	periodTypeCode	This accepts the period type code value for the customer anticipatory profile.
customers	anticipatoryProfiles	sourceOfFundCountryCode	This accepts the source of fund country code value for the customer anticipatory profile.

First Level	Second Level	Third Level	Details
customers	anticipatoryProfiles	averageTransactionCount	This accepts the average transaction count for the customer anticipatory profile.
customers	anticipatoryProfiles	sourceOfFundInstitutionId	This accepts the source of fund institution identifier for the customer anticipatory profile.
customers	genericInformation		This accepts generic information about the customer.

6.8.4 Request JSON Sample

This section contains a request JSON sample to add customers to a case. It will accept multiple caseIds and customer information to be added to the case.

```
[
  {
    "caseId": "CA100",
    "customers": [
      {
        "customerId": "CUST123",
        "businessAdd": "N",
        "customerTypeCode": "IND",
        "firstName": "Rahul",
        "middleName": "Sharad",
        "lastName": "Dravid",
        "customerOrganizationName": "ABC",
        "taxIdFormatCode": "S",
        "taxId": "TX123",
        "dateOfBirth": "1990-12-01",
        "genderCode": "A",
        "maritalStatusCode": "M",
        "jurisdictionCode": "AMEA",
```



```
"businessDomainCode": "A",
"primaryCitizenshipCode": "UK",
"secondaryCitizenshipCode": "IND",
"legalStructure": "TRU",
"residenceCode": "UK",
"addedOn": "2012-12-01 10:30:00",
"citizenshipStatus": "RAL",
"estimatedNetWorth": 1000000,
"estimatedAnnualIncome": 200000,
"estimatedLiquidNetWorth": 300000,
"sourceOfWealth": "INCOME",
"creditRating": "A",
"creditRatingSource": "SYS",
"creditScore": 10,
"assetsOutsideOfUSCode": "Y",
"isEmployeeCode": "Y",
"worksForFinancialInstitutionCode": "Y",
"employer": "ORACLE",
"isBrokerDealerCode": "Y",
"occupationCode": "AFF",
"customerStatusCode": "A",
"pepFlagCode": "Y",
"effectiveRisk": 10,
"businessRisk": 10,
"listRisk": 10,
"geoRisk": 10,
"kycRisk": 10,
"addresses": [
  {
    "addressLine1": "Wall Street 101",
    "addressLine2": "College Road",
    "addressLine3": "Near Bentley Showroom",
    "addressLine4": "Next to Rod Stadium",
    "addressLine5": "Max Lab Division",
    "addressLine6": "Power Lane",
    "city": "New York",
    "state": "North",
```

```
        "postalCode": "12345-123",
        "countryCode": "US",
        "regionName": "AMERICA",
        "addressUsageCode": "B"
    }
],
"phones": [
    {
        "phoneNumber": 1234567890,
        "extensionNumber": 12345,
        "phoneUsageCode": "P"
    }
],
"emails": [
    {
        "emailId": "a@a.com"
    }
],
"accounts": [
    {
        "accountId": "ACDPGTOTACTAC-002",
        "accountRoleCode": "OWNER"
    }
],
"onlineAccounts": [
    {
        "onlineAccountId": "TR1",
        "onlineAccountUserId": "UTR1",
        "accountId": "ACDPGTOTACTAC-002",
        "relationshipDate": "2013-12-01 10:30:00"
    }
],
"anticipatoryProfiles": [
    {
        "profileMetricCode": "CASH-EQ-MI",
        "averageTransactionAmount": 12345,
        "debitOrCreditCode": "D",
```

```

        "totalAmount": 54321,
        "periodTypeCode": "N",
        "sourceOfFundCountryCode": "USA",
        "averageTransactionCount": 23,
        "sourceOfFundInstitutionId": "ABC"
    }
],
"genericInformation": {
    "Customer Details": {
        "Victim Name": "Rahul Dravid",
        "Victim SSN": "123-12-1234"
    }
}
]
}
]

```

6.8.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS, and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESPONSEARRAY	MESSAGE		Displays the response message from the API for the respective case.

First Level	Second Level	Third Level	Details
RESPONSEARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESPONSEARRAY	caseld		Displays the case internal identifier on which the API was called.
RESPONSEARRAY	customers	MESSAGE	Displays the response message from the API for the respective customer under the respective case.
RESPONSEARRAY	customers	STATUS	Displays the status of the API call for the respective customer under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESPONSEARRAY	customers	customerid	Displays the customer internal identifier under the respective case on which the API was called.

6.8.6 Response JSON Sample

This section contains a response JSON sample for when customer addition to an existing case is successful . The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Adding Customer to Case](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Customers addition was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Customers addition was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "customers": [
        {
```

```

    "MESSAGE": "Customer added successfully.",
    "STATUS": "SUCCESS",
    "customerId": "CUST5"
  },
  {
    "MESSAGE": "Customer added successfully.",
    "STATUS": "SUCCESS",
    "customerId": "CUST6"
  }
]
}
]
}

```

6.9 Remove Customer from Case

This service will allow customers to be removed from an existing case. The following topics explain how to remove Customers from an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.9.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/removeCustomer](http://<Application URL>/rest-api/ECMService/CaseManagementService/removeCustomer)

6.9.2 Service Type

The service type is POST.

6.9.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Details
caseld		This accepts the case internal identifier.
customers	customerId	This accepts the customer internal identifier.

6.9.4 Request JSON Sample

This section contains a request JSON sample to remove customers from a case. It will accept multiple caselds and customer information to be removed from the case.

```
[
  {
    "caseld": "CA100",
    "customers": [
      {
        "customerld": "CUST123"
      }
    ]
  }
]
```

6.9.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.

First Level	Second Level	Third Level	Details
RESULTARRAY	caseId		Displays the case internal identifier on which the API was called.
RESULTARRAY	customers	MESSAGE	Displays the response message from the API for the respective customer under the respective case.
RESULTARRAY	customers	STATUS	Displays the status of the API call for the respective customer under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	customers	customerid	Displays the customer internal identifier under the respective case on which the API was called.

6.9.6 Response JSON Sample

This section contains a response JSON sample for when customer removal from an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Removing Customer from Case](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Customers removal was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Customers removal was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "customers": [
        {
          "MESSAGE": "Customer removed successfully.",
          "STATUS": "SUCCESS",
          "customerId": "CUST5"
        },
        {
          "MESSAGE": "Customer removed successfully.",
```

```

        "STATUS": "SUCCESS",
        "customerId": "CUST6"
    }
]
}
]
}

```

6.10 Add Account to Case

This service will allow addition of accounts to an existing ECM case. The following topics explain how to add accounts to an existing case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.10.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/addAccount](http://<Application URL>/rest-api/ECMService/CaseManagementService/addAccount)

6.10.2 Service Type

The service type is POST.

6.10.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Third Level	Details
caseld			This accepts the case internal identifier.
accounts	accountId		This accepts the account internal identifier.

First Level	Second Level	Third Level	Details
accounts	businessAdd		This identifies whether account addition needs to be done from business or not. Y states account needs to be added from business. N states account needs to be manually added.
accounts	accountName		This accepts the account name.
accounts	type1		This accepts the account type1.
accounts	type2		This accepts the account type2.
accounts	registrationType		This accepts the account registration type.
accounts	ownerTypeCode		This accepts the account owner type Code value.
accounts	taxIdFormatCode		This accepts the account tax identifier format code value.
accounts	taxId		This accepts the account tax identifier.
accounts	firmId		This accepts the account firm identifier.
accounts	taxWithHoldCode		This identifies whether firm withhold taxes or not. Y states firm is to Withhold Taxes. N states firm is not to Withhold Taxes.
accounts	jurisdictionCode		This accepts the account jurisdiction code value.
accounts	businessDomainCode		This accepts the account business domain code value.
accounts	houseHoldGroupId		This accepts the account household group identifier.
accounts	legalEntity		This accepts the account legal entity value.

First Level	Second Level	Third Level	Details
accounts	openDate		This accepts the account open date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	closeDate		This accepts the account close date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	accountStatusCode		This accepts the account status code value.
accounts	statusEffectiveDate		This accepts the account status effective date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	branch		This accepts the branch code value.
accounts	businessUnit		This accepts the account business unit value.
accounts	discretionFlag		This identifies whether the investment advisor associated with this account has discretion to execute trades on behalf of its account owner. Y states investment advisor has discretion. N states does not have discretion.
accounts	lastActivityDate		This accepts the account last activity date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	primeBrokerFlag		This identifies whether this account is affiliated with a prime broker or not. Y states account is affiliated with a prime broker. N states account is not affiliated with a prime broker

First Level	Second Level	Third Level	Details
accounts	oracleAccountPurposeCode		This accepts the Oracle account purpose code value.
accounts	oracleBusinessTypeCode		This accepts the Oracle business type code value.
accounts	effectiveRisk		This accepts the account effective risk value.
accounts	businessRisk		This accepts the account business risk value.
accounts	listRisk		This accepts the account list risk value.
accounts	geoRisk		This accepts the account geography risk value.
accounts	kycRisk		This accepts the account KYC risk value.
accounts	contactInformation	addressLine1	This accepts the address line1 for account contact information.
accounts	contactInformation	addressLine2	This accepts the address line2 for account contact information.
accounts	contactInformation	addressLine3	This accepts the address line3 for account contact information.
accounts	contactInformation	addressLine4	This accepts the address line4 for account contact information.
accounts	contactInformation	addressLine5	This accepts the address line5 for account contact information.
accounts	contactInformation	addressLine6	This accepts the address line6 for account contact information.
accounts	contactInformation	city	This accepts the city for account contact information.
accounts	contactInformation	state	This accepts the state for account contact information.
accounts	contactInformation	postalCode	This accepts the postal code for account contact information.

First Level	Second Level	Third Level	Details
accounts	contactInformation	countryCode	This accepts the country code value for account contact information.
accounts	contactInformation	regionName	This accepts the region name for account contact information.
accounts	contactInformation	addressTypeCode	This accepts the type code value for account contact information.
accounts	riskListMembership	riskSource	This accepts the risk list membership risk source value for the account.
accounts	riskListMembership	addedDate	This accepts the risk list membership added date time for the account. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	riskListMembership	removedDate	This accepts the risk list membership removed date time for the account. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	riskListMembership	entryDescription	This accepts the risk list membership entry description for the account.
accounts	accountRestriction	restrictionCode	This accepts the account restriction code value for the account.
accounts	accountRestriction	addedDate	This accepts added date time for the account restriction. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
accounts	accountRestriction	removedDate	This accepts the removed date time for the account restriction. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.

First Level	Second Level	Third Level	Details
accounts	accountManagement	employeeId	This accepts the employee identifier of the account.
accounts	accountManagement	role	This accepts the role code value for the account.
accounts	genericInformation	description	This accepts generic information about the account.

6.10.4 Request JSON Sample

This section contains a request JSON sample to add account to an existing case. The API will accept multiple caselds and accounts information to be added to the case. The entries in this sample are only for reference purposes.

```
[
{
  "caseld": "CA100",
  "accounts": [
    {
      "accountId": "ACCIDIOSRMAC-001",
      "businessAdd": "N",
      "accountName": "RAMPEE",
      "type1": "INV",
      "type2": "INV",
      "registrationType": "IND",
      "ownerTypeCode": "CUST",
      "taxIdFormatCode": "S",
      "taxId": "TX123",
      "firmId": "CUIDIOSRMAC-001",
      "taxWithHoldCode": "Y",
      "jurisdictionCode": "AMEA",
      "businessDomainCode": "A",
      "houseHoldGroupld": "HHSAMPLE00",
      "legalEntity": "BGMC_ACCT_001",
      "openDate": "2021-06-24 11:00:48",
```

```
"closeDate": "2021-06-24 11:00:48",
"accountStatusCode": "A",
"statusEffectiveDate": "2021-06-24 11:00:48",
"branch": "ORGTRUNAPPTRGAC-001",
"businessUnit": "TestOrgA",
"discretionFlag": "Y",
"lastActivityDate": "2021-06-24 11:00:48",
"primeBrokerFlag": "N",
"oracleAccountPurposeCode": "O",
"oracleBusinessTypeCode": "RBR",
"effectiveRisk": 10,
"businessRisk": 10,
"listRisk": 10,
"geoRisk": 10,
"kycRisk": 10,
"contactInformation": [
  {
    "addressLine1": "Wall Street 101",
    "addressLine2": "College Road",
    "addressLine3": "Near Bentley Showroom",
    "addressLine4": "Next to Rod Stadium",
    "addressLine5": "Max Lab Division",
    "addressLine6": "Power Lane",
    "city": "New York",
    "state": "North",
    "postalCode": "12345-123",
    "countryCode": "US",
    "regionName": "AMERICA",
    "addressTypeCode": "B"
  }
],
"riskListMembership": [
  {
    "riskSource": "P8C",
```

```
"addedDate": "2022-06-15 10:00:00",
"removedDate": "2022-06-20 10:00:48",
"entryDescription": "P8C"
}
],
"accountRestriction": [
{
"restrictionCode": "NC",
"addedDate": "2022-06-15 10:02:00",
"removedDate": "2022-06-15 10:02:00"
}
],
"accountManagement": [
{
"employeeId": "EMPTRUNAPPTRGAC-002",
"role": "OWNER"
}
],
"genericInformation": {
"Account Details": {
"Victim Name": "Rahul Dravid",
"Victim SSN": "123-12-1234",
"Phone Number": "123-123-1234",
"Account No": "AD1234567"
},
"Enterprise Account Complaint": {
"Was a complaint filed?": "No"
},
"Incident Details": {
"Incident Type": "Fraudulent Transaction",
"Account Type": "Consumer",
"Market": "Southwest Mumbai"
}
}
}
```

```

    }
  ]
}
]

```

6.10.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseId		Displays the case internal identifier on which the API was called.
RESULTARRAY	accounts	MESSAGE	Displays the response message from the API for the respective account under the respective case.
RESULTARRAY	accounts	STATUS	Displays the status of the API call for the respective account under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.

First Level	Second Level	Third Level	Details
RESULTARRAY	accounts	accountId	Displays the account internal identifier under the respective case on which the API was called.

6.10.6 Response JSON Sample

This section contains a response JSON sample for when account addition to an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Add Account to a Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Accounts addition was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Accounts addition was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA120",
      "accounts": [
        {
          "MESSAGE": "Account added successfully.",
          "STATUS": "SUCCESS",
          "accountId": "ACCT1"
        },
        {
          "MESSAGE": "Account added successfully.",
          "STATUS": "SUCCESS",
          "accountId": "ACCIDIOSRMAC-001"
        }
      ]
    }
  ]
}
```

6.11 Remove Account from Case

This service will allow removal of accounts from an existing case. The following topics explain how to remove accounts from an existing case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.11.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/removeAccount](http://<Application URL>/rest-api/ECMService/CaseManagementService/removeAccount)

6.11.2 Service Type

The service type is POST.

6.11.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Details
caseld		This accepts the case internal identifier.
accounts	accountId	This accepts the account internal identifier.

6.11.4 Request JSON Sample

This section contains a request JSON sample to remove account from an existing case. It will accept multiple caselds and accounts information to be removed from the case. The entries in this sample are only for reference purposes.

```
[
{
  "caseld": "CA100",
  "accounts": [
    {
      "accountId": "ACCT-123"
    }
  ]
}
]
```

]

6.11.5 Response Parameters

The following table describes the details of response parameters for a JSON Sample when account removal from an existing case is successful.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the response message from the API.
STATUS			Displays the status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS, and in case of failure it will be represented by FAILED.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseld		Displays the case internal identifier on which the API was called.
RESULTARRAY	accounts	MESSAGE	Displays the response message from the API for the respective account under the respective case.
RESULTARRAY	accounts	STATUS	Displays the status of the API call for the respective account under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	accounts	accountId	Displays the account internal identifier under the respective case on which the API was called.

6.11.6 Response JSON Sample

This section contains a response JSON sample for when account removal from an existing case is successful. Refer [Appendix B Sample responses for Remove Account from Case API](#) for additional Response JSON samples. The entries in this sample are only for reference purposes.

```
{
  "MESSAGE": "Accounts removal was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Accounts removal was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "accounts": [
        {
          "MESSAGE": "Account removed successfully.",
          "STATUS": "SUCCESS",
          "accountId": "ACCT-5"
        },
        {
          "MESSAGE": "Account removed successfully.",
          "STATUS": "SUCCESS",
          "accountId": "ACCT-6"
        }
      ]
    }
  ]
}
```

6.12 Add External Entity to Case

This service will allow addition of external Entities to an existing ECM case. The following topics explain how to add External Entities to an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)

- [Response JSON Sample](#)

6.12.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/addExternalEntity](http://<Application URL>/rest-api/ECMService/CaseManagementService/addExternalEntity)

6.12.2 Service Type

The service type is POST.

6.12.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Third Level	Details
caseld			This accepts the case internal identifier.
externalEntities	externalEntity		This accepts the externalEntity internal identifier.
externalEntities	businessAdd		This identifies whether externalEntity addition needs to be done from business or not. Y states externalEntity needs to be added from business. N states externalEntity needs to be manually added.
externalEntities	externalEntityTypeCode		This accepts the externalEntity type code value.
externalEntities	lastActivityDate		This accepts the externalEntity last activity date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
externalEntities	riskRating		This accepts the externalEntity risk rate value.
externalEntities	jurisdictionCode		This accepts the externalEntity jurisdiction code value.
externalEntities	businessDomainCode		This accepts the externalEntity business domain code value.

First Level	Second Level	Third Level	Details
externalEntities	institution		This accepts the externalEntity institution value.
externalEntities	institutionName		This accepts the externalEntity institution name.
externalEntities	institutionId		This accepts the externalEntity institution id.
externalEntities	contactInformation	addressLine1	This accepts the address line1 for externalEntity contact information.
externalEntities	contactInformation	addressLine2	This accepts the address line2 for externalEntity contact information.
externalEntities	contactInformation	addressLine3	This accepts the address line3 for externalEntity contact information.
externalEntities	contactInformation	addressLine4	This accepts the address line4 for externalEntity contact information.
externalEntities	contactInformation	addressLine5	This accepts the address line5 for externalEntity contact information.
externalEntities	contactInformation	addressLine6	This accepts the address line6 for externalEntity contact information.
externalEntities	contactInformation	city	This accepts the city for externalEntity contact information.
externalEntities	contactInformation	state	This accepts the state for externalEntity contact information.
externalEntities	contactInformation	postalCode	This accepts the postal code for externalEntity contact information.
externalEntities	contactInformation	countryCode	This accepts the country code value for externalEntity contact information.
externalEntities	riskListMembership	riskSource	This accepts the risk list membership risk source value for the externalEntity.

First Level	Second Level	Third Level	Details
externalEntities	riskListMembership	addedDate	This accepts the risk list membership added date time for the externalEntity. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
externalEntities	riskListMembership	removedDate	This accepts the risk list membership removed date time for the externalEntity. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS.
externalEntities	riskListMembership	matchedName	This accepts the risk list membership matched name value for the externalEntity.
externalEntities	riskListMembership	entryDescription	This accepts the risk list membership entry description for the externalEntity.
externalEntities	genericInformation		This accepts generic information about the externalEntity.

6.12.4 Request JSON Sample

This section contains a request JSON sample to add external Entities to an existing case. The API will accept multiple caselds and external Entities information to be added to the case. The entries in this sample are only for reference purposes.

```
[
{
  "caseld": "CA100",
  "externalEntities": [
    {
      "externalEntity": "ACCIDIOSRMAC-001",
      "businessAdd": "N",
      "externalEntityTypeCode": "XA",
      "lastActivityDate": "2021-06-24 11:00:48",
      "riskRating": 2,
      "jurisdictionCode": "AMEA",
```

```
"businessDomainCode": "A",
"institution": "Oracle",
"institutionName": "BGMC_ACCT_001",
"institutionId": "12345",
"contactInformation": [
  {
    "addressLine1": "Wall Street 101",
    "addressLine2": "College Road",
    "addressLine3": "Near Bentley Showroom",
    "addressLine4": "Next to Rod Stadium",
    "addressLine5": "Max Lab Division",
    "addressLine6": "Power Lane",
    "city": "New York",
    "state": "North",
    "postalCode": "12345-123",
    "countryCode": "US"
  }
],
"riskListMembership": [
  {
    "riskSource": "P8C",
    "addedDate": "2022-06-15 10:00:00",
    "removedDate": "2022-06-20 10:00:48",
    "matchedName": "P8C",
    "entryDescription": "P8C"
  }
],
"genericInformation": {
  "External Entity Details": {
    "Victim Name": "Rahul Dravid",
    "Victim SSN": "123-12-1234",
    "Phone Number": "123-123-1234",
    "External Entity No": "AD1234567"
  }
},
```



```

"Enterprise External Entity Complaint": {
  "Was a complaint filed?": "No"
},
"Incident Details": {
  "Incident Type": "Fraudulent Transaction",
  "External Entity Type": "Consumer",
  "Market": "Southwest Mumbai"
}
}
}
]
}
]

```

6.12.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseId		Displays the case internal identifier on which the API was called.

First Level	Second Level	Third Level	Details
RESULTARRAY	externalEntities	MESSAGE	Displays the response message from the API for the respective externalEntity under the respective case.
RESULTARRAY	externalEntities	STATUS	Displays the status of the API call for the respective externalEntity under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	externalEntities	externalEntity	Displays the externalEntity internal identifier under the respective case on which the API was called.

6.12.6 Response JSON Sample

This section contains a response JSON sample for when external Entity addition to an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Add External Entity to a Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "External Entities addition was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "External Entities addition was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA120",
      "externalEntities": [
        {
          "MESSAGE": "External Entity added successfully.",
          "STATUS": "SUCCESS",
          "externalEntity": "ACCT1"
        },
        {
          "MESSAGE": "External Entity added successfully.",
          "STATUS": "SUCCESS",
          "externalEntity": "ACCIDIOSRMAC-001"
        }
      ]
    }
  ]
}
```

```

    }
  ]
}
]
}

```

6.13 Remove External Entity from Case

This service will allow updation of risk decision for events in existing case. The following topics explain how to remove External Entities from an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.13.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/removeExternalEntity](http://<Application URL>/rest-api/ECMService/CaseManagementService/removeExternalEntity)

6.13.2 Service Type

The service type is POST.

6.13.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Details
caseld		This accepts the case internal identifier.
externalEntities	externalEntity	This accepts the external entity internal identifier.
externalEntities	externalEntityTypeCode	This accepts the external entity type code value.

6.13.4 Request JSON Sample

This section contains a request JSON sample to remove external Entities from an existing case. The API will accept multiple caseids and external entities information to be removed from the case. The entries in this sample are only for reference purposes.

```
[
  {
    "caseld": "CA100",
    "externalEntities": [
      {
        "externalEntity": "ACFTNETRSTACO1X",
        "externalEntityTypeCode": "XA"
      }
    ]
  }
]
```

6.13.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseld		Displays the case internal identifier on which the API was called.

First Level	Second Level	Third Level	Details
RESULTARRAY	externalEntities	MESSAGE	Displays the response message from the API for the respective external entity under the respective case.
RESULTARRAY	externalEntities	STATUS	Displays the status of the API call for the respective external entity under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	externalEntities	externalEntity	Displays the external entity internal identifier under the respective case on which the API was called.

6.13.6 Response JSON Sample

This section contains a response JSON sample for when external entities removal from an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Remove External Entity from a Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "External Entities removal was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "External Entities removal was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "externalEntities": [
        {
          "MESSAGE": "External Entity removed successfully.",
          "STATUS": "SUCCESS",
          "externalEntity": "ACFTNETRSTAC01X"
        },
        {
          "MESSAGE": "External Entity removed successfully.",
          "STATUS": "SUCCESS",
          "externalEntity": "TERRY FRANCONA"
        }
      ]
    }
  ]
}
```

```

    }
  ]
}
]
}

```

6.14 Add Transaction to Case

This service will allow addition of transactions to an existing case. The following topics explain how to add Transactions to an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.14.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/addTransaction](http://<Application URL>/rest-api/ECMService/CaseManagementService/addTransaction)

6.14.2 Service Type

The service type is POST.

6.14.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Details
caseld		This accepts the case internal identifier.
transactions	transactionReferenceld	This accepts the transaction internal identifier.
transactions	businessAdd	This identifies whether transaction addition needs to be done from business or not. Y states transaction needs to be added from business. N states transaction needs to be manually added.

First Level	Second Level	Details
transactions	transactionTypeCode	This accepts the transaction type code value. B stands for back office transaction, C stands for cash transaction, M stands for monetary instrument, W stands for funds transfer.
transactions	accountId	This accepts the transaction account identifier. This attribute is only applicable for back office and cash transaction.
transactions	offsetAccountId	This accepts the transaction offset account identifier. This attribute is only applicable for back office transaction.
transactions	securityId	This accepts the transaction security identifier. This attribute is only applicable for back office transaction.
transactions	quantity	This accepts the quantity of the transaction. This attribute is only applicable for back office transaction.
transactions	transactionDateTime	This accepts the transaction date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS. This attribute is applicable for back office, cash, and fund transfer transactions.
transactions	debitOrCreditCode	This accepts the Debit/Credit code value for the transaction. This attribute is only applicable for back office and cash transaction.
transactions	baseAmount	This accepts the transaction base amount value.
transactions	transactionType1	This accepts the transaction type1 value.
transactions	transactionType2	This accepts the transaction type2 value.
transactions	transactionType3	This accepts the transaction type3 value.
transactions	transactionType4	This accepts the transaction type4 value.
transactions	description	This accepts the description of the back office transaction.
transactions	accountRisk	This accepts the transaction account risk value. This attribute is only applicable for back office and cash transaction.
transactions	offsetAccountRisk	This accepts the transaction offset account risk value. This attribute is only applicable for back office transaction.

First Level	Second Level	Details
transactions	overallRisk	This accepts the transaction overall risk value. This attribute is only applicable for back office transaction.
transactions	locationId	This accepts the transaction location identifier. This attribute is only applicable for cash transaction.
transactions	locationName	This accepts the transaction location name. This attribute is only applicable for cash transaction.
transactions	issueDateTime	This accepts the transaction issue date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS. This attribute is only applicable for monetary instrument transaction.
transactions	depositDateTime	This accepts the transaction deposit date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS. This attribute is only applicable for monetary instrument transaction.
transactions	clearingDateTime	This accepts the transaction clearing date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS. This attribute is only applicable for monetary instrument transaction.
transactions	postDateTime	This accepts the transaction post date time. This needs to be specified in ISO format YYYY-MM-DD HH24:MM:SS. This attribute is only applicable for monetary instrument transaction.
transactions	thirdPartyFlag	This accepts the transaction third party flag value. Y states that it is a third party transaction. This attribute is only applicable for monetary instrument and fund transfer transaction.
transactions	serialCheckNo	This accepts serial check number of monetary instrument transaction.
transactions	remitterName	This accepts the transaction remitter name. This attribute is only applicable for monetary instrument transaction.
transactions	remitterAccountId	This accepts the transaction remitter account identifier. This attribute is only applicable for monetary instrument transaction.

First Level	Second Level	Details
transactions	beneficiaryName	This accepts the transaction beneficiary name. This attribute is only applicable for monetary instrument and fund transfer transaction.
transactions	beneficiaryAccountId	This accepts the transaction beneficiary account identifier. This attribute is only applicable for monetary instrument and fund transfer transaction.
transactions	comments	This accepts the comments of monetary instrument transaction.
transactions	issuingFIId	This accepts the transaction issuing financial institution identifier. This attribute is only applicable for monetary instrument transaction.
transactions	instrument	This accepts the name of the specific instrument used in this transaction. This attribute is only applicable for monetary instrument transaction.
transactions	clearingFI	This accepts the transaction clearing financial institution name. This attribute is only applicable for monetary instrument transaction.
transactions	clearingFIId	This accepts the transaction clearing financial institution identifier. This attribute is only applicable for monetary instrument transaction.
transactions	depositingFI	This accepts the transaction depositing financial institution name. This attribute is only applicable for monetary instrument transaction.
transactions	depositingFIId	This accepts the transaction depositing financial institution identifier. This attribute is only applicable for monetary instrument transaction.
transactions	remitterRisk	This accepts the transaction remitter risk value. This attribute is only applicable for monetary instrument transaction.
transactions	beneficiaryRisk	This accepts the transaction beneficiary risk value. This attribute is only applicable for monetary instrument and fund transfer transactions.
transactions	originatorName	This accepts the transaction originator name. This attribute is only applicable for fund transfer transaction.

First Level	Second Level	Details
transactions	originatorAccountld	This accepts the transaction originator account identifier. This attribute is only applicable for fund transfer transaction.
transactions	sendFI	This accepts the transaction send financial institution name. This attribute is only applicable for fund transfer transaction.
transactions	sendFIld	This accepts the transaction send financial institution identifier. This attribute is only applicable for fund transfer transaction.
transactions	receivingFI	This accepts the transaction receiving financial institution name. This attribute is only applicable for fund transfer transaction.
transactions	receivingFIld	This accepts the transaction receiving financial institution identifier. This attribute is only applicable for fund transfer transaction.
transactions	originatorRisk	This accepts the transaction originator risk value. This attribute is only applicable for fund transfer transaction.
transactions	genericInformation	This accepts generic information about the transaction.

6.14.4 Request JSON Sample

This section contains a request JSON sample to add transactions to an existing case. It will accept multiple caseids and transactions information to be added to the case. The entries in this sample are only for reference purposes.

```
[
{
  "caseId": "CA101",
  "transactions": [
    {
      "transactionReferenceId": "TX4",
      "businessAdd": "N",
      "transactionTypeCode": "C",
      "transactionDateTime": "1990-12-01 10:30:00",
      "transactionType1": "ABC",
      "transactionType2": "XYZ",
    }
  ]
}
```

```

    "transactionType3": "TRY",
    "transactionType4": "CET",
    "debitOrCreditCode": "D",
    "baseAmount": 1000000,
    "accountId": "A123",
    "accountRisk": 1,
    "locationId": "B123",
    "locationName": "XYZ123"
  },
  {
    "transactionReferenceId": "TX3",
    "transactionTypeCode": "C",
    "businessAdd": "Y"
  }
]
}
]

```

6.14.5 Adding Labels to Transactions

While adding labels to the existing transactions on a case the “transactionlabels” attribute can be added to the existing Add Transaction API JSon. You can add multiple labels to a transaction. This is applicable for Business Add API.

Sample Json:

```

[
  {
    "caseId": "CA282",
    "transactions": [
      {
        "transactionReferenceId": "FOCIBPAACB-CB-07",
        "businessAdd": "Y",
        "transactionTypeCode": "C",
        "transactionLabels": ["SURROUNDING", "SUSPICIOUSs", "FRAUD", "EVENTED"],
      }
    ]
  }
]

```

6.14.6 Deleting Labels to Transactions

You can delete the labels from the transactions using the following JSon:

```
[
  {
    "caseId": "CA282",
    "transactions": [
      {
        "transactionReferenceId": "FOCIBPAACB-CB-07",

        "transactionTypeCode": "C"
      }
    ]
  }
]
```

6.14.7 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseId		Displays the case internal identifier on which the API was called.

First Level	Second Level	Third Level	Details
RESULTARRAY	transactions	MESSAGE	Displays the response message from the API for the respective transaction under the respective case.
RESULTARRAY	transactions	STATUS	Displays the status of the API call for the respective transaction under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	transactions	transactionReferenceId	Displays the transaction internal identifier under the respective case on which the API was called.

6.14.8 Response JSON Sample

This section contains a response JSON sample for when transaction addition to an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Add Transaction to Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Transactions addition was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Transactions addition was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "transactions": [
        {
          "MESSAGE": "Transaction added successfully.",
          "STATUS": "SUCCESS",
          "transactionReferenceId": "ACCIDIOSRMAC-5"
        },
        {
          "MESSAGE": "Transaction added successfully.",
          "STATUS": "SUCCESS",

```

```

        "transactionReferenceId": "ACCIDIOSRMAC-6"
    }
]
}
]
}

```

6.15 Remove Transaction from Case

This service will allow removal of transactions from an existing case. The following topics explain how to remove Transactions from an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.15.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/removeTransaction](http://<Application URL>/rest-api/ECMService/CaseManagementService/removeTransaction)

6.15.2 Service Type

The service type is POST.

6.15.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Details
caseld		This accepts the case internal identifier.
transactions	transactionReferenceId	This accepts the transaction reference identifier.
transactions	transactionTypeCode	This accepts the transaction type code value.

6.15.4 Request JSON Sample

This section contains a request JSON sample to remove transactions from an existing case. It will accept multiple caseids and transactions information to be removed from the case. The entries in this sample are only for reference purposes.

```
[
  {
    "caselid": "CA100",
    "transactions": [
      {
        "transactionReferencelid": "BOTRXNCSTLOSSSEVHH004",
        "transactionTypeCode": "B"
      }
    ]
  }
]
```

6.15.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.

First Level	Second Level	Third Level	Details
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseId		Displays the case internal identifier on which the API was called.
RESULTARRAY	transactions	MESSAGE	Displays the response message from the API for the respective transaction under the respective case.
RESULTARRAY	transactions	STATUS	Displays the status of the API call for the respective transaction under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	transactions	transactionReferenceId	Displays the transaction reference identifier under the respective case on which the API was called.

6.15.6 Response JSON Sample

This section contains a response JSON sample for when transactions removal from an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Remove Transaction from Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Transactions removal was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Transactions removal was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
```



```
"transactions": [  
  {  
    "MESSAGE": "Transaction removed successfully.",  
    "STATUS": "SUCCESS",  
    "transactionReferenceId": "BOTRXNCSTLOSSSEVHH004"  
  },  
  {  
    "MESSAGE": "Transaction removed successfully.",  
    "STATUS": "SUCCESS",  
    "transactionReferenceId": "FOTFREXDBTCRDPRCH-068"  
  }  
]  
}  
]
```

6.16 Update Event Risk Decision for Case

This service will allow updation of Risk Decision for events in an existing case. The following topics explain how to update Event Risk Decision for an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)
- [Response JSON Sample](#)

6.16.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/updateEventRiskDecision](http://<Application URL>/rest-api/ECMService/CaseManagementService/updateEventRiskDecision)

6.16.2 Service Type

The service type is POST.

6.16.3 Request Parameters

The following table describes the details of the parameters.

First Level	Second Level	Details
caseld		This accepts the case internal identifier.
events	eventCode	This accepts the event identifier.
events	eventTypeCode	This accepts the event type code value.
events	dataOrigin	This accepts the event data origin value.
events	eventDecisionCode	This accepts the event decision code value.
events	standardCommentId	This accepts the standard comment identifier. Multiple standard comment id(s) can be passed comma separated.
events	comments	This accepts the comments value.

6.16.4 Request JSON Sample

This section contains a request JSON sample to update Event Risk Decision for ECM cases. The API will accept multiple caseids and events information whose risk decision are to be updated for the case.

The entries in this sample are only for reference purposes.

```
[
{
  "caseld": "CA100",
  "events": [
    {
      "eventCode": "ECMRT1662738331135",
      "eventTypeCode": "AML",
      "dataOrigin": "DLY",
      "eventDecisionCode": 1,
      "standardCommentId": "8151,8152",
      "comments": "This event is suspicious."
    }
  ]
}
]
```

6.16.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Third Level	Details
MESSAGE			Displays the overall response message from the API.
STATUS			Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE		Displays the response message from the API for the respective case.
RESULTARRAY	STATUS		Displays the status of the API call for the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	caseld		Displays the case internal identifier on which the API was called.
RESULTARRAY	events	MESSAGE	Displays the response message from the API for the respective event under the respective case.
RESULTARRAY	events	STATUS	Displays the status of the API call for the respective event under the respective case whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	events	eventCode	Displays the event identifier under the respective case on which the API was called.

6.16.6 Response JSON Sample

This section contains a response JSON sample for when Event Risk Decision updation for an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Update Event Risk Decision for Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Event Decision updation was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Event Decision updation was successful.",
      "STATUS": "SUCCESS",
      "caseId": "CA100",
      "events": [
        {
          "MESSAGE": "Event Decision updated successfully.",
          "STATUS": "SUCCESS",
          "eventCode": "ECMRT1662738331135"
        },
        {
          "MESSAGE": "Event Decision updated successfully.",
          "STATUS": "SUCCESS",
          "eventCode": "ECMRT1662738414993"
        }
      ]
    }
  ]
}
```

6.17 Add Narrative to Case

This service will allow addition of Narratives to an existing case. The following topics explain how to add Narrative to an existing Case.

- [HTTP Link](#)
- [Service Type](#)
- [Request Parameters](#)
- [Request JSON Sample](#)
- [Response Parameters](#)

- [Response JSON Sample](#)

6.17.1 HTTP Link

[http:// <Application URL>/rest-api/ECMService/CaseManagementService/addNarrative](http://<Application URL>/rest-api/ECMService/CaseManagementService/addNarrative)

6.17.2 Service Type

The service type is POST.

6.17.3 Request Parameters

The following table describes the details of the parameters.

First Level	Details
caseld	This accepts the case internal identifier.
narrative	This accepts the narrative text.

6.17.4 Request JSON Sample

This section contains a request JSON sample to add a Narrative to an existing ECM case. Only plain text will be captured. Formatting, images and screenshots will not be captured. The entries in this sample are only for reference purposes.

```
[
{
  "caseld": "CA100",
  "narrative": "This case was registered because illegal activities was carried in the joint account linked to the customer."
}
]
```

6.17.5 Response Parameters

The following table describes the details of response parameters.

First Level	Second Level	Details
MESSAGE		Displays the overall response message from the API.

First Level	Second Level	Details
STATUS		Displays the overall status of the API call whether it was successful or failed. In case of success, it will be represented by SUCCESS and in case of failure it will be represented by FAILED and in case of partial success it will be represented by PARTIALSUCCESS.
RESULTARRAY	MESSAGE	Displays the response message from the API for the respective case.
RESULTARRAY	STATUS	Displays the status of the API call for the respective case whether it was successful or failed. In case of success it will be represented by SUCCESS and in case of failure it will be represented by FAILED.
RESULTARRAY	caseId	Displays the case internal identifier on which the API was called.

6.17.6 Response JSON Sample

This section contains a response JSON sample for when narrative addition to an existing case is successful. The entries in this sample are only for reference purposes. Refer [Appendix B Sample responses for Add Narrative to Case API](#) for additional Response JSON samples.

```
{
  "MESSAGE": "Narrative addition was successful.",
  "STATUS": "SUCCESS",
  "RESULTARRAY": [
    {
      "MESSAGE": "Narrative added successfully.",
      "STATUS": "SUCCESS",
      "caseId": "CA240"
    },
    {
      "MESSAGE": "Narrative added successfully.",
      "STATUS": "SUCCESS",
      "caseId": "CA100"
    },
    {
      "MESSAGE": "Narrative added successfully.",
      "STATUS": "SUCCESS",

```

```
        "caseId": "CA360"  
    }  
]  
}
```

6.18 Attachment and Comments Service

This ECM service allows clients to post attachments and comments from an external application to a case in Oracle's Enterprise Case Management application. This is useful when there are external processes that create evidence for a case and that information needs to automatically be attached to the case. For example, a client may have an RPA process which creates a customer profile for an investigator which will assist in the investigation. This service can post that profile to the case. It is then viewable from the Evidence tab within the case. The process is also recorded in the audit history of the case. The receipt of the attachment or comment may also be a status changing action. This allows for the status of the case to be updated when the document/comment is received.

Note that this service is only available in ECM release 8.0.7 and beyond.

With this service, you can associate attachments or comments with a case, a business entity, or both. At this time, attachments can only be viewed through a case. The ability to view a business entity and see attachments and comments related to that entity will be provided in a future release. If you intend these attachments and comments to be for an entity, Oracle recommends you associate to both cases and entities in preparation for this future functionality.

Each request can only associate a document or comment with one case or one entity.

Topics:

- [Service Definition](#)
- [Configuring Entity Types](#)

6.18.1 Service Definition

Topics:

- [Service URL](#)
- [Service Method](#)
- [Request/Query Parameters](#)
- [Service Response](#)
- [Sample Java Code for the Service Call](#)
- [Changing Case Status upon Service Execution](#)
- [Response Messages](#)

6.18.1.1 Service URL

In the following example, a customer profile document created on customer John Doe (Customer ID CA12345) is being attached to case CA54321. The source of the document is from an RPA application.

When the attachment is received, the status of the case will update to the status associated with action code CA986 as defined in PMF.

```
http://<<webserver IP or name>>/<<application context>>/rest-
api/ECMSservice/CaseManagementService/ecmUploadFile?entityId=CA54321&caseId=
CA54321&entityType=case&comments=Customer Profile for John
Doe&docDesc=Customer Profile from RPA Process&docType=Customer
Profile&source=RPA Process ID 1234&senderId=RPAUser1234&actionCode=CA986
```

NOTE Here, & is used for separating the parameters in the above URL. The document or file has to be attached as multipart/form-data while calling the service. Authentication information has to be provided with Bas64 encoded format of <username>:<password>. Any space or special characters in the URL query parameters need to be 'Percent-encoded'

6.18.1.2 Service Method

The service method is POST for the enhanced security.

6.18.1.3 Request/Query Parameters

The following table describes the details of parameters.

Name	Parameter Name	Description	Required
Entity ID	entityId	It can be the Case ID or the Business Entity ID to which the document/comment is associated. If entity type is 'CASE', then entityId will be validated against the valid case IDs in the system. No validation for other entity types.	Y
Entity Type	entityType	Entity type is the type of entity against which this action is performed. By default, entity type 'CASE' is defined in the system. User needs to configure the other entity type in the system. For configuring new entity type, refer section Configuring Entity Type . If entity type is other than CASE, then provide an entity ID in the entityId parameter. You can also provide a case ID in the caseld parameter, so the document/comment will be associated with both case and the entity.	Y
Comments	comments	Comments to be stored against the Case/Entity. You can enter up to 64k characters.	Y

Name	Parameter Name	Description	Required
Sender ID	senderId	This can be a valid ECM user ID or a valid AAI user ID. If it is a valid ECM user ID, this will be displayed in the audit history and Evidence tab. If it is a valid AAI ID, then 'SYSTEM' will be displayed in the Audit History and Evidence tabs. If using an ECM user ID it will go against the client's ECM licensed user count. If using an AAI ID, it is recommended that some user identifier is also included in either the Document Description or Comment parameters.	N
Document Description	docDesc	Description of document attached.	N
Document Type	docType	Used to categorize the type of document being sent.	N
Case ID	caseId	ID for the case in which the document or comment should be associated.	N
Action Code	actionCode	Defines the code for the action that is to be performed. This should be a valid action as defined in KDD_ACTION and/or PMF. Action Code is only validated against KDD_ACTION. It is not validated that it is a valid action for the case in the current status. Action Code for external document attach is CA985. Action Code for external comment is CA986	N
Source	source	Where the document/comment came from.	N

Along with the above mentioned parameters, if document/file is to be sent, attach the document/file as multipart/form-data. For more information, see the Sample Java Code for the Service Call section.

6.18.1.4 Service Response

This service responds with a JSON object as the response data. The following is a sample response data:

```
{
status: "Success",
description: "The request has been successfully processed"
```

```
}
```

For the possible response messages, see the Response Messages section.

6.18.1.5 Sample Java Code for the Service Call

This section shows an example of how to write a REST client in Java to call this service.

- Create a URL (java.net.URL) object and Open the Connection:

```
URL url = new URL(<SERVER_URL>);
```

```
URLConnection urlConnection = (URLConnection) url.openConnection();
```

NOTE <SERVER_URL>: It is the end point URL for the service. For example, see the [Service URL](#) section.

- Set the request Headers:

```
urlConnection.setRequestMethod("POST");
```

```
urlConnection.setRequestProperty("Authorization",
```

```
<basicAuthEncryptedString>);
```

```
urlConnection.setRequestProperty("Content-Type", "multipart/form-data;
boundary=" + <boundaryString>);
```

NOTE <basicAuthEncryptedString> : It is a Base64 (org.apache.commons.codec.binary.Base64) encrypted credentials in String format.

<boundaryString> : Define your boundary String.

- Write the File/Document to the URL Connection Output Stream.

```
OutputStream outputStream = urlConnection.getOutputStream();
```

```
BufferedWriter writer = new BufferedWriter(new
OutputStreamWriter(outputStream));
```

```
// Include the section to describe the file
```

```
String LINE_FEED = "\r\n";
```

```
for(int i=0; i< <FILE_PATHS>.length; i++){
```

```
File fileToUpload = new File(<FILE_PATHS>[i]); String fileName =
fileToUpload.getName();
```

```
writer.append("--" + boundaryString).append(LINE_FEED);
```

```
writer.append("Content-Disposition: form-data; name=\"file\"; filename=\""
+ fileName + "\"").append(LINE_FEED);
```

```
writer.append(URLConnection.guessContentTypeFromName(fileName)).append
(LINE_FEED);
```

```
writer.append("Content-Transfer-Encoding: binary").append(LINE_FEED);
writer.append(LINE_FEED);
writer.flush();

FileInputStream inputStream = new FileInputStream(<fileToUpload>);
byte[] buffer = new byte[4096]; int bytesRead = -1;
while ((bytesRead = inputStream.read(buffer)) != -1) {
    outputStream.write(buffer, 0, bytesRead);
}
outputStream.flush(); inputStream.close();

writer.append(LINE_FEED); writer.flush();
}

// Mark the end of the multipart http request

writer.write("\r\n--" + boundaryString + "--\r\n"); writer.flush();

// Close the streams outputStream.close(); writer.close();
```

NOTE <FILE_PATHS>: Array of File paths to be uploaded.

- Reading the Service Response

```
BufferedReader httpResponseReader = new BufferedReader(new
InputStreamReader(urlConnection.getInputStream()));
```

6.18.1.6 Changing Case Status upon Service Execution

The status of a case can be updated when a document or comment is received. This is achieved through the Action Code parameter.

- If no Action Code is defined, the action seen on the Evidence tab is Added External Document /Added External Comments and the Resulting Status is not updated.
- If the Action Code sent is only defined in KDD_ACTION and not in PMF, then the action on the Evidence tab will be what was provided in the Action Code parameter, and the Resulting Status is not updated (and the status of the case does not change).
- If the Action Code sent is defined in both KDD_ACTION and in PMF, then two records are recorded in the Audit History. One, for the receipt of the document, and the other for the case status change. Both records have the same Action name but the Resulting Status will be different.

6.18.1.7 Response Messages

The following is a list of possible Response Messages:

Scenario	Status	Description
On Success	Success	The request has been successfully processed.
Missing mandatory parameters (entityId, entityType, comments)	Failed	Missing mandatory parameters. Please make sure you send these parameters : entityId, entityType, comments.
Invalid value for a parameter (entityType, entityId/caseld)	Failed	Invalid value for the parameter. Please make sure you send valid value for : <parameter-name>.
PMF Workflow call fails	Failed	Request has been failed : Unable to start workflow.
INSERT query fails for FCC_CM_DOC_SERVICE	Failed	Request has been failed : Unable to INSERT the record to the service table.
saveCaseAttachment procedure fails	Failed	Request has been failed : Unable to INSERT the record to attachment table.
saveCaseComment procedure fails	Failed	Request has been failed : Unable to INSERT the record to comment table.
Document upload fails from AAI api (includes invalid file extension)	Failed	Request has been failed : Unable to upload selected files.

6.18.2 Configuring Entity Types

By default, the configuration for the entity type 'CASE' is defined in the system. Any further Entity Type configuration needs an entry in the table FCC_CM_DOC_SRVCE_CONF.

Column Name	Data Type	Description
V_ENTITY_TYPE	VARCHAR2(1000 CHAR)	Defines an Entity Type.
V_MANDATORY_PARAMS	VARCHAR2(4000 CHAR)	Set of parameter to be made mandatory for the Entity Type (Comma separated).
V_ALLWD_DOCUMENT_TYPE	CLOB	For Future Use.
V_ALLWD_ACTION_CD	VARCHAR2(4000 CHAR)	For Future Use.
V_ALLWD_SOURCE	CLOB	For Future Use.
V_ALLWD_USER_IDS	CLOB	For Future Use.

For example, if you want to define/configure a new entity type as “CUSTOMER” with senderId and actionCode as mandatory along the default mandatory parameters mentioned in the Request/Query Parameters section, then make the entries in FCC_CM_DOC_SRVCE_CONF table as mentioned below:

V_ENTITY_T YPE	V_MANDATORY_PA RAMS	V_ALLWD_DOCUMENT _TYPE	V_ALLWD_ACTIO N_CD	V_ALLWD_SOU RCE	V_ALL WD
CUSTOMER	senderId,actionCod e	(null)	(null)	(null)	(null)

7 Appendix A - Supported JSON Structures for Generic Event Information

NOTE This section applies only to the following API Services

- Create Event
- Create Event and Promote to Case
- Create Event and Extend to Existing Case

This part of the API allows you to add generic event data to any event.

NOTE The entries in these samples are only for reference purposes.

1. Simple JSON with simple Objects (One Level)

```
{
  "Customer Details": {
    "Victim Name": "John Doe",
    "Victim SSN": "123-12-1234",
    "Phone Number": "123-123-1234"
  },
  "Enterprise Customer Complaint": {
    "Was a complaint filed through the Enterprise Customer Complaint?": "Yes"
  },
  "Incident Details": {
    "Incident Type": "Structuring",
    "Account Type": "Consumer",
    "Market": "Southwest Pennsylvania"
  }
}
```

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583217432360

Generic Entity ID: 1

Customer Details

Victim SSN: 123-12-1234
Victim Name: John Doe
Phone Number: 123-123-1234

Enterprise Customer Complaint

Was a complaint filed through the Enterprise Customer Complaint?: Yes

Incident Details

Incident Type: Structuring
Market: Southwest Pennsylvania
Account Type: Consumer

2. Simple JSON with one level of Array Object

```
{
  "Customer Details": {
    "Victim Name": "Ajay Devgan",
    "Victim SSN": "123-12-1234",
    "Phone Number": "123-123-1234",
    "Address List": [{
      "Address Type": "Office",
      "Street": "MG Road",
      "City": "Bangalore"
    },
    {
      "Address Type": "Home",
      "Street": "Victoria Road",
      "City": "Mumbai"
    },
    {
      "Address Type": "Branch",
      "Street": "Wuhan Province",
      "City": "Beijing"
    }
  ]
},
  "Enterprise Customer Complaint": {
```

```

    "Complaint?": "Yes"
  },
  "Incident Details": {
    "Incident Type": "Structuring",
    "Account Type": "Consumer",
    "Market": "Southwest Mumbai"
  }
}

```

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583325598441

Generic Entity ID: 3

Customer Details

Victim SSN: 123-12-1234

Address List

Address Type	Street	City
Office	MG Road	Bangalore
Home	Victoria Road	Mumbai
Branch	Wuhan Province Beijing	

Victim Name: Ajay Devgan
Phone Number: 123-123-1234

Enterprise Customer Complaint

Was a complaint filed through the Enterprise Customer Complaint?: Yes

Incident Details

Incident Type: Structuring
Market: Southwest Mumbai
Account Type: Consumer

3. Simple Object with Two levels of Array and Second Array being simple String of Values

```

{
  "Car Ownership Details": {
    "Name": "John",
    "Age": 30,
    "Cars": [
      {
        "Name": "Ford",
        "Models": ["Fiesta", "Focus", "Mustang"]
      },
      {
        "Name": "BMW",
        "Models": ["320", "X3", "X5"]
      }
    ]
  }
}

```



```

        "Name": "Fiat",
        "Models": ["500", "Panda"]
    }
]
}

```

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583325861997

Generic Entity ID: 4

Car Ownership Details

Cars

Models	Name
Fiesta,Focus,Mustang	Ford
320.X3.X5	BMW
500.Panda	Fiat

Age: 30
Name: John

4. Simple Object with Two levels of Array and Second Array also consisting of Key Values

```

{
    "Car Branch Details": {
        "Name": "INVENTORY1",
        "Year": 2020,
        "Cars": [{
            "Name": "Ford",
            "Branches": [{
                "Name": "BLR",
                "City": "Bangalore"
            }, {
                "Name": "MLR",
                "City": "Mangalore"
            }
        ]
    },
    {
        "Name": "Hyundai",
        "Branches": [{

```

```

        "Name": "DEL",
        "City": "Delhi"
      }, {
        "Name": "RJK",
        "City": "Rajkot"
      }
    ]
  }
}

```

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583328064951

Generic Entity ID: 5

Car Branch Details

Cars

Branches		Name
City	Name	
Mangalore	MLR	Ford
Rajkot	RJK	Hyundai

Year: 2020
Name: INVENTORY1

5. Array JSON Object with two levels of Array and Second Array also consisting of key values

```

{
  "Bank Details": [{
    "Name": "HDFC",
    "Year": 1988,
    "Departments": [{
      "Name": "Credit",
      "Employees": [{
        "Name": "Virat",
        "City": "Bangalore"
      }, {
        "Name": "Smith",

```

```

        "City": "Jaipur"
    }
},
{
    "Name": "Debit",
    "Employees": [{
        "Name": "Ricky",
        "City": "Bangalore"
    }, {
        "Name": "Sanath",
        "City": "Kandy"
    }
    ]
},
{
    "Name": "ICICI",
    "Year": 1992,
    "Departments": [{
        "Name": "Credit",
        "Employees": [{
            "Name": "Sachin",
            "City": "Mumbai"
        }, {
            "Name": "Kapil",
            "City": "Delhi"
        }
        ]
    },
    {
        "Name": "Debit",
        "Employees": [{
            "Name": "Steve",
            "City": "Sydney"
        }, {

```

```

        "Name": "Marvan",
        "City": "Colombo"
    }
}
]
}
}

```

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583390844950

Generic Entity ID: 6

Bank Details

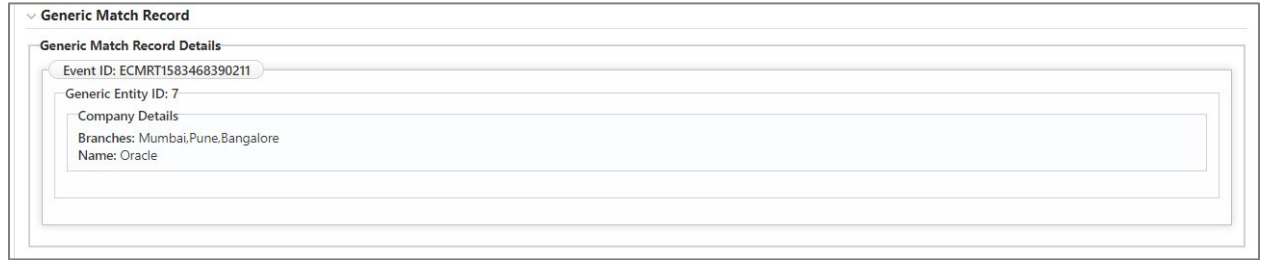
Departments	Year	Name						
<table border="1"> <thead> <tr> <th>Employees</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>City Name Jaipur Smith</td> <td>Credit</td> </tr> <tr> <td>City Name Kandy Sanath</td> <td>Debit</td> </tr> </tbody> </table>	Employees	Name	City Name Jaipur Smith	Credit	City Name Kandy Sanath	Debit	1988	HDFC
Employees	Name							
City Name Jaipur Smith	Credit							
City Name Kandy Sanath	Debit							
<table border="1"> <thead> <tr> <th>Employees</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>City Name Delhi Kapil</td> <td>Credit</td> </tr> <tr> <td>City Name Colombo Marvan</td> <td>Debit</td> </tr> </tbody> </table>	Employees	Name	City Name Delhi Kapil	Credit	City Name Colombo Marvan	Debit	1992	ICICI
Employees	Name							
City Name Delhi Kapil	Credit							
City Name Colombo Marvan	Debit							

6. Simple Object and Inside Simple Array of Strings

```

{
    "Company Details": {
        "Name": "Oracle",
        "Branches": ["Mumbai", "Pune", "Bangalore"]
    }
}

```



7. Array JSON Object with two levels of Array and Second Array consisting of Simple Int Values. Also, Simple Array of Strings (For Example : Purposes)

```

{
  "Customer Details": [{
    "Name": "Jackson",
    "Jurisdiction": ["Mumbai", "Pune", "Bangalore"],
    "Departments": [{
      "Name": "Credit",
      "TransactionIds": [11, 12, 13]
    },
    {
      "Name": "Debit",
      "TransactionIds": [14, 15, 17]
    }
  ]
},
{
  "Name": "Dwayne",
  "Jurisdiction": ["California", "Pune", "Delhi"],
  "Departments": [{
    "Name": "Credit",
    "TransactionIds": [11.245, 12.345, 13]
  },
  {
    "Name": "Debit",
    "TransactionIds": [14, 15, 17]
  }
]
}

```

```

    }
  ],
  "Purposes": ["Rental", "Shopping", "Travel"]
}

```

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583490016489

Generic Entity ID: 8

Customer Details

Jurisdiction	Departments	Name
Mumbai,Pune,Bangalore	TransactionIds Name	Jackson
	11,12,13 Credit 14,15,17 Debit	
California,Pune,Delhi	TransactionIds Name	Dwayne
	11,245,12,345,13 Credit 14,15,17 Debit	

Purposes
Rental,Shopping,Travel

8. More than 1 Generic Entity Under Same Event

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583217432360

Generic Entity ID: 1

Customer Details

Victim SSN: 123-12-1234
Victim Name: John Doe
Phone Number: 123-123-1234

Enterprise Customer Complaint

Was a complaint filed through the Enterprise Customer Complaint?: Yes

Incident Details

Incident Type: Structuring
Market: Southwest Pennsylvania
Account Type: Consumer

Generic Entity ID: 2

Bank Details

Start Year	Employees	Name	Year	Founder	Name
1989	City Name	Credit	1988	Aditya Puri	HDFC
	Jaspur Smith				
1989	City Name	Debit			
	Kandy Samath				
1993	City Name	Credit	1992	Sandeep Balishi	ICI
	Delhi Kapil				
1993	City Name	Debit			
	Colombo Maman				

9. Multiple Events selected on UI

Generic Match Record

Generic Match Record Details

Event ID: ECMRT158325598441

Generic Entity ID: 3

Customer Details

Victim SSN: 123-12-1234

Address List

Address Type	Street	City
Office	M/G Road	Bangalore
Home	Victoria Road	Mumbai
Branch	Wuhan Province	Beijing

Victim Name: Ajay Devgan
Phone Number: 123-123-1234

Enterprise Customer Complaint

Was a complaint filed through the Enterprise Customer Complaint?: Yes

Incident Details

Incident Type: Structuring
Market: Southwest Mumbai
Account Type: Consumer

Event ID: ECMRT1583490016489

Generic Entity ID: 8

Customer Details

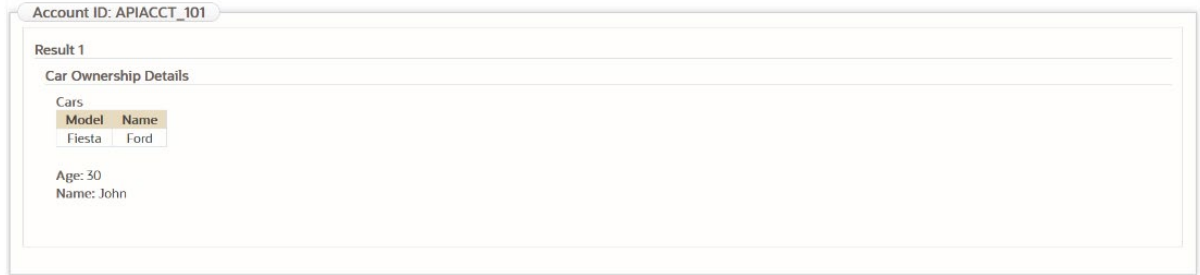
Jurisdiction	Departments	Name
Mumbai.Pune.Bangalore	Transactions Name	Jackson
	11.12.13 Credit	
	14.15.17 Debit	Divayne
	Transactions Name	
California.Pune.Delhi	11.245.12.245.13 Credit	
	14.15.17 Debit	

Purposes

Rental.Shopping.Travel

10. JSON with two levels of simple object with one level of array object.

```
{
  "Car Ownership Details": {
    "Name": "John",
    "Age": 30,
    "Cars": [{
      "Name": "Ford",
      "Model": "Fiesta"
    }]
  }
}
```



11. JSON with two levels of simple object with two levels of array object with Second Array consisting of Simple Int Values.

```
{
    "Customer Details": [{
        "Name": "Jackson",
        "Jurisdiction": ["Mumbai", "Pune", "Bangalore"],
        "Departments": [{
            "Name": "Credit",
            "TransactionIds": [11, 12, 13]
        },
        {
            "Name": "Debit",
            "TransactionIds": [14, 15, 17]
        }
    ]
    },
    {
        "Name": "Dwayne",
        "Jurisdiction": ["California", "Pune", "Delhi"],
        "Departments": [{
            "Name": "Credit",
            "TransactionIds": [11.245, 12.345, 13]
        },
        {
            "Name": "Debit",
            "TransactionIds": [14, 15, 17]
        }
    ]
    }
]
```



```

}
],
"Purposes": ["Rental", "Shopping", "Travel"]
}
}
}
]
}

```

Account ID: APIACCT_101111

Result 1

Customer Details

Jurisdiction	Departments	Name
Mumbai, Pune, Bangalore	TransactionIds	Name
	11, 12, 13	Credit
	14, 15, 17	Debit
California, Pune, Delhi	TransactionIds	Name
	11.245, 12.345, 13	Credit
	14, 15, 17	Debit
		Jackson
		Dwayne

Purposes: Rental, Shopping, Travel

7.1 Assumptions and Notes

1. Section Names or Object Names must be provided for all elements which are of type Object or Array. For example, following json without section Name will not be supported:

```

{
  "Name": "ASK",
  "Work": "IT"
}

```

2. Supports 2 levels of Arrays for Simple Objects (Main JSON Object->Array1->Array2). Similarly, for the Array Object, it will be Main Array Object->Array1->Array2.
3. Supports simple object inside Array, but this is a rare case where we use any objects inside object. Use array where all single objects can pass it as Array. Else, it as good as normal key value attributes to the parent object:

```

[
  {
    "Name": "ASK",
    "Work": "IT"
  }
]

```

Generic Match Record

Event ID: ECMRT1583490016489

Customer Details

Jurisdiction	Departments		Name
Mumbai, Pune, Bangalore	TransactionIds	Name	Jackson
	11, 12, 13	Credit	
	14, 15, 17	Debit	
California, Pune, Delhi	TransactionIds	Name	Dwayne
	11,245, 12,345, 13	Credit	
	14, 15, 17	Debit	

Purposes

Rental, Shopping, Travel

- For generic entity JSON structures for the Array Type JSON which is depicted as Table on the UI, the order in which the columns are shown is random.

8 Appendix B - Improvements in Real Time Event Creation APIs

- [Logging Improvements in Real Time Event Creation APIs](#)
- [Sample responses for the ECM real time event creation API](#)

8.1 Logging Improvements in Real Time Event Creation APIs

The below services are supported under Real time Event Creation API.

- Create Event (saveEvents)
- Create Event and Promote to Case (saveEventsAndPromoteToCase)
- Create Event and Extend to Existing Case (saveEventsAndExtendToCase)

Major changes performed in the above services are listed below,

- In case of any failure in the API, 500 HTTP status code is returned instead of 200.
- A message is also returned in the API response to indicate the cause of failure.

The response message structure for failure messages is the same as earlier for the services below

saveEvents

```
{
  "MESSAGE": "Event Code already exists.",
  "STATUS": "FAILED"
}
```

saveEventsAndPromoteToCase

```
{
  "message": "Event Code already exists.",
  "status": "FAILED"
}
```

saveEventsAndExtendToCase

```
{
  "message": "Event Code already exists.",
  "status": "FAILED"
}
```

- Known success and failure messages returned in the responses have multi-locale support. Other exceptions like Error connecting database or particular JSON attribute not found are still in English. The status in the response will still be in English. A detailed list of messages which are translatable is mentioned in the document ahead.
- For multi-locale support, when the APIs are called from the ECM application, the user's respective locale will be used, and the message will be shown in that language. For calls made from third-party clients like Postman or via token, en_US will be the locale used.
- There are no more system outs in the APIs
- The Exception stack trace is now logged via Logger.

- In case of any error or exceptions, detailed debug logging is also done.
- At important API method calls and code lines, debug loggers are added.
- These loggers will not only help in debugging any issues quicker but will also serve as a tool to find out any performance bottlenecks.
- Logging is done in the UMMService.log file.

8.2 Sample responses for the ECM real time event creation API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when events are saved successfully.	<pre>saveEvents { "MESSAGE": "Event(s) saved successfully.", "STATUS": "SUCCESS", "Event Id(s)": "POSTARJ37" }</pre>	OK 200	saveEvents	Yes
2	This is the response when input is not in proper JSON format.	<pre>saveEvents { "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Invalid JSON Input format. Please correct the data.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Invalid JSON Input format. Please correct the data.", "status": "FAILED" }</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
3	This is the response when input does not have events array.	<pre> saveEvents { "MESSAGE": "Input JSON data does not have events array.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Input JSON data does not have events array.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Input JSON data does not have events array.", "status": "FAILED" } </pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
4	This is the response when user does not have access to the entity passed in the input. This is applicable only to the calls made from the ECM UI Application.	<pre> saveEvents { "MESSAGE": "Invalid user access to the entity.", "STATUS": "FAILED" } saveEventsAndExtendToCase { "message": "Invalid user access to the entity.", "status": "FAILED" } </pre>	ERROR 500	saveEvents saveEventsAndExtendToCase	Yes
5	This is the response when Event lookup entry already exists.	<pre> saveEvents { "MESSAGE": "Event lookup entry already exists.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Event lookup entry already exists.", "status": "FAILED" } </pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre> } saveEventsAndExtendToCase { "message": "Event lookup entry already exists.", "status": "FAILED" } </pre>			
6	This is the response when there is an error while inserting into FCC_EVENT_LOOKUP table.	<pre> saveEvents { "MESSAGE": "Error occurred while inserting into FCC_EVENT_LOOKUP table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_EVENT_LOOKUP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_EVENT_LOOKUP table.", "status": "FAILED" } </pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
7	This is the response when the event code passed in the input already exists.	<pre> saveEvents { "MESSAGE": "Event Code already exists.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Event Code already exists.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Event Code already exists.", </pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>"status": "FAILED" }</pre>			
8	This is the response when there is an error while inserting into FCC_EVENTS table.	<pre>saveEvents { "MESSAGE": "Error occurred while inserting into FCC_EVENTS table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_EVENTS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_EVENTS table.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	Yes
9	This is the response when the generic entity passed in the input already exists.	<pre>saveEvents { "MESSAGE": "Generic entity already exists.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Generic entity already exists.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Generic entity already exists.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	Yes
10	This is the response when there is an error while	<pre>saveEvents {</pre>	ERROR 500	<pre>saveEvents</pre>	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	inserting into FCC_GENERIC_ENTITY table.	<pre>"MESSAGE": "Error occurred while inserting into FCC_GENERIC_ENTITY table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_GENERIC_ENTITY table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_GENERIC_ENTITY table.", "status": "FAILED" }</pre>		saveEventsAndPromoteToCase saveEventsAndExtendToCase	
11	This is the response when Event entity map entry already exists.	<pre>saveEvents { "MESSAGE": "Event entity map entry already exists.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Event entity map entry already exists.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Event entity map entry already exists.", "status": "FAILED" }</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
12	This is the response when there is an error while inserting into FCC_EVENT_	<pre>saveEvents { "MESSAGE": "Error occurred while inserting into FCC_EVENT_ENTITY_MAP table.",</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	ENTITY_MAP table.	<pre>"STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_EVENT_ENTITY_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_EVENT_ENTITY_MAP table.", "status": "FAILED" }</pre>		saveEventsAndExtendToCase	
13	This is the response when Event binding entry already exists.	<pre>saveEvents { "MESSAGE": "Event binding entry already exists.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Event binding entry already exists.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Event binding entry already exists.", "status": "FAILED" }</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
14	This is the response when there is an error while inserting into FCC_EVENT_BINDING table.	<pre>saveEvents { "MESSAGE": "Error occurred while inserting into FCC_EVENT_BINDING table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>{ "message": "Error occurred while inserting into FCC_EVENT_BINDING table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_EVENT_BINDING table.", "status": "FAILED" }</pre>			
15	This is the response when Event details entry already exists.	<pre>saveEvents { "MESSAGE": "Event details entry already exists.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Event details entry already exists.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Event details entry already exists.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	Yes
16	This is the response when there is an error while inserting into FCC_EVENT_DETAILS table.	<pre>saveEvents { "MESSAGE": "Error occurred while inserting into FCC_EVENT_DETAILS table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase {</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre> "message": "Error occurred while inserting into FCC_EVENT_DETAILS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_EVENT_DETAILS table.", "status": "FAILED" } </pre>			
17	This is the response when events are saved successfully and extended to case.	<pre> saveEventsAndExtendToCase { "message": "Event(s) saved successfully and extended to case.", "Event Id(s)": "POSTARJ39", "status": "SUCCESS", "caseType": "AML_SURV" } </pre>	OK 200	saveEventsAndExtendToCase	Yes
18	This is the response when events cannot be extended to case in the current case status.	<pre> saveEventsAndExtendToCase { "message": "Event(s) cannot be saved and extended to case in the current case status.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndExtendToCase	Yes
19	This is the response when there is an error while updating FCC_PRECASE table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while updating FCC_PRECASE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while updating FCC_PRECASE table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
20	This is the response when there is	<pre> saveEventsAndPromoteToCase { </pre>	ERROR 500	saveEventsAndPromoteToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	an error while updating FCC_EVENTS table.	<pre>"message": "Error occurred while updating FCC_EVENTS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while updating FCC_EVENTS table.", "status": "FAILED" }</pre>		saveEventsAndExtendToCase	
21	This is the response when events are saved successfully and promoted to case.	<pre>saveEventsAndPromoteToCase { "caseId": "CA262", "message": "Event(s) saved successfully and promoted to case.", "Event Id(s)": "POSTARJ38", "status": "SUCCESS", "caseType": "AML_SURV" }</pre>	OK 200	saveEventsAndPromoteToCase	Yes
22	This is the response when there is an error while deleting from entity table. Note that the placeholder "{0}" will be replaced by the actual entity table name.	<pre>saveEvents { "MESSAGE": "Error occurred while deleting from {0} table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while deleting from {0} table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while deleting from {0} table.", "status": "FAILED" }</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
23	This is the response when there is an error while inserting into	<pre>saveEvents { "MESSAGE": "Error occurred while inserting into {0} table.",</pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	entity table. Note that the placeholder "{0}" will be replaced by the actual entity table name.	<pre> "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while inserting into {0} table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into {0} table.", "status": "FAILED" } </pre>		saveEventsAndExtendToCase	
24	This is the response when the case passed in the input does not exist.	<pre> saveEventsAndExtendToCase { "message": "Case does not exist.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndExtendToCase	Yes
25	This is the response when there is an error while updating FCC_CORRELATION table.	<pre> saveEventsAndExtendToCase { "message": "Error occurred while updating FCC_CORRELATION table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndExtendToCase	Yes
26	This is the response when entry already exists in FCC_PRECASE table.	<pre> saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_PRECASE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_PRECASE table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
27	This is the response when there is an error while	<pre> saveEventsAndPromoteToCase { </pre>	ERROR 500	saveEventsAndPromoteToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	inserting into FCC_PRECASE table.	<pre>"message": "Error occurred while inserting into FCC_PRECASE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_PRECASE table.", "status": "FAILED" }</pre>		saveEventsAndExtendToCase	
28	This is the response when entry already exists in FCC_CORRELATION_LINK table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_LINK table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION_LINK table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
29	This is the response when there is an error while inserting into FCC_CORRELATION_LINK table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_LINK table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_LINK table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
30	This is the response when entry already exists in FCC_CORREL	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_SCENARIO table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	ATION_SCENARIO table.	<pre>saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION_SCENARIO table.", "status": "FAILED" }</pre>			
31	This is the response when there is an error while inserting into FCC_CORRELATION_SCENARIO table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_SCENARIO table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_SCENARIO table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
32	This is the response when entry already exists in FCC_CORRELATION_SCENARIO_PRSD table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_SCENARIO_PRSD table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION_SCENARIO_PRSD table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
33	This is the response when there is an error while inserting into FCC_CORRELATION_SCENARIO_PRSD table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_SCENARIO_PRSD table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_SCENARIO_PRSD table.", "status": "FAILED" }</pre>			
34	This is the response when entry already exists in FCC_CORRELATION_BUS_ENTITY table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_BUS_ENTITY table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION_BUS_ENTITY table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
35	This is the response when there is an error while inserting into FCC_CORRELATION_BUS_ENTITY table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_BUS_ENTITY table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_BUS_ENTITY table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
36	This is the response when entry already exists in FCC_CORRELATION_PRSD table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_PRSD table.", "status": "FAILED" } saveEventsAndExtendToCase {</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>"message": "Entry already exists in FCC_CORRELATION_PRSD table.", "status": "FAILED" }</pre>			
37	This is the response when there is an error while inserting into FCC_CORRELATION_PRSD table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_PRSD table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_PRSD table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
38	This is the response when entry already exists in FCC_CORRELATION_EVENT_MAP table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_EVENT_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION_EVENT_MAP table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
39	This is the response when there is an error while inserting into FCC_CORRELATION_EVENT_MAP table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_EVENT_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_EVENT_MAP table.",</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>"status": "FAILED" }</pre>			
40	This is the response when entry already exists in FCC_CORRELATION_ENTITY_MAP table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION_ENTITY_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION_ENTITY_MAP table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
41	This is the response when there is an error while inserting into FCC_CORRELATION_ENTITY_MAP table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION_ENTITY_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION_ENTITY_MAP table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
42	This is the response when there is an error while updating FCC_PRECASE_SCORE table.	<pre>saveEventsAndExtendToCase { "message": "Error occurred while updating FCC_PRECASE_SCORE table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndExtendToCase	Yes
43	This is the response when there is an error while updating KDD_CASE_ATTRBT_VAL_MAP table.	<pre>saveEventsAndExtendToCase { "message": "Error occurred while updating KDD_CASE_ATTRBT_VAL_MAP table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
44	This is the response when entry already exists in KDD_CASE_LINKS table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in KDD_CASE_LINKS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in KDD_CASE_LINKS table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
45	This is the response when there is an error while inserting into KDD_CASE_LINKS table.	<pre>saveEventsAndPromoteToCase { "message": "Error occurred while inserting into KDD_CASE_LINKS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into KDD_CASE_LINKS table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
46	This is the response when there is an error while updating KDD_CASES table.	<pre>saveEventsAndExtendToCase { "message": "Error occurred while updating KDD_CASES table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndExtendToCase	Yes
47	This is the response when entry already exists in KDD_CASE_ACTIONS table.	<pre>saveEventsAndPromoteToCase { "message": "Entry already exists in KDD_CASE_ACTIONS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in KDD_CASE_ACTIONS table.", "status": "FAILED" }</pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		}			
48	This is the response when there is an error while inserting into KDD_CASE_ACTIONS table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into KDD_CASE_ACTIONS table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into KDD_CASE_ACTIONS table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
49	This is the response when entry already exists in FCC_PRECASE_CASE_MAP table.	<pre> saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_PRECASE_CASE_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_PRECASE_CASE_MAP table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
50	This is the response when there is an error while inserting into FCC_PRECASE_CASE_MAP table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_PRECASE_CASE_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_PRECASE_CASE_MAP table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
51	This is the response when entry	<pre> saveEventsAndPromoteToCase { </pre>	ERROR 500	saveEventsAndPromoteToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	already exists in FCC_PRECASE_SCORE table.	<pre> "message": "Entry already exists in FCC_PRECASE_SCORE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_PRECASE_SCORE table.", "status": "FAILED" } </pre>		saveEventsAndExtendToCase	
52	This is the response when there is an error while inserting into FCC_PRECASE_SCORE table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_PRECASE_SCORE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_PRECASE_SCORE table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
53	This is the response when entry already exists in KDD_CASES table.	<pre> saveEventsAndPromoteToCase { "message": "Entry already exists in KDD_CASES table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase	Yes
54	This is the response when there is an error while inserting into KDD_CASES table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into KDD_CASES table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase	Yes
55	This is the response when entry already exists in KDD_CASE_A	<pre> saveEventsAndPromoteToCase { "message": "Entry already exists in KDD_CASE_ATTRBT_VAL_MAP table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	TTRBT_VAL_MAP table.	<pre> } saveEventsAndExtendToCase { "message": "Entry already exists in KDD_CASE_ATTRBT_VAL_MAP table.", "status": "FAILED" } </pre>			
56	This is the response when there is an error while inserting into KDD_CASE_ATTRBT_VAL_MAP table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into KDD_CASE_ATTRBT_VAL_MAP table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into KDD_CASE_ATTRBT_VAL_MAP table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
57	This is the response when entry already exists in the configured PTC query table.	<pre> saveEventsAndPromoteToCase { "message": "Entry already exists in the configured PTC query table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in the configured PTC query table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
58	This is the response when there is an error while inserting into configured PTC query table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into configured PTC query table.", "status": "FAILED" } saveEventsAndExtendToCase { </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>"message": "Error occurred while inserting into configured PTC query table.", "status": "FAILED" }</pre>			
59	This is the response when entry already exists in KDD_CASE_NTITY_REL_EVNT table.	<pre>saveEvents { "MESSAGE": "Entry already exists in KDD_CASE_NTITY_REL_EVNT table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Entry already exists in KDD_CASE_NTITY_REL_EVNT table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in KDD_CASE_NTITY_REL_EVNT table.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase</pre>	Yes
60	This is the response when there is an error while inserting into KDD_CASE_NTITY_REL_EVNT table.	<pre>saveEvents { "MESSAGE": "Error occurred while inserting into KDD_CASE_NTITY_REL_EVNT table.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while inserting into KDD_CASE_NTITY_REL_EVNT table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into KDD_CASE_NTITY_REL_EVNT table.",</pre>	ERROR 500	<pre>saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase</pre>	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		"status": "FAILED" }			
61	This is the response when entry already exists in KDD_CASE_NTITY_REL_CASE table.	saveEventsAndPromoteToCase { "message": "Entry already exists in KDD_CASE_NTITY_REL_CASE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in KDD_CASE_NTITY_REL_CASE table.", "status": "FAILED" }	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
62	This is the response when there is an error while inserting into KDD_CASE_NTITY_REL_CASE table.	saveEventsAndPromoteToCase { "message": "Error occurred while inserting into KDD_CASE_NTITY_REL_CASE table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into KDD_CASE_NTITY_REL_CASE table.", "status": "FAILED" }	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
63	This is the response when entry already exists in FCC_CORRELATION table.	saveEventsAndPromoteToCase { "message": "Entry already exists in FCC_CORRELATION table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Entry already exists in FCC_CORRELATION table.", "status": "FAILED" }	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
64	This is the response when there is an error while inserting into FCC_CORRELATION table.	<pre> saveEventsAndPromoteToCase { "message": "Error occurred while inserting into FCC_CORRELATION table.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while inserting into FCC_CORRELATION table.", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes
65	This is the response when PMF service call fails for the promoted case. Note that the placeholder "{0}" will be replaced by the actual HTTP Error code from PMF.	<pre> saveEventsAndPromoteToCase { "message": "PMF service call failed : HTTP error code : {0}", "status": "FAILED" } </pre>	ERROR 500	saveEventsAndPromoteToCase	Yes
66	This is the response when sequence retrieval fails for Lookup Table.	<pre> saveEvents { "MESSAGE": "Sequence retrieval failed for Lookup Table as V_LOOKUP_SEQUENCE_NAME is configured as null in FCC_RT_EVENT_ENTITY_TABLES.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Sequence retrieval failed for Lookup Table as V_LOOKUP_SEQUENCE_NAME is configured as null in FCC_RT_EVENT_ENTITY_TABLES.", "status": "FAILED" } </pre>	ERROR 500	saveEvents saveEventsAndPromoteToCase saveEventsAndExtendToCase	Yes

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>saveEventsAndExtendToCase { "message": "Sequence retrieval failed for Lookup Table as V_LOOKUP_SEQUENCE_NAME is configured as null in FCC_RT_EVENT_ENTITY_TABLES.", "status": "FAILED" }</pre>			
67	<p>This is the response when there is an error while fetching nextval for particular sequence. Note that the placeholder "{0}" will be replaced by the actual sequence name.</p>	<pre>saveEvents { "MESSAGE": "Error occurred while getting next value for {0} sequence.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while getting next value for {0} sequence.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Error occurred while getting next value for {0} sequence.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	Yes
68	<p>This is the response when there is an error while getting database connection object.</p>	<pre>saveEvents { "MESSAGE": "Error occurred while getting database connection.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Error occurred while getting database connection.", "status": "FAILED" } saveEventsAndExtendToCase {</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	No

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>"message": "Error occurred while getting database connection.", "status": "FAILED" }</pre>			
69	This is the response when there is JSON Exception due to any missing json attribute in input. The Response column shows one sample where actId was not provided in the input.	<pre>saveEvents { "MESSAGE": "JSONObject[\"actId\"] not found.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "JSONObject[\"actId\"] not found.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "JSONObject[\"actId\"] not found.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	No
70	This is the response for any other exceptions where there is no exception string in the exception message.	<pre>saveEvents { "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED" } saveEventsAndPromoteToCase { "message": "Internal error occurred. Please contact system administrator.", "status": "FAILED" } saveEventsAndExtendToCase { "message": "Internal error occurred. Please contact system administrator.", "status": "FAILED" }</pre>	ERROR 500	<pre>saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase</pre>	Yes

8.3 Sample responses for create or update ECM case description API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when case description is updated successfully.	{ "MESSAGE": "Case description updated successfully.", "STATUS": "SUCCESS", "caseId": "CA100" }	OK 200		
2	This is the response when there is a problem (Invalid Input JSON data) with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		
3	This is the response when there is a problem (Input JSON data does not have caseID) with the input data.	{ "MESSAGE": "Input JSON data does not have caseId.", "STATUS": "FAILED" }	ERROR 400		
4	This is the response when there is a problem (Input JSON data does not have caseDescription) with the input data.	{ "MESSAGE": "Input JSON data does not have caseDescription.", "STATUS": "FAILED", "caseId": "CA100" }	ERROR 400		
5	This is the response when there is a problem (Input caseID does not exist) with the input data.	{ "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseId": "CA100" }	ERROR 400		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
6	This is the response when there is a problem (Input caseID locked by another user) with the current state of the case provided in the input.	{ "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseId": "CA100" }	ERROR 409		
7	This is the response when there is a problem (Entry already exists in KDD_CASE_ACTIONS table) with the current state of the case provided in the input.	{ "MESSAGE": "Entry already exists in KDD_CASE_ACTIONS table.", "STATUS": "FAILED", "caseId": "CA100" }	ERROR 409		
8	This is the response when the request fails because of server errors (Error while updating KDD_CASES).	{ "MESSAGE": "Error occurred while updating KDD_CASES table.", "STATUS": "FAILED" }	ERROR 500		
9	This is the response when the request fails because of server errors (Error while inserting into KDD_CASE_ACTIONS table).	{ "MESSAGE": "Error occurred while inserting into KDD_CASE_ACTIONS table.", "STATUS": "FAILED" }	ERROR 500		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
10	This is the response when the request fails because of any other server errors.	{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA100" }	ERROR 500		

8.4 Sample responses for get ECM case status API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when case status is fetched successfully.	{ "MESSAGE": "Case Status fetch Successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "caseld": "CA100", "caseStatusCode": "INV", "caseStatusName": "Investigation", "caseStatusDateTime": "2022-06-24 10:28:48", "caseClosedFlag": "N" }] }	OK 200		
2	This is the response when there is a problem (Invalid input JSON data) with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		
3	This is the response when there is a problem (Input JSON data does not	{ "MESSAGE": "Input JSON data does not have caseld.", "STATUS": "FAILED" }	ERROR 400		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
	have caseID) with the input data.				
4	This is the response when there is a problem (Input caseID does not exist) with the input data.	{ "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseId": "CA100" }	ERROR 400		
5	This is the response when the request fails because of any server errors.	{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseId": "CA100" }	ERROR 500		

8.5 Sample responses for Adding Customer to Case

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when customer addition to an existing case is successful.	<pre>{ "MESSAGE": "Customers addition was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Customers addition was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "customers": [{ "MESSAGE": "Customer added successfully.", "STATUS": "SUCCESS", "customerId": "CUST5" }, { "MESSAGE": "Customer added successfully.", "STATUS": "SUCCESS", "customerId": "CUST6" }] }] }</pre>	OK 200		

2	This is the response when customer addition to an existing case is partially successful.	<pre> { "MESSAGE": "Customers addition was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Customers addition was successful.", "STATUS": "SUCCESS", "caselId": "CA100", "customers": [{ "MESSAGE": "Customer added successfully.", "STATUS": "SUCCESS", "customerId": "CUST5" }, { "MESSAGE": "Customer added successfully.", "STATUS": "SUCCESS", "customerId": "CUST6" }] }, { "MESSAGE": "Customers addition failed.", "STATUS": "FAILED", "caselId": "CA101", "customers": [{ "MESSAGE": "Customer does not exist in business.", "STATUS": "FAILED", "customerId": "CUST3" }, { "MESSAGE": "Customer already exists.", "STATUS": "FAILED", "customerId": "CUST4" }] }] } </pre>	OK 200		
---	--	--	--------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		}			
3	This is the response when there is a problem with the input data	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

4	This is the response when the request fails because of multiple errors.	<pre> { "MESSAGE": "Customers addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Customers addition failed.", "STATUS": "FAILED", "caseld": "CA103", "customers": [{ "MESSAGE": "Customer account does not exists.", "STATUS": "FAILED", "customerld": "CUST5" }, { "MESSAGE": "Customer online account does not exists.", "STATUS": "FAILED", "customerld": "CUST6" }, { "MESSAGE": "Customer insertion failed as error occurred while inserting into customer related tables.", "STATUS": "FAILED", "customerld": "CUST7" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "customers": [{ "MESSAGE": null, "STATUS": null, "customerld": null }] }], "caseld": "CA3600", "customers": [{ "MESSAGE": null, "STATUS": null, "customerld": null }] } </pre>	ERROR 500		
---	---	---	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre> "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseId": "CA360", "customers": [{ "MESSAGE": null, "STATUS": null, "customerId": null }] }] } </pre>			
5	This is the response when the request fails because of server errors.	<pre> { "MESSAGE": "Customers addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseId": "CA103" }] } </pre>	ERROR 500		

8.6 Sample responses for Removing Customer from Case

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when customers removal from an existing case is successful.	<pre>{ "MESSAGE": "Customers removal was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Customers removal was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "customers": [{ "MESSAGE": "Customer removed successfully.", "STATUS": "SUCCESS", "customerId": "CUST5" }, { "MESSAGE": "Customer removed successfully.", "STATUS": "SUCCESS", "customerId": "CUST6" }] }] }</pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
2	This is the response when customers removal from an existing case is partially successful.	<pre> { "MESSAGE": "Customers removal was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Customers removal was successful.", "STATUS": "SUCCESS", "caseld": "CA100", "customers": [{ "MESSAGE": "Customer removed successfully.", "STATUS": "SUCCESS", "customerld": "CUST5" }, { "MESSAGE": "Customer removed successfully.", "STATUS": "SUCCESS", "customerld": "CUST6" }] }, { "MESSAGE": "Customers removal failed.", "STATUS": "FAILED", "caseld": "CA101", "customers": [{ "MESSAGE": "Customer does not exist in case.", "STATUS": "FAILED", "customerld": "CUST3" }] }] } </pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
3	This is the response when there is a problem with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "Customers removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Customers removal failed.", "STATUS": "FAILED", "caselId": "CA103", "customers": [{ "MESSAGE": "Customer removal failed as error occurred while deleting from customer related tables.", "STATUS": "FAILED", "customerId": "CUST7" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caselId": "CA3600", "customers": [{ "MESSAGE": null, "STATUS": null, "customerId": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caselId": "CA360", "customers": [{ "MESSAGE": null, "STATUS": null, "customerId": null }] }] } </pre>	ERROR 500		
---	--	--	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		}			
5	This is the response when the request fails because of server errors.	{ "MESSAGE": "Customers removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] }	ERROR 500		

8.7 Sample responses for Add Account to Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when account addition to an existing case is successful.	<pre>{ "MESSAGE": "Accounts addition was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Accounts addition was successful.", "STATUS": "SUCCESS", "caseId": "CA120", "accounts": [{ "MESSAGE": "Account added successfully.", "STATUS": "SUCCESS", "accountId": "ACCT1" }, { "MESSAGE": "Account added successfully.", "STATUS": "SUCCESS", "accountId": "ACCIDIOSRMAC-001" }] }] }</pre>	OK 200		

2	This is the response when account addition to an existing case is partially successful.	<pre> { "MESSAGE": "Accounts addition was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Accounts addition was successful.", "STATUS": "SUCCESS", "caselId": "CA120", "accounts": [{ "MESSAGE": "Account added successfully.", "STATUS": "SUCCESS", "accountId": "ACCT1" }, { "MESSAGE": "Account added successfully.", "STATUS": "SUCCESS", "accountId": "ACCIDIOSRMAC-001" }] }, { "MESSAGE": "Accounts addition failed.", "STATUS": "FAILED", "caselId": "CA100", "accounts": [{ "MESSAGE": "Account does not exist in business.", "STATUS": "FAILED", "accountId": "ACCT3" }, { "MESSAGE": "Account already exists.", "STATUS": "FAILED", "accountId": "ACCT4" }] }] } </pre>	OK 200		
---	---	--	--------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		}			
3	This is the response when there is a problem with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "Accounts addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Accounts addition failed.", "STATUS": "FAILED", "caseld": "CA103", "accounts": [{ "MESSAGE": "Account does not exists.", "STATUS": "FAILED", "accountld": "ACCT5" }, { "MESSAGE": "Account insertion failed as error occurred while inserting into account related tables.", "STATUS": "FAILED", "accountld": "ACCT7" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "accounts": [{ "MESSAGE": null, "STATUS": null, "accountld": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA200", "accounts": [{ "MESSAGE": null, "STATUS": null, </pre>	ERROR 500		
---	--	---	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>"accountId": null }] }] }</pre>			
5	This is the response when the request fails because of server errors.	<pre>{ "MESSAGE": "Accounts addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] }</pre>	ERROR 500		

8.8 Sample responses for Remove Account from Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when account removal from an existing case is successful.	<pre>{ "MESSAGE": "Accounts removal was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Accounts removal was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "accounts": [{ "MESSAGE": "Account removed successfully.", "STATUS": "SUCCESS", "accountId": "ACCT-5" }, { "MESSAGE": "Account removed successfully.", "STATUS": "SUCCESS", "accountId": "ACCT-6" }] }] }</pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
2	This is the response when account removal from an existing case is partially successful.	<pre> { "MESSAGE": "Accounts removal was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Accounts removal was successful.", "STATUS": "SUCCESS", "caseld": "CA100", "accounts": [{ "MESSAGE": "Account removed successfully.", "STATUS": "SUCCESS", "accountId": "ACCT-5" }, { "MESSAGE": "Account removed successfully.", "STATUS": "SUCCESS", "accountId": "ACCT-6" }] }, { "MESSAGE": "Accounts removal failed.", "STATUS": "FAILED", "caseld": "CA101", "accounts": [{ "MESSAGE": "Account does not exist in case.", "STATUS": "FAILED", "accountId": "ACCT-3" }] }] } </pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
3	This is the response when there is a problem with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "Accounts removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Accounts removal failed.", "STATUS": "FAILED", "caseld": "CA103", "accounts": [{ "MESSAGE": "Account removal failed as error occurred while deleting from account related tables.", "STATUS": "FAILED", "accountId": "ACCT-7" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "accounts": [{ "MESSAGE": null, "STATUS": null, "accountId": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA360", "accounts": [{ "MESSAGE": null, "STATUS": null, "accountId": null }] }] } </pre>	ERROR 500		
---	--	--	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		}			
5	This is the response when the request fails because of server errors.	{ "MESSAGE": "Accounts removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] }	ERROR 500		

8.9 Sample responses for Add External Entity to Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when externalEntities addition to an existing case is successful.	<pre>{ "MESSAGE": "External Entities addition was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "External Entities addition was successful.", "STATUS": "SUCCESS", "caseId": "CA120", "externalEntities": [{ "MESSAGE": "External Entity added successfully.", "STATUS": "SUCCESS", "externalEntity": "ACCT1" }, { "MESSAGE": "External Entity added successfully.", "STATUS": "SUCCESS", "externalEntity": "ACCIDIOSRMAC-001" }] }] }</pre>	OK 200		

2	This is the response when externalEntities addition to an existing case is partially successful.	<pre> { "MESSAGE": "External Entities addition was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "External Entities addition was successful.", "STATUS": "SUCCESS", "caselId": "CA120", "externalEntities": [{ "MESSAGE": "External Entity added successfully.", "STATUS": "SUCCESS", "externalEntity": "EXACCIBPAACB-06" }, { "MESSAGE": "External Entity added successfully.", "STATUS": "SUCCESS", "externalEntity": "ACCIDIOSRMAC-001" }] }, { "MESSAGE": "External Entities addition failed.", "STATUS": "FAILED", "caselId": "CA100", "externalEntities": [{ "MESSAGE": "External Entity does not exist in business.", "STATUS": "FAILED", "externalEntity": "ACTRUSTEDPAIR-038X" }, { "MESSAGE": "External Entity already exists.", "STATUS": "FAILED", "externalEntity": "ACTRUSTED-08X" }] }] } </pre>	OK 200		
---	--	--	--------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>}] }</pre>			
3	This is the response when there is a problem with the input data.	<pre>{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }</pre>	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "External Entities addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "External Entities addition failed.", "STATUS": "FAILED", "caseld": "CA103", "externalEntities": [{ "MESSAGE": "External Entity does not exists.", "STATUS": "FAILED", "externalEntity": "ACFTNETRSTCUB-01X" }, { "MESSAGE": "External Entity insertion failed as error occurred while inserting into externalEntity related tables.", "STATUS": "FAILED", "externalEntity": "ACSTCUB-013X" }, { "MESSAGE": "Either existing Institution or new Institution Id and Institution Name should be specified but not both.", "STATUS": "FAILED", "externalEntity": "ACSTCUB-01X" }, { "MESSAGE": "Institution Id and Institution Name both should be specified.", "STATUS": "FAILED", "externalEntity": "ACFTNETRSTACB1X_07" }, { "MESSAGE": "External entity risk Source does not exists.", "STATUS": "FAILED", "externalEntity": "ACFTNETRSTACB1X_08" }] }] } </pre>	ERROR 500		
---	--	---	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre> { "MESSAGE": "Institution does not exist in case.", "STATUS": "FAILED", "externalEntity": "ACFTNETRSTACBIX_09" }], { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "externalEntities": [{ "MESSAGE": null, "STATUS": null, "externalEntity": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA200", "externalEntities": [{ "MESSAGE": null, "STATUS": null, "externalEntity": null }] }] } </pre>			

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
5	This is the response when the request fails because of server errors.	<pre>{ "MESSAGE": "External Entities addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseId": "CA103" }] }</pre>	ERROR 500		

8.10 Sample responses for Remove External Entity from Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when external entities removal from an existing case is successful.	<pre>{ "MESSAGE": "External Entities removal was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "External Entities removal was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "externalEntities": [{ "MESSAGE": "External Entity removed successfully.", "STATUS": "SUCCESS", "externalEntity": "ACFTNETRSTACO1X" }, { "MESSAGE": "External Entity removed successfully.", "STATUS": "SUCCESS", "externalEntity": "TERRY FRANCONA" }] }] }</pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
2	This is the response when external entities removal from an existing case is partially successful.	<pre> { "MESSAGE": "External Entities removal was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "External Entities removal was successful.", "STATUS": "SUCCESS", "caseld": "CA100", "externalEntities": [{ "MESSAGE": "External Entity removed successfully.", "STATUS": "SUCCESS", "externalEntity": "ACFTNETRSTACO1X" }, { "MESSAGE": "External Entity removed successfully.", "STATUS": "SUCCESS", "externalEntity": "TERRY FRANCONA" }] }, { "MESSAGE": "External Entities removal failed.", "STATUS": "FAILED", "caseld": "CA101", "externalEntities": [{ "MESSAGE": "External Entity does not exist in case.", "STATUS": "FAILED", "externalEntity": "ACTRUSTEDPAIR-038X" }] }] } </pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
3	This is the response when there is a problem with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

<p>4</p>	<p>This is the response when the request fails because multiple errors.</p>	<pre>{ "MESSAGE": "External Entities removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "External Entities removal failed.", "STATUS": "FAILED", "caseld": "CA103", "externalEntities": [{ "MESSAGE": "External Entity removal failed as error occurred while deleting from External Entity related tables.", "STATUS": "FAILED", "externalEntity": "ACTRUSTEDPAIR-037X" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "externalEntities": [{ "MESSAGE": null, "STATUS": null, "externalEntity": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA360", "externalEntities": [{ "MESSAGE": null, "STATUS": null, "externalEntity": null }] }] }</pre>	<p>ERROR 500</p>		
----------	---	---	------------------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>] }] } </pre>			
5	This is the response when the request fails because of server errors.	<pre> { "MESSAGE": "External Entities removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] } </pre>	ERROR 500		

8.11 Sample responses for Add Transaction to Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when transactions addition to an existing case is successful.	<pre>{ "MESSAGE": "Transactions addition was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Transactions addition was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "transactions": [{ "MESSAGE": "Transaction added successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "ACCIDIOSRMAC-5" }, { "MESSAGE": "Transaction added successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "ACCIDIOSRMAC-6" }] }] }</pre>	OK 200		

2	This is the response when transactions addition to an existing case is partially successful.	<pre> { "MESSAGE": "Transactions addition was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Transactions addition was successful.", "STATUS": "SUCCESS", "caseld": "CA100", "transactions": [{ "MESSAGE": "Transaction added successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "ACCIDIOSRMAC-5" }, { "MESSAGE": "Transaction added successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "ACCIDIOSRMAC-6" }] }, { "MESSAGE": "Transactions addition failed.", "STATUS": "FAILED", "caseld": "CA101", "transactions": [{ "MESSAGE": "Transaction does not exist in business.", "STATUS": "FAILED", "transactionReferenceld": "ACCIDIOSRMAC-3" }, { "MESSAGE": "Transaction already exists.", "STATUS": "FAILED", </pre>	OK 200		
---	--	--	--------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre> "transactionReferenceld": "ACCIDIOSRMAC-4" }] }] } </pre>			
3	This is the response when there is a problem with the input data.	<pre> { "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" } </pre>	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "Transactions addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Transactions addition failed.", "STATUS": "FAILED", "caseld": "CA103", "transactions": [{ "MESSAGE": "Transaction account does not exists.", "STATUS": "FAILED", "transactionReferenceld": "ACCIDIOSRMAC-5" }, { "MESSAGE": "Transaction insertion failed as error occurred while inserting into transaction related tables.", "STATUS": "FAILED", "transactionReferenceld": "ACCIDIOSRMAC-7" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "transactions": [{ "MESSAGE": null, "STATUS": null, "transactionReferenceld": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA3600", "transactions": [</pre>	ERROR 500		
---	--	--	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>{ "MESSAGE": null, "STATUS": null, "transactionReferenceld": null }] }] }</pre>			
5	This is the response when the request fails because of server errors.	<pre>{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA100" }</pre>	ERROR 500		

8.12 Sample responses for Remove Transaction from Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when transactions removal from an existing case is successful.	<pre>{ "MESSAGE": "Transactions removal was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Transactions removal was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "transactions": [{ "MESSAGE": "Transaction removed successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "BOTRXNCSTLOSSSEVHH004" }, { "MESSAGE": "Transaction removed successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "FOTFREXDBTCRDPRCH-068" }] }] }</pre>	OK 200		

2	This is the response when transactions removal from an existing case is partially successful.	<pre> { "MESSAGE": "Transactions removal was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Transactions removal was successful.", "STATUS": "SUCCESS", "caseld": "CA100", "transactions": [{ "MESSAGE": "Transaction removed successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "BOTRXNCSTLOSSSEVHH004" }, { "MESSAGE": "Transaction removed successfully.", "STATUS": "SUCCESS", "transactionReferenceld": "FOTFREXDBTCRDPARCH-068" }] }, { "MESSAGE": "Transactions removal failed.", "STATUS": "FAILED", "caseld": "CA101", "transactions": [{ "MESSAGE": "Transaction does not exist in case.", "STATUS": "FAILED", "transactionReferenceld": "KFOTRXNTRUSTEDPAIR-0010" }] }] } </pre>	OK 200		
---	---	--	--------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
3	This is the response when there is a problem with the input data	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "Transactions removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Transactions removal failed.", "STATUS": "FAILED", "caseld": "CA103", "transactions": [{ "MESSAGE": "Transaction removal failed as error occurred while deleting from Transaction related tables.", "STATUS": "FAILED", "transactionReferenceld": "TFOFTNETRSTACO01" }] }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600", "transactions": [{ "MESSAGE": null, "STATUS": null, "transactionReferenceld": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA360", "transactions": [{ "MESSAGE": null, "STATUS": null, "transactionReferenceld": null }] }] } </pre>	ERROR 500		
---	--	---	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre>}] }</pre>			
5	This is the response when the request fails because of server errors.	<pre>{ "MESSAGE": "Transactions removal failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] }</pre>	ERROR 500		

8.13 Sample responses to Update Event Risk Decision for Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when event decision updation for an existing case is successful.	<pre>{ "MESSAGE": "Event Decision updation was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Event Decision updation was successful.", "STATUS": "SUCCESS", "caseId": "CA100", "events": [{ "MESSAGE": "Event Decision updated successfully.", "STATUS": "SUCCESS", "eventCode": "ECMRT1662738331135" }, { "MESSAGE": "Event Decision updated successfully.", "STATUS": "SUCCESS", "eventCode": "ECMRT1662738414993" }] }] }</pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
2	This is the response when event decision updation for an existing case is partially successful.	<pre>{ "MESSAGE": "Event Decision updation was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Event Decision updation was successful.", "STATUS": "SUCCESS", "caseld": "CA100", "events": [{ "MESSAGE": "Event Decision updated successfully.", "STATUS": "SUCCESS", "eventCode": "ECMRT1662738331135" }, { "MESSAGE": "Event Decision updated successfully.", "STATUS": "SUCCESS", "eventCode": "ECMRT1662738414993" }] }, { "MESSAGE": "Event Decision updation failed.", "STATUS": "FAILED", "caseld": "CA101", "events": [{ "MESSAGE": "Event does not exist in case.", "STATUS": "FAILED", "eventCode": "ECMRT1662738331135" }] }] }</pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
3	This is the response when there is a problem with the input data.	{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }	ERROR 400		

4	This is the response when the request fails because multiple errors.	<pre> { "MESSAGE": "Event Decision updation failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Event Decision updation failed.", "STATUS": "FAILED", "caselId": "CA103", "events": [{ "MESSAGE": "Event Decision updation failed as error occurred while updating Event Decision related tables.", "STATUS": "FAILED", "eventCode": "ECMRT1662738331136" }] }], { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caselId": "CA3600", "events": [{ "MESSAGE": null, "STATUS": null, "eventCode": null }] }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caselId": "CA360", "events": [{ "MESSAGE": null, "STATUS": null, "eventCode": null }] }] </pre>	ERROR 500		
---	--	---	-----------	--	--

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
		<pre> }] } </pre>			
5	This is the response when the request fails because of server errors.	<pre> { "MESSAGE": "Event Decision updation failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] } </pre>	ERROR 500		

8.14 Sample responses for Add Narrative to Case API

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
1	This is the response when narrative addition to an existing case is either successful.	<pre>{ "MESSAGE": "Narrative addition was successful.", "STATUS": "SUCCESS", "RESULTARRAY": [{ "MESSAGE": "Narrative added successfully.", "STATUS": "SUCCESS", "caselId": "CA240" }, { "MESSAGE": "Narrative added successfully.", "STATUS": "SUCCESS", "caselId": "CA100" }, { "MESSAGE": "Narrative added successfully.", "STATUS": "SUCCESS", "caselId": "CA360" }] }</pre>	OK 200		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
2	This is the response when narrative addition to an existing case is partially successful.	<pre>{ "MESSAGE": "Narrative addition was partially successful.", "STATUS": "PARTIALSUCCESS", "RESULTARRAY": [{ "MESSAGE": "Narrative added successfully.", "STATUS": "SUCCESS", "caseId": "CA100" }, { "MESSAGE": "Narrative addition failed as error occurred while inserting into narrative related tables.", "STATUS": "FAILED", "caseId": "CA101" }] }</pre>	OK 200		
3	This is the response when there is a problem with the input data.	<pre>{ "MESSAGE": "Invalid JSON Input format. Please correct the data.", "STATUS": "FAILED" }</pre>	ERROR 400		

SL No	Description	Response	Response Type and Status	Service Applicable	Multi Locale
4	This is the response when the request fails because multiple errors.	<pre>{ "MESSAGE": "Narrative addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Narrative addition failed as error occurred while inserting into narrative related tables.", "STATUS": "FAILED", "caseld": "CA103" }, { "MESSAGE": "Case does not exist.", "STATUS": "FAILED", "caseld": "CA3600" }, { "MESSAGE": "Case is locked by another user CASEANA1.", "STATUS": "FAILED", "caseld": "CA360" }] }</pre>	ERROR 500		
5	This is the response when the request fails because of server errors.	<pre>{ "MESSAGE": "Narrative addition failed.", "STATUS": "FAILED", "RESULTARRAY": [{ "MESSAGE": "Internal error occurred. Please contact system administrator.", "STATUS": "FAILED", "caseld": "CA103" }] }</pre>	ERROR 500		

9 Appendix C – Sample JSONs

Topics:

- [Create Event](#)
- [Create Event and Promote to Case](#)
- [Create Event and Extend to Case](#)

9.1 Create Event

JSON example for Create event.

```
{
  "events":[
    {
      "eventCode":"POSTARJ1",
      "eventScore": "",
      "dataOrigin":"DLY",
      "jurisdictionCode":"AMEA",
      "businessDomain":"c",
      "type":"AML",
      "priority": "",
      "scenarioClass":"AML",
      "comments": "",
      "entities":[
        {
          "entityCode":"CUHRTHRCPPH-002",          "entityType":"CUSTOMER",
          "entityTypeCode":"ECM_CUSTOMER",        "entityName":"ANDREW ELEVENTH",
          "jurisdiction":"AMEA",                  "focusFlag":"Y",          "custId":"CUHRTHRCPPH-002"      }
        ],
      "details":[
        {
          "reason":"ffjfjgghgkkkkhhhk",          "scenarioName":"User Defined Event"    }
        ]
      }
    ],
  }
```

```

"entities":[

  {
    "entityCode":"CUHRTHRCPHH-002",    "entityType":"CUSTOMER",
    "entityTypeCode":"ECM_CUSTOMER",    "entityName":"ANDREW ELEVENTH",    "jurisdiction"
    ::"AMEA",    "custld":"CUHRTHRCPHH-002",    "dataOrigin":"DLY",
    "customerName":"ANDREW ELEVENTH",    "customerType":"IND",    "taxID":"TAXHRTHRCPHH-
    002",    "legalStructCode":"GOV",    "aliasName"::"",    "incomeRange"::"",    "industry":"US",
    "publicCompany"::"",    "estNetWorth":"1182552",    "atmDailyLimit":null,
    "estAnualIncome":"168936",    "added":"31-12-2014 00:00:00",    "incorporationDate"::"",
    "customerstatus":"A",    "effectiverisk":"2",    "busdomain":"a"  }

  ,

  {
    "entityType":"CUSTOMER",
    "custld":"CUHRTHRCPHH-002",
    "entityTypeCode":"ECM_CUSTOMER_GENERIC",
    "dataOrigin":"DLY",
    "genericInformation": {
      "Customer Details":

      {
        "Victim Name": "Rahul Dravid",                "Victim SSN": "123-12-1234",
        "Phone Number": "123-123-1234"                }

      ,

      "Enterprise Customer Complaint":

      {
        "Was a complaint filed": "No"                }

      ,

      "Incident Details":

      {
        "Incident Type": "Fradulent Transaction",    "Account Type":
        "Consumer",    "Market": "Southwest Mumbai"    }

      }

    ]
  }

```

9.2 Save Event and Promote to Case

JSON example for Create event and Promote to Case.

```
{
  "events":[
    {
      "eventCode":"POSTARJ1",
      "eventScore":"",
      "dataOrigin":"DLY",
      "jurisdictionCode":"AMEA",
      "businessDomain":"c",
      "type":"AML",
      "priority":"",
      "scenarioClass":"AML",
      "comments":"",
      "entities":[
        {
          "entityCode":"CUHRTHRCPPH-002",      "entityType":"CUSTOMER",
          "entityTypeCode":"ECM_CUSTOMER",      "entityName":"ANDREW ELEVENTH",
          "jurisdiction":"AMEA",      "focusFlag":"Y",      "custId":"CUHRTHRCPPH-002"      }
        ],
        "details":[
          {
            "reason":"ffjfgghgkkkkhhhk",      "scenarioName":"User Defined Event"      }
          ]
        }
      ],
      "entities":[
        {
          "entityCode":"CUHRTHRCPPH-002",      "entityType":"CUSTOMER",
          "entityTypeCode":"ECM_CUSTOMER",      "entityName":"ANDREW ELEVENTH",      "jurisdiction"
          : "AMEA",      "custId":"CUHRTHRCPPH-002",      "dataOrigin":"DLY",
          "customerName":"ANDREW ELEVENTH",      "customerType":"IND",      "taxID":"TAXHRTHRCPPH-
```

```
002",    "legalStructCode":"GOV",    "aliasName":"","    "incomeRange":"","    "industry":"US",  
"publicCompany":"","    "estNetWorth":"1182552",    "atmDailyLimit":null,  
"estAnualIncome":"168936",    "added":"31-12-2014 00:00:00",    "incorporationDate":"","  
"customerstatus": "A",    "effectiverisk": "2",    "busdomain": "a"    }  
  
,  
  
    {  
        "entityType":"CUSTOMER",  
        "custId":"CUHRTHRCPHH-002",  
        "entityTypeCode":"ECM_CUSTOMER_GENERIC",  
        "dataOrigin":"DLY",  
        "genericInformation": {  
            "Customer Details":  
  
            {  
                "Victim Name": "Rahul Dravid",                "Victim SSN": "123-12-1234",  
                "Phone Number": "123-123-1234"                }  
            },  
  
            "Enterprise Customer Complaint":  
  
            {  
                "Was a complaint filed": "No"                }  
            },  
  
            "Incident Details":  
  
            {  
                "Consumer",                "Incident Type": "Fradulent Transaction",                "Account Type":  
                "Market": "Southwest Mumbai"                }  
            }  
        }  
    }  
]  
}
```

9.3 Save Event and Extend to Case

JSON example for Create event and Extend to Case.

```
{
  "caseID":"CA340",
  "events":[
    {
      "eventCode":"POSTARJ11",
      "eventScore":"",
      "dataOrigin":"DLY",
      "jurisdictionCode":"AMEA",
      "businessDomain":"c",
      "type":"AML",
      "priority":"",
      "scenarioClass":"AML",
      "comments":"",
      "entities":[

        {
          "entityCode":"CUHRTHRCPPH-002",      "entityType":"CUSTOMER",
          "entityTypeCode":"ECM_CUSTOMER",      "entityName":"ANDREW ELEVENTH",
          "jurisdiction":"AMEA",      "focusFlag":"Y",      "custId":"CUHRTHRCPPH-002"      }
        ],
        "details":[

          {
            "reason":"ffjfjgghgkkkkhhhk",      "scenarioName":"User Defined Event"      }
          ]
        }
      ],
      "entities":[

        {
          "entityCode":"CUHRTHRCPPH-002",      "entityType":"CUSTOMER",
          "entityTypeCode":"ECM_CUSTOMER",      "entityName":"ANDREW ELEVENTH",      "jurisdiction"
          :":"AMEA",      "custId":"CUHRTHRCPPH-002",      "dataOrigin":"DLY",
```

```
"customerName":"ANDREW ELEVENTH",    "customerType":"IND",    "taxID":"TAXHRTHRCPHH-002",    "legalStructCode":"GOV",    "aliasName":"",    "incomeRange":"",    "industry":"US",    "publicCompany":"",    "estNetWorth":"1182552",    "atmDailyLimit":null,    "estAnualIncome":"168936",    "added":"31-12-2014 00:00:00",    "incorporationDate":"",    "customerstatus": "A",    "effectiverisk": "2",    "busdomain": "a"    }
,
{
  "entityType":"CUSTOMER",
  "custld":"CUHRTHRCPHH-002",
  "entityTypeCode":"ECM_CUSTOMER_GENERIC",
  "dataOrigin":"DLY",
  "genericInformation": {
    "Customer Details":
    {
      "Victim Name": "Rahul Dravid",                "Victim SSN": "123-12-1234",
      "Phone Number": "123-123-1234"                }
    ,
    "Enterprise Customer Complaint":
    {
      "Was a complaint filed": "No"                }
    ,
    "Incident Details":
    {
      "Consumer",                "Incident Type": "Fradulent Transaction",                "Account Type":
      "Market": "Southwest Mumbai"                }
    }
  ]
}
```

OFSAA Support

Raise a Service Request (SR) in [My Oracle Support \(MOS\)](#) for queries related to the OFSAA applications.

Send Us Your Comments

Oracle welcomes your comments and suggestions on the quality and usefulness of this publication. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most about this manual?

If you find any errors or have any other suggestions for improvement, indicate the title and part number of the documentation along with the chapter/section/page number (if available) and contact the My Oracle Support.

Before sending us your comments, you might like to ensure that you have the latest version of the document wherein any of your concerns have already been addressed. You can access My Oracle Support site that has all the revised or recently released documents.

