

# **Oracle Financial Services Enterprise Case Management**

**API Services Guide**

**Release 8.1.2.9**

**February 2025**

**ORACLE®**

**Financial Services**

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# Document Control

Table 1 lists the document control.

**Table 1: Revision History**

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| 8.1.2.9.0       | February 2025  | No updates made in this release.   |
| 8.1.2.8.0       | August 2024    | The <a href="#">Sample JSON for Adding Transaction Description for Manually Added Transactions</a> section is added.   |
| 8.1.2.7.0       | February 2024  | There is no update to this document in this release.   |
| 8.1.2.6.0       | October 2023   | The Request Parameters (in Create Event and Promote to Case sections) are updated with Configuring Case Title.   |
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| 8.1.2.4.0       | March 2023     | <a href="#">Appendix A - Supported JSON Structures for Generic Event Information</a> is updated with examples of JSONs for multiple levels of information display for Generic Event and Additional Information grids.  |
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| 8.1.2.2.0       | September 2022 | Below services are included in the API document. <ul style="list-style-type: none"><li>• Create or Update Case description</li><li>• Get ECM Case Status</li><li>• Add Customer to Case</li><li>• Remove Customer from Case</li><li>• Add Account to Case</li><li>• Remove Account from Case</li><li>• Add External Entity to Case</li><li>• Remove External Entity from Case</li><li>• Add Transaction to Case</li><li>• Remove Transaction from Case</li><li>• Update Event Risk Decision for Case</li><li>• Add Narrative to Case</li></ul> |
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**Table 1: Revision History**

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# 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 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

To find more information about Oracle Financial Services and our complete product line, visit our Web site [www.oracle.com/financialservices](http://www.oracle.com/financialservices).

## 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.

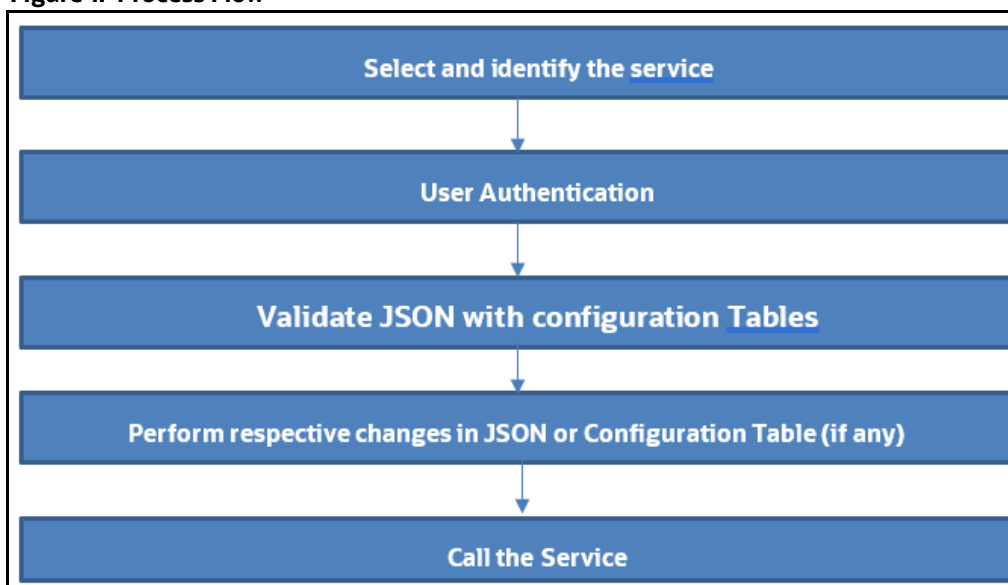
### Topics:

- [Process Flow](#)
- [Types of Services](#)
- [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.

## 2.1 Process Flow

[Figure 1](#) shows the process flow of how to use services.

**Figure 1: Process Flow**



**Table 2** provides additional information and links to specific documentation for each task in the flowchart.

**Table 2: 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 <a href="#">Types of Services</a> .   |
| 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 <a href="#">Services</a> . |
| 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

### 4.1 FCC\_RT\_EVENT\_ENTITY\_TABLES

**Table 3** 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.

**Table 3: FCC\_RT\_EVENT\_ENTITY\_TABLES**

| 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. |
| 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.  |



**Table 3: FCC\_RT\_EVENT\_ENTITY\_TABLES**

| Column Name            | Description   |
|------------------------|---|
| 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

**Table 4** 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.

**Table 4: FCC\_RT\_EVENT\_ENTITY\_TABLES\_COL**

| 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

**Table 5** 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.

**Table 5: FCC\_RT\_EVENTTYPE\_PTC**

| 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. |
| V_T2T_CODE  | Code name of the corresponding T2T query.                              |

## 4.4 FCC\_RT\_EVENTTYPE\_PTC\_QUERIES

**Table 6** 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.

**Table 6: FCC\_RT\_EVENTTYPE\_PTC\_QUERIES**

| 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

**Table 7** 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.

**Table 7: FCC\_RT\_EVNTTYP\_CORRELATION\_MAP**

| 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

**Table 8** 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 [Oracle Financial Services Enterprise Case Management Admin Guide](#).

**Table 8: FCC\_CORRELATION\_CASE\_TYPE\_MAP**

| 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](#), [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.

**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 [Table 9](#) :

**Table 9: FCC\_RT\_EVENT\_ENTITY\_TABLES**

| N_ENTI-<br>TY -<br>TYPE_ID | V_ENTI-<br>TY -<br>TYPE | V EVEN<br>TED TA<br>BLE NA<br>ME | V_ENTI-<br>TY TABL<br>E_NAME | V_ENTI-<br>TY -<br>LOOK_U<br>P_TABLE<br>_NAME | IS -<br>LOOK_U<br>P_PER_R<br>EQD | IS EN-<br>TI_PER_<br>REQD | IS EVEN<br>T_PER_R<br>EQD | Column<br>NameV_<br>LOOK-<br>UP SE-<br>QUENCE<br>_NAME |
|----------------------------|-------------------------|----------------------------------|------------------------------|---|----------------------------------|---------------------------|---------------------------|--|
| 102                        | ECM_CU<br>STOMER        | FCC_CUS<br>T_EVNT                | FCC_CUS<br>T                 | FCC_CUS<br>TOMER_<br>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 [Table 10](#) :

**Table 10: FCC\_RT\_EVENT\_ENTITY\_TABLES\_COL**

| N_ENTI-<br>TY -<br>TYPE_ID | V_TABLE_NA<br>ME  | V_COL_BUSI-<br>NESS_NAME | V_COL_NAM<br>E    | V_DATA_<br>TYPE | V_COL_<br>TYPE | V_IS_SUR-<br>ROG_KEY |
|----------------------------|-------------------|--------------------------|-------------------|-----------------|----------------|----------------------|
| 102                        | FCC_CUST_E<br>VNT | custId                   | CUST_INTRL<br>_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\_LOOK\_UP\_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\_LOOK\_UP\_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 as shown in [Table 11](#) .

**Table 11: Adding Persistence to an Entity 1**

| N_ENTI-<br>TY -<br>TYPE_ID | V_ENTI-<br>TY -<br>TYPE | V EVEN<br>TED TA<br>BLE NA<br>ME | V_ENTI-<br>TY TABL<br>E_NAME | V_ENTI-<br>TY -<br>LOOK_U<br>P_TABLE<br>_NAME | IS -<br>LOOK_U<br>P_PER_R<br>EQD | IS EN-<br>TI_PER_<br>REQD | IS EVEN<br>T_PER_R<br>EQD | Column<br>NameV_<br>LOOK-<br>UP SE-<br>QUENCE<br>_NAME |
|----------------------------|-------------------------|----------------------------------|------------------------------|---|----------------------------------|---------------------------|---------------------------|--|
| 102                        | ECM_CU<br>STOMER        | FCC_CUS<br>T_EVNT                | FCC_CUS<br>T                 | FCC_CUS<br>TOMER_<br>LOOKUP                   | Y                                | Y                         | Y                         |  |

- If the IS\_LOOK\_UP\_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 as shown in [Table 12](#).

**Table 12: Adding Persistence to an Entity 2**

| N_ENTI-<br>TY -<br>TYPE_ID | V_ENTI-<br>TY -<br>TYPE | V EVEN<br>TĒD TA<br>BLE_NA<br>ME | V_ENTI-<br>TY TABL<br>E_NAME | V_ENTI-<br>TY -<br>LOOK_U<br>P_TABLE<br>_NAME | IS -<br>LOOK_U<br>P_PER_R<br>EQD | IS_EN-<br>TI_PER_<br>REQD | IS_EVEN<br>T_PER_R<br>EQD | Column<br>NameV_<br>LOOK-<br>UP_SE-<br>QUENCE<br>_NAME |
|----------------------------|-------------------------|----------------------------------|------------------------------|---|----------------------------------|---------------------------|---------------------------|--|
| 102                        | ECM_CU<br>STOMER        | FCC_CUS<br>T_EVNT                | FCC_CUS<br>T                 | FCC_CUS<br>TOMER_<br>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.

[Table 13](#) shows how to add new entries:

**Table 13: Adding PTC for Entity**

| 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 [Table 14](#).

**Table 14: Adding an Event Type to Correlation Map**

| 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](#)
- [Trusted Pairs](#)
- [Event Suppression](#)
- [Create or Update Case Description](#)
- [Get ECM Case Status](#)
- [Add Customer to Case](#)
- [Remove Account 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](#)
- [Attachment and Comments Service](#)

### 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

Table 15 describes the details of the parameters.

**Table 15: Request 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.  |
| 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.  |

**Table 15: Request Parameters**

| First Level | Second Level | Third Level              | Details   |
|-------------|--------------|--------------------------|---|
| 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.  |
| 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 <a href="#">Appendix A - Supported JSON Structures for Generic Event Information</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. See [Appendix C – Sample JSONs](#) for Sample JSONs.

## 6.1.5 Response Parameters

[Table 16](#) describes the details of the response parameters.

**Table 16: 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

Table 17 describes the details of the parameters.

**Table 17: Create Event and Promote to Case - Request**

| 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.   |
| 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:<br>Low<br>Medium<br>High         |
| events      | scenarioClass    |             | This accepts information about the 'Scenario Class' of the event. For example, ML, FR, and so on.   |

**Table 17: Create Event and Promote to Case - Request**

| 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, 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.   |
| 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 <a href="#">Appendix A - Supported JSON Structures for Generic Event Information</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 8.1.2.7.0](#).

## 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. See [Appendix C – Sample JSONs](#) for Sample JSONs.

## 6.2.5 Response Parameters

[Table 18](#) describes the details of response parameters.

**Table 18: Create Event and Promote to Case - Request 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 Type](#)
- [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

[Table 19](#) describes the details of the parameters.

**Table 19: Create Event and Extend to Existing Case - Request 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. |

**Table 19: Create Event and Extend to Existing Case - Request Parameters**

| First Level | Second Level   | Third Level    | Details   |
|-------------|----------------|----------------|---|
| 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.<br>List of values:<br>Low<br>Medium<br>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.  |
| 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.  |

**Table 19: Create Event and Extend to Existing Case - Request Parameters**

| 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 entities array, which is the focal entity for the event. For more samples, see <a href="#">Appendix A - Supported JSON Structures for Generic Event Information</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": "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":"CUHRTHRCPPH-002",
      "entityType":"CUSTOMER",
      "entityTypeCode":"ECM_CUSTOMER",
      "entityName":"ANDREW ELEVENTH",
      "jurisdiction" : "AMEA",
      "focusFlag":"Y",
      "custId":"CUHRTHRCPPH-002"
    }
  ],
  "details":[
    {
      "reason":"ffjfjggghgkkkkhhhk",
      "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,
        "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. See [Appendix C – Sample JSONs](#) for Sample JSONs.



## 6.3.5 Response Parameters

Table 20 describes the details of the response parameters.

**Table 20: Create Event and Extend to Existing Case - Response Parameters Request 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 Type](#)
- [Request Parameters/Non-Mandatory Inputs](#)
- [Request JSON Sample](#)
- [Response ParametersResponse 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

Table 21 describes the details of the request parameters.

**Table 21: Trusted Pairs - Request Parameters/Non-Mandatory Inputs**

| 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

Table 22 describes the details of response parameters.

**NOTE** The API response is in a String format.

**Table 22: Trusted Pairs - Response Parameters**

| 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  | tpCreatId                 | Displays ID of the user who requested the Trust. It is a number.   | Number (10)          |

**Table 22: Trusted Pairs - Response Parameters**

| Business Name                   | API Response Data Element | Description  | Data Type and Length |
|---------------------------------|---------------------------|--|----------------------|
| 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              | 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. |                      |
| Event Code                      | tpEventCode               | Displays the Event Code for which they identified the parties from transactions  | Number (22)          |
| 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             | tpMbrParty1JrscnCd        | 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)          |

**Table 22: Trusted Pairs - Response Parameters**

| Business Name          | API Response Data Element | Description  | Data Type and Length |
|------------------------|---------------------------|--|----------------------|
| Party2 Name            | tpMbrParty2Nm             | Displays External Entity/Account Name                | String (350)         |
| 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 Type](#)
- [Request Parameters/Non-Mandatory Inputs](#)
- [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

Table 23 describes the details of the parameters.

**Table 23: Event Suppression - Request Parameters/Non-Mandatory Inputs**

| 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

Table 24 describes the details of the response parameters.

**NOTE** The API response is in a String format.

**Table 24: Event Suppression - Response Parameters**

| 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)         |
| Suppression Sequence ID     | supSeqId                  | Displays Running Sequence  | Number (10)          |
| Suppression Created ID      | supCreateId               | 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     | supStatus-Code            | Displays out-of-box statuses resnet 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. |                      |
| 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               | supScenarioSkey           | Displays the Scenario Skey of the Event selected   | Number (10)          |
| Scenario Original Skey      | supScenarioOrigSkey       | 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             | supCentricityCd           | Displays the Centricity ID from kdd_centricity table using the Focus Type of Event   | Number (10)          |

**Table 24: Event Suppression - Response Parameters**

| Business Name       | API Response Data Element | Description   | Data Type and Length |
|---------------------|---------------------------|---|----------------------|
| 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        | supJrsdcnCd               | 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)        |
| Binding Name        | supBindgNm                | Refers to the Binding Name of the Event selected.   | String (40)          |
| Binding Value       | supBindgValueTx           | Refers to the Binding Value of the Event selected.  | String (2000)        |
| Operator Code       | supOprtrCode              | Refers to the Comparison operator used in the Suppression Condition.  | String (30)          |
| Binding Description | supBindgDescTx            | Refers to the Binding Description of the Event selected.  | String (40)          |

### 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",
"supBindgNm": "Trusted_Trans_Prctg",
"supBindgValueTx": "1",
"supOprtrCode": ">",
"supBindgDescTx": "% Trans w/Trusted Pairs"
}
```

## 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

Table 25 describes the details of the parameters.

**Table 25: Parameters Details**

| First Level     | Details   |
|-----------------|---|
| caseId          | 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.

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

## 6.6.5 Response Parameters

Table 26 describes the details of response parameters for a JSON Sample when case description is updated successfully.

**Table 26: Parameter Details**

| 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. |
| caseId      | 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 27](#) describes the details of the parameters.

**Table 27: Request Parameter Details**

| 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

[Table 28](#) describes the details of response parameters.

**Table 28: Response Parameters Details**

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

**Table 28: Response Parameters Details**

| First Level   | Second Level       | Details   |
|---------------|--------------------|---|
| 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 29](#) describes the details of the parameters.

**Table 29: Request Parameter Details**

| First Level | Second Level     | Third Level | Details   |
|-------------|------------------|-------------|---|
| caselId     |                  |             | 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.  |

**Table 29: Request Parameter Details**

| First Level | Second Level             | Third Level | Details  |
|-------------|--------------------------|-------------|--|
| customers   | customerOrganizationName |             | This accepts the customer organization name.   |
| customers   | taxIdFormatCode          |             | This accepts the customer tax identifier format code value.  |
| 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.   |
| 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.  |

**Table 29: Request Parameter Details**

| First Level | Second Level                     | Third Level | Details   |
|-------------|----------------------------------|-------------|---|
| 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.   |
| 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.  |
| 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). |

**Table 29: Request Parameter Details**

| First Level | Second Level  | Third Level      | Details  |
|-------------|---------------|------------------|--|
| 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.         |
| 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.      |
| customers   | phones        | phoneNumber      | This accepts the customer phone number.                      |
| customers   | phones        | extensionNumber  | This accepts the extension number for customer phone number. |



**Table 29: Request Parameter Details**

| First Level | Second Level         | Third Level              | Details  |
|-------------|----------------------|--------------------------|--|
| 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.  |
| 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.  |

**Table 29: Request Parameter Details**

| 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

Table 30 describes the details of response parameters.

**Table 30: Response Parameters Details**

| 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.   |
| 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 | caseId       |             | Displays the case internal identifier on which the API was called.  |

**Table 30: Response Parameters Details**

| First Level   | Second Level | Third Level | Details   |
|---------------|--------------|-------------|---|
| 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 31](#) describes the details of the parameters.

**Table 31: Request Parameter Details**

| 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": [
    {
      "customerId": "CUST123"
    }
  ]
}
```

```
}  
]
```

## 6.9.5 Response Parameters

Table 32 describes the details of response parameters.

**Table 32: Response Parameters Details**

| 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 | 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 - Improvements in Real Time Event Creation APIs](#) 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

Table 33 describes the details of the parameters.

**Table 33: Request Parameter Details**

| First Level | Second Level       | Third Level | Details  |
|-------------|--------------------|-------------|--|
| caselId     |                    |             | This accepts the case internal identifier.   |
| accounts    | accountId          |             | This accepts the account internal identifier.  |
| 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.   |

**Table 33: Request Parameter Details**

| First Level | Second Level             | Third Level | Details   |
|-------------|--------------------------|-------------|---|
| accounts    | legalEntity              |             | This accepts the account legal entity value.  |
| 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                                   |
| 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.   |

**Table 33: Request Parameter Details**

| First Level | Second Level       | Third Level     | Details  |
|-------------|--------------------|-----------------|--|
| 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.  |
| 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. |

**Table 33: Request Parameter Details**

| First Level | Second Level       | Third Level      | Details   |
|-------------|--------------------|------------------|---|
| 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. |
| 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",
"houseHoldGroupId": "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

Table 34 describes the details of response parameters.

**Table 34: Response Parameters Details**

| 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.   |
| 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 - Improvements in Real Time Event Creation APIs](#) 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 Parameters](#)

### 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

Table 35 describes the details of the parameters.

**Table 35: Request Parameter Details**

| 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

Table 36 describes the details of response parameters for a JSON Sample when account removal from an existing case is successful.

**Table 36: Response Parameters Details**

| 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.  |

**Table 36: Response Parameters Details**

| 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 | 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 37](#) describes the details of the parameters.

**Table 37: Request Parameter Details**

| First Level      | Second Level   | Third Level | Details   |
|------------------|----------------|-------------|---|
| caseId           |                |             | 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. |

**Table 37: Request Parameter Details**

| First Level      | Second Level           | Third Level  | Details  |
|------------------|------------------------|--------------|--|
| 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.  |
| 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.  |

**Table 37: Request Parameter Details**

| 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

Table 38 describes the details of response parameters.

**Table 38: Response Parameters Details**

| 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 | 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 - Improvements in Real Time Event Creation APIs](#) 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

Table 39 describes the details of the parameters.

**Table 39: Request Parameter Details**

| First Level      | Second Level           | Details   |
|------------------|------------------------|---|
| caseId           |                        | 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.

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

### 6.13.5 Response Parameters

Table 40 describes the details of response parameters.

**Table 40: Response Parameters Details**

| 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.   |

**Table 40: Response Parameters Details**

| 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 | 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 - Improvements in Real Time Event Creation APIs](#) 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": "ACFTNETRSTACO1X"
        },
        {
          "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](#)
- [Adding Labels to Transactions](#)
- [Deleting Labels to Transactions](#)
- [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

[Table 41](#) describes the details of the parameters.

**Table 41: Request Parameter Details**

| First Level  | Second Level           | Details  |
|--------------|------------------------|--|
| caselId      |                        | This accepts the case internal identifier.   |
| transactions | transactionReferenceId | 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. |

**Table 41: Request Parameter Details**

| 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.  |
| 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.        |

**Table 41: Request Parameter Details**

| First Level  | Second Level   | Details  |
|--------------|--|--|
| 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 | remitterAccountld  | This accepts the transaction remitter account identifier. This attribute is only applicable for monetary instrument transaction.   |
| transactions | beneficiaryName  | This accepts the transaction beneficiary name. This attribute is only applicable for monetary instrument and fund transfer transaction.  |
| transactions | beneficiaryAccountld   | This accepts the transaction beneficiary account identifier. This attribute is only applicable for monetary instrument and fund transfer transaction.  |
| transactions | bodescription<br>midescription<br>wiredescription<br>cashdescription | Displays description entered for each of the of transaction types - Back Office, Monetary Instrument, Wire, Cash.  |
| transactions | issuingFIld  | 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.   |

**Table 41: Request Parameter Details**

| First Level  | Second Level        | Details  |
|--------------|---------------------|--|
| 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.                                   |
| transactions | originatorAccountId | 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 | sendFIId            | 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 | receivingFIId       | 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"
    }
  ]
}
```

#### 6.14.4.1 Sample JSON for Adding Transaction Description for Manually Added Transactions

The following are the sample JSONs for adding Transaction Description to the manually added transactions:

**NOTE** The *Comments* attribute has been renamed as *MI Description* for Monetary Transactions.

##### Sample JSON (MI):

```
[
  {
```



```
"caseId": "CA386",
"transactions": [

{
  "transactionReferenceId": "MITRXNID",
  "businessAdd": "N",
  "transactionTypeCode": "M",
  "issueDateTime": "2022-08-23 00:00:00",
  "depositDateTime": "2022-08-24 00:00:00",
  "clearingDateTime": "2022-08-26 00:00:00",
  "thirdPartyFlag": "Y",
  "postDateTime": "2022-08-25 00:00:00",
  "transactionType1": "ABC",
  "transactionType2": "XYZ",
  "transactionType3": "TRY",
  "transactionType4": "CET",
  "serialCheckNo": "CHECK",
  "baseAmount": 500,
  "remitterName": "remiB123",
  "remitterAccountId": "remit IdXYZ123",
  "beneficiaryName": " BENISILUVAMMAI PROPERTY MAINTENANCE",
  "beneficiaryAccountId": "BENI IDACTRUSTEDPAIR-025X",
  "midescription": "This is manual add-Wire Transaction",
  "issuingFIId": "issueABNAMR",
  "instrument": "instABN AMRO NYC",
  "clearingFI": "clear ST BK",
  "clearingFIId": "Clearing FI identifier",
  "depositingFI": "deposit BRYANT ST BK",
  "depositingFIId": "deposit ID BRYANT",
  "remitterRisk": 8,
  "beneficiaryRisk": 9,
  "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": "Fraudulent Transaction",
      "Account Type": "Consumer",
      "Market": "Southwest Mumbai"
    }
  }
},

```

**Sample JSON (BO):**

```

[
  {
    "caseId": "CA386",
    "transactions": [

      {
        "transactionReferenceId": "BOTRXNID",
        "businessAdd": "N",
        "transactionTypeCode": "B",
        "transactionDateTime": "1990-12-01 10:30:00",
        "accountId": "A123",
        "offsetAccountId": "B123",
        "securityId": "XYZ123",
        "quantity": 10,
        "debitOrCreditCode": "D",
        "baseAmount": 1000000,
        "transactionType1": "ABC",
        "transactionType2": "XYZ",
        "transactionType3": "TRY",
        "transactionType4": "CET",
        "bodescription": "This is manual add-BO Transaction",
        "accountRisk": 1,
        "offsetAccountRisk": 2,
        "overallRisk": 3,

```

```

    "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": "Fraudulent Transaction",
        "Account Type": "Consumer",
        "Market": "Southwest Mumbai"
      }
    }
  }
}

```

**Sample JSON (Cash):**

```

[
  {
    "caseId": "CA386",
    "transactions": [

      {
        "transactionReferenceId": "FOTRXNESCLTAC0001",
        "businessAdd": "N",
        "transactionTypeCode": "C",
        "transactionDateTime": "1990-12-01 10:30:00",
        "transactionType1": "ABC",
        "transactionType2": "XYZ",
        "transactionType3": "TRY",
        "transactionType4": "CET",
        "cashdescription": "This is manual add-Cash Transaction",

```

```

        "debitOrCreditCode": "D",
        "baseAmount": 1000000,
        "accountId": "A123",
        "accountRisk": 1,
        "locationId": "B123",
        "locationName": "XYZ123"
    }
]
}
]
```

**Sample JSON (Wire):**

```

[
  {
    "caseId": "CA386",
    "transactions": [

      {
        "transactionReferenceId": "FTTRXNID",
        "businessAdd": "N",
        "transactionTypeCode": "W",
        "transactionDateTime": "2022-08-25 00:00:00",
        "transactionType1": "EFT-FEDWIRE",
        "transactionType2": "XYZ",
        "transactionType3": "TRY",
        "transactionType4": "CET",
        "wiredescription": "This is manual add-Wire Transaction",
        "baseAmount": 500,
        "thirdPartyFlag": "Y",
        "originatorName": "B123",
        "originatorAccountId": "XYZ123",
        "beneficiaryName": "SILUVAMMAI PROPERTY MAINTENANCE",
        "beneficiaryAccountId": "ACTRUSTEDPAIR-025X",
        "sendFI": "CHASE MANHATTAN BANK",
        "sendFIId": "SNC50",
        "receivingFI": "BRYANT ST BK",
        "receivingFIId": "BRYANT",

```

```

    "originatorRisk": 8,
    "beneficiaryRisk": 9,
    "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": "Fraudulent Transaction",
        "Account Type": "Consumer",
        "Market": "Southwest Mumbai"
      }
    }
  }
]
}
]
```

### 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", "SUSPICIOUS", "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

Table 42 describes the details of response parameters.

**Table 42: Response Parameters Details**

| 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. |

**Table 42: Response Parameters Details**

| First Level | Second Level | Third Level            | Details  |
|-------------|--------------|------------------------|--|
| RESULTARRAY | caseld       |                        | 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 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 43](#) describes the details of the parameters.

**Table 43: Request Parameter Details**

| First Level  | Second Level           | Details  |
|--------------|------------------------|--|
| caseId       |                        | 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.

```
[
{
  "caseId": "CA100",
  "transactions": [
    {
      "transactionReferenceId": "BOTRXNCSTLOSSSEVHH004",
      "transactionTypeCode": "B"
    }
  ]
}
]
```

## 6.15.5 Response Parameters

Table 44 describes the details of response parameters.

**Table 44: Response Parameters Details**

| 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 | transactions | MESSAGE     | Displays the response message from the API for the respective transaction under the respective case.  |

**Table 44: Response Parameters Details**

| First Level | Second Level | Third Level            | Details  |
|-------------|--------------|------------------------|--|
| 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 45](#) describes the details of the parameters.

**Table 45: Request Parameter Details**

| 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

Table 46 describes the details of response parameters.

**Table 46: Response Parameters Details**

| 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 | 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.  |

**Table 46: Response Parameters Details**

| First Level | Second Level | Third Level | Details  |
|-------------|--------------|-------------|--|
| 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 - Improvements in Real Time Event Creation APIs](#) 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

[Table 47](#) describes the details of the parameters.

**Table 47: Request Parameter Details**

| First Level | Details                                    |
|-------------|--|
| caselId     | 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.

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

## 6.17.5 Response Parameters

Table 48 describes the details of response parameters.

**Table 48: Response Parameters Details**

| First Level | Second 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.  |
| 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 - Improvements in Real Time Event Creation APIs](#) 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/ECMService/
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

Table 49 describes the details of parameters.

**Table 49: Request/Query Details**

| 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, see <a href="#">Configuring Entity Types</a> . 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 caseId 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        |
| 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        |

**Table 49: Request/Query Details**

| Name        | Parameter Name | Description  | Required |
|-------------|----------------|--|----------|
| 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.<br>Action Code for external document attach is CA985.<br>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 [Sample Java Code for the Service Call](#).

#### 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

Table 50 shows the list of possible Response Messages:

**Table 50: 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/casId)           | 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. [Table 51](#) lists the Entity Type-related Column Name, Data Type, and Description.

**Table 51: Configuring Entity Types**

| 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 s<XREF>ection, then make the entries in FCC\_CM\_DOC\_SRVCE\_CONF table as shown in [Table 52](#) :

**Table 52: FCC\_CM\_DOC\_SRVCE\_CONF Table Details**

| V_ENTITY_TYPE | V_MANDATORY_PARAMS  | V_ALLWD_DOCUMENT_TYPE | V_ALLWD_ACTION_CD | V_ALLWD_SOURCE | V_ALLWD |
|---------------|---------------------|-----------------------|-------------------|----------------|---------|
| CUSTOMER      | senderId,actionCode | (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"
  }
}
```

**Figure 2: Simple JSON with simple Objects (One Level)**

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": {
    "Was a complaint filed through the Enterprise Customer Complaint?":
    "Yes"
  }
}
```

```

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

```

**Figure 3: Simple JSON with one level of Array Object**

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"]
    }
  ]
}

```



```

}
]
}
}

```

**Figure 4: Simple Object with Two levels of Array and Second Array being simple String of Values**

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"
  }
]
}
}

```

**Figure 5: Simple Object with Two levels of Array and Second Array also consisting of Key Values**

Generic Match Record Details

Event ID: ECMRT1583328064951

Generic Entity ID: 5

Car Branch Details

Cars

| Branches                   | Name    |
|----------------------------|---------|
| City Name<br>Mangalore MLR | Ford    |
| City Name<br>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"
}]
}
]
}
]
```

**Figure 6: Array JSON Object with two levels of Array and Second Array also consisting of key values**

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583390844950

Generic Entity ID: 6

Bank Details

| Departments    |        | Year | Name  |
|----------------|--------|------|-------|
| Employees      | Name   | 1988 | HDFC  |
| City Name      | Credit |      |       |
| Jaipur Smith   |        |      |       |
| City Name      | Debit  |      |       |
| Kandy Sanath   |        |      |       |
| Employees      | Name   | 1992 | ICICI |
| City Name      | Credit |      |       |
| Delhi Kapil    |        |      |       |
| City Name      | Debit  |      |       |
| Colombo Marvan |        |      |       |

**6. Simple Object and Inside Simple Array of Strings.**

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

**Figure 7: Simple Object and Inside Simple Array of Strings**

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583468390211

Generic Entity ID: 7

Company Details

Branches: Mumbai,Pune,Bangalore

Name: Oracle

**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"]
}

```

**Figure 8: Array JSON Object with two levels of Array and Second Array consisting of Simple Int Values**

Generic Match Record

Generic Match Record Details

Event ID: ECMRT1583490016489

Generic Entity ID: 8

Customer Details

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

Purposes  
Rental,Shopping,Travel

8. More than one Generic Entity Under Same Event.

**Figure 9: More than one 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<br>Jaipur / Smith   | Credit | 1988 | Aditya Puri    | HDFC |
| 1989       | City / Name<br>Kandy / Sanath   | Debit  |      |                |      |
| 1993       | City / Name<br>Delhi / Kapil    | Credit | 1992 | Sandeep Bakshi | ICI  |
| 1993       | City / Name<br>Colombo / Manvan | Debit  |      |                |      |

**9. Multiple Events selected on UI.**

**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       | 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 | Transactionids / Name<br>11,12,13 Credit<br>14,15,17 Debit         | Jackson |
| California/Pune/Delhi | Transactionids / Name<br>11,245,12,345,13 Credit<br>14,15,17 Debit | Dwayne  |

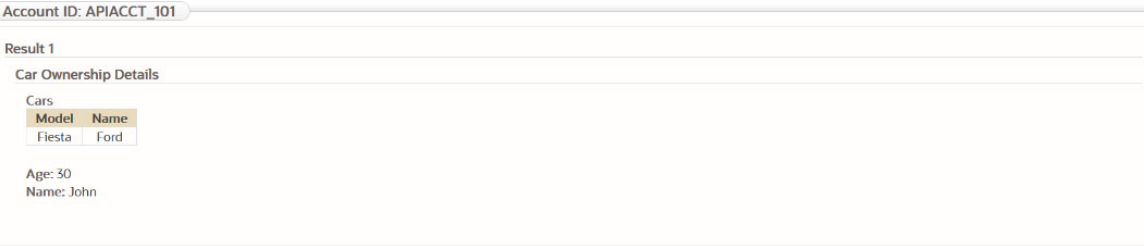
Purposes

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"
```

**Figure 10: JSON with two levels of simple object with one level of array object**



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"]
}

}
}

]
}

```

**Figure 11: JSON with two levels of simple object with two levels of array object with Second Array consisting of Simple Int Values**

Account ID: APIACCT\_101111

Result 1

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

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.



- 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 is good as normal key value attributes to the parent object:

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

**Figure 12: Example**

Generic Match Record

Event ID: ECMRT1583490016489

| 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  |

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](#)
- [Sample Responses for Create or Update ECM Case Description API](#)
- [Sample Responses for Get ECM Case Status API](#)
- [Sample Responses for Adding Customer to Case](#)
- [Sample Responses for Removing Customer from Case](#)
- [Sample Responses for Add Account to Case API](#)
- [Sample Responses for Remove Account from Case API](#)
- [Sample Responses for Add External Entity to Case API](#)
- [Sample Responses for Remove External Entity from Case API](#)
- [Sample Responses for Add Transaction to Case API](#)
- [Sample Responses for Remove Transaction from Case API](#)
- [Sample Responses to Update Event Risk Decision for Case API](#)
- [Sample Responses for Add Narrative to Case 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

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | 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<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | 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<br>saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | 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<br>saveEventsA<br>ndExtendToC<br>ase                                       | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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" } saveEventsAndExtendToCase {   "message": "Event lookup entry already exists.",   "status": "FAILED" } </pre>  | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 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<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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.",   "status": "FAILED" } </pre>  | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 10    | This is the response when there is an error while inserting into FCC_GENERIC_ENTITY table. | <pre> saveEvents {   "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> | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |



**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 12    | This is the response when there is an error while inserting into FCC_EVENT_ENTITY_MAP table. | <pre> saveEvents {   "MESSAGE": "Error occurred while inserting into FCC_EVENT_ENTITY_MAP table.",   "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> | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response   | Response Type and Status | Service Applicable  | Multi Locale |
|-------|---|--|--------------------------|---|--------------|
| 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<br>saveEventsAndPromoteToCase<br>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 {   "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> | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response   | Response Type and Status | Service Applicable  | Multi Locale |
|-------|---|--|--------------------------|---|--------------|
| 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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | 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 {   "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> | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|---|---|--------------------------|---|--------------|
| 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<br>saveEventsAndExtendToCase | Yes          |
| 20    | This is the response when there is an error while updating FCC_EVENTS table.            | <pre>saveEventsAndPromoteToCase {   "message": "Error occurred while updating FCC_EVENTS table.",   "status": "FAILED" } saveEventsAndExtendToCase {   "message": "Error occurred while updating FCC_EVENTS table.",   "status": "FAILED" }</pre>   | ERROR 500                | saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|-------|---|---|--------------------------|---|--------------|
| 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<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description  | Response   | Response Type and Status | Service Applicable  | Multi Locale |
|--------|--|--|--------------------------|---|--------------|
| 23     | This is the response when there is an error while inserting into entity table. Note that the placeholder "{0}" will be replaced by the actual entity table name. | <pre> saveEvents {   "MESSAGE": "Error occurred while inserting into {0} table.",   "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> | ERROR 500                | saveEvents<br>saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | Yes          |
| 24     | This is the response when the case passed in the input does not exists.  | <pre> saveEventsAndExtendToCase {   "message": "Case does not exist.",   "status": "FAILED" } </pre>   | ERROR 500                | saveEventsA<br>ndExtendToC<br>ase   | 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                | saveEventsA<br>ndExtendToC<br>ase   | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|--------|---|---|--------------------------|---|--------------|
| 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                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | Yes          |
| 27     | This is the response when there is an error while inserting into FCC_PRECASE table. | <pre> saveEventsAndPromoteToCase {   "message": "Error occurred while inserting into FCC_PRECASE table.",   "status": "FAILED" } saveEventsAndExtendToCase {   "message": "Error occurred while inserting into FCC_PRECASE table.",   "status": "FAILED" } </pre> | ERROR 500                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | Yes          |
| 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                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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<br>saveEventsAndExtendToCase | Yes          |
| 30    | This is the response when entry already exists in FCC_CORRELATION_SCENARIO table.                | <pre> saveEventsAndPromoteToCase {   "message": "Entry already exists in FCC_CORRELATION_SCENARIO table.",   "status": "FAILED" } saveEventsAndExtendToCase {   "message": "Entry already exists in FCC_CORRELATION_SCENARIO table.",   "status": "FAILED" } </pre>                         | ERROR 500                | saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 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<br>saveEventsAndExtendToCase | Yes          |



**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|---|---|--------------------------|---|--------------|
| 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<br>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" } saveEventsAndExtendToCase {   "message": "Error occurred while inserting into FCC_CORRELATION_SCENARIO_PRSD table.",   "status": "FAILED" } </pre> | ERROR 500                | saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description  | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|--------|--|---|--------------------------|---|--------------|
| 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                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | 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                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | 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 {   "message": "Entry already exists in FCC_CORRELATION_PRSD table.",   "status": "FAILED" } </pre>                                     | ERROR 500                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|--------|---|---|--------------------------|---|--------------|
| 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<br>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<br>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.",   "status": "FAILED" } </pre> | ERROR 500                | saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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<br>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<br>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          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| 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<br>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<br>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          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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<br>saveEventsAndExtendToCase | Yes          |
| 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<br>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<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|--|---|--------------------------|---|--------------|
| 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<br>saveEventsAndExtendToCase | Yes          |
| 51    | This is the response when entry already exists in FCC_PRECASE_SCORE table.                   | <pre> saveEventsAndPromoteToCase {   "message": "Entry already exists in FCC_PRECASE_SCORE table.",   "status": "FAILED" } saveEventsAndExtendToCase {   "message": "Entry already exists in FCC_PRECASE_SCORE table.",   "status": "FAILED" } </pre>                               | ERROR 500                | saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 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<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response  | Response Type and Status | Service Applicable                                      | Multi Locale |
|-------|---|---|--------------------------|---|--------------|
| 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_ATTRBT_VAL_MAP table.                | <pre>saveEventsAndPromoteToCase {   "message": "Entry already exists in KDD_CASE_ATTRBT_VAL_MAP table.",   "status": "FAILED" } saveEventsAndExtendToCase {   "message": "Entry already exists in KDD_CASE_ATTRBT_VAL_MAP table.",   "status": "FAILED" }</pre>                         | ERROR 500                | saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 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<br>saveEventsAndExtendToCase | Yes          |



**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description  | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|--------|--|---|--------------------------|---|--------------|
| 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                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | 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 {   "message": "Error occurred while inserting into configured PTC query table.",   "status": "FAILED" } </pre> | ERROR 500                | saveEventsA<br>ndPromoteTo<br>Case<br>saveEventsA<br>ndExtendToC<br>ase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response   | Response Type and Status | Service Applicable  | Multi Locale |
|-------|---|--|--------------------------|---|--------------|
| 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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | 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.",   "status": "FAILED" } </pre> | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

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

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | 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                | saveEventsA<br>ndPromoteTo<br>Case<br><br>saveEventsA<br>ndExtendToC<br>ase | 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                | saveEventsA<br>ndPromoteTo<br>Case  | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description  | Response  | Response Type and Status | Service Applicable   | Multi Locale |
|--------|--|---|--------------------------|--|--------------|
| 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" } 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> | ERROR 500                | <pre> saveEvents saveEventsA ndPromoteTo Case saveEventsA ndExtendToC ase </pre> | Yes          |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|--------|---|---|--------------------------|---|--------------|
| 67     | 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. | <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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |
| 68     | This is the response when there is an error while getting database connection object.   | <pre> saveEvents {   "MESSAGE": "Error occurred while getting database connection.",   "STATUS": "FAILED" } saveEventsAndPromoteToCase {   "message": "Error occurred while getting database connection.",   "status": "FAILED" } saveEventsAndExtendToCase {   "message": "Error occurred while getting database connection.",   "status": "FAILED" } </pre>                         | ERROR 500                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | No           |

**Table 53: Sample Responses for the ECM Real Time Event Creation API**

| SL No | Description   | Response  | Response Type and Status | Service Applicable  | Multi Locale |
|-------|---|---|--------------------------|---|--------------|
| 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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | 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                | saveEvents<br>saveEventsAndPromoteToCase<br>saveEventsAndExtendToCase | Yes          |

## 8.3 Sample Responses for Create or Update ECM Case Description API

**Table 54: Sample Responses for Create or Update ECM Case Description API**

| SL N o | Description   | Response   | Response Type and Status |
|--------|---|--|--------------------------|
| 1      | This is the response when case description is updated successfully.   | {<br>"MESSAGE": "Case description updated successfully.",<br>"STATUS": "SUCCESS",<br>"caseId": "CA100"<br>}        | OK 200                   |
| 2      | This is the response when there is a problem (Invalid Input JSON data) with the input data.                       | {<br>"MESSAGE": "Invalid JSON Input format. Please correct the data.",<br>"STATUS": "FAILED"<br>}                  | ERROR 400                |
| 3      | This is the response when there is a problem (Input JSON data does not have caseId) with the input data.          | {<br>"MESSAGE": "Input JSON data does not have caseId.",<br>"STATUS": "FAILED"<br>}                                | ERROR 400                |
| 4      | This is the response when there is a problem (Input JSON data does not have caseDescription) with the input data. | {<br>"MESSAGE": "Input JSON data does not have caseDescription.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>} | ERROR 400                |



**Table 54: Sample Responses for Create or Update ECM Case Description API**

| SL No | Description   | Response  | Response Type and Status |
|-------|---|---|--------------------------|
| 5     | This is the response when there is a problem (Input caseID does not exist) with the input data.   | {<br>"MESSAGE": "Case does not exist.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>}                            | ERROR 400                |
| 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.            | {<br>"MESSAGE": "Case is locked by another user CASEANA1.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>}        | 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. | {<br>"MESSAGE": "Entry already exists in KDD_CASE_ACTIONS table.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>} | ERROR 409                |
| 8     | This is the response when the request fails because of server errors (Error while updating KDD_CASES)   | {<br>"MESSAGE": "Error occurred while updating KDD_CASES table.",<br>"STATUS": "FAILED"<br>}                        | ERROR 500                |

**Table 54: Sample Responses for Create or Update ECM Case Description API**

| SL No | Description   | Response  | Response Type and Status |
|-------|---|---|--------------------------|
| 9     | This is the response when the request fails because of server errors (Error while inserting into KDD_CASE_ACTIONS table). | {<br>"MESSAGE": "Error occurred while inserting into KDD_CASE_ACTIONS table.",<br>"STATUS": "FAILED"<br>}                         | ERROR 500                |
| 10    | This is the response when the request fails because of any other server errors.   | {<br>"MESSAGE": "Internal error occurred. Please contact system administrator.",<br>"STATUS": "FAILED",<br>"caseld": "CA100"<br>} | ERROR 500                |

## 8.4 Sample Responses for Get ECM Case Status API

**Table 55: Sample Responses for Get ECM Case Status API**

| SL No | Description  | Response  | Response Type and Status |
|-------|--|---|--------------------------|
| 1     | This is the response when case status is fetched successfully.   | {<br>"MESSAGE": "Case Status fetch Successful.",<br>"STATUS": "SUCCESS",<br>"RESULTARRAY": [<br>{<br>"caseId": "CA100",<br>"caseStatusCode": "INV",<br>"caseStatusName": "Investigation",<br>"caseStatusDateTime": "2022-06-24 10:28:48",<br>"caseClosedFlag": "N"<br>}<br>]<br>} | OK 200                   |
| 2     | This is the response when there is a problem (Invalid input JSON data) with the input data.              | {<br>"MESSAGE": "Invalid JSON Input format. Please correct the data.",<br>"STATUS": "FAILED"<br>}   | ERROR 400                |
| 3     | This is the response when there is a problem (Input JSON data does not have caseId) with the input data. | {<br>"MESSAGE": "Input JSON data does not have caseId.",<br>"STATUS": "FAILED"<br>}   | ERROR 400                |
| 4     | This is the response when there is a problem (Input caseId does not exist) with the input data.          | {<br>"MESSAGE": "Case does not exist.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>}  | ERROR 400                |

**Table 55: Sample Responses for Get ECM Case Status API**

| SL N o | Description   | Response  | Response Type and Status |
|--------|---|---|--------------------------|
| 5      | This is the response when the request fails because of any server errors. | {<br>"MESSAGE": "Internal error occurred. Please contact system administrator.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>} | ERROR 500                |

## 8.5 Sample Responses for Adding Customer to Case

**Table 56: Sample Responses for Adding Customer to Case**

| SL No | Description  | Response   | Response Type and Status |
|-------|--|--|--------------------------|
| 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                   |

**Table 56: Sample Responses for Adding Customer to Case**

| SL No | Description  | Response   | Response Type and Status |
|-------|--|--|--------------------------|
| 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",       "caseId": "CA100",       "customers": [         {           "MESSAGE": "Customer added successfully.",           "STATUS": "SUCCESS",           "customerId": "CUST5"         },         {           "MESSAGE": "Customer added successfully.",           "STATUS": "SUCCESS",           "customerId": "CUST6"         }       ]     },     {       "MESSAGE": "Customers addition failed.",       "STATUS": "FAILED",       "caseId": "CA101",       "customers": [         {           "MESSAGE": "Customer does not exist in business.",           "STATUS": "FAILED",           "customerId": "CUST3"         },         {           "MESSAGE": "Customer already exists.",           "STATUS": "FAILED",           "customerId": "CUST4" } ] } ] }</pre> | OK 200                   |

**Table 56: Sample Responses for Adding Customer to Case**

| SL N o | Descri ption   | Response  | Response Type and Status |
|--------|--|---|--------------------------|
| 3      | This is the respon se when there is a proble m with the input data | {<br>"MESSAGE": "Invalid JSON Input format. Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |

**Table 56: Sample Responses for Adding Customer to Case**

| SL No | Description   | Response  | Response Type and Status |
|-------|---|---|--------------------------|
| 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         }       ]     },     {       "MESSAGE": "Case is locked by another user CASEANA1.",       "STATUS": "FAILED",       "caseld": "CA360",       "customers": [         {</pre> | ERROR 500                |



**Table 56: Sample Responses for Adding Customer to Case**

| SL No | Description   | Response   | Response Type and Status |
|-------|---|--|--------------------------|
| 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

**Table 57: 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                   |                    |              |

**Table 57: Sample Responses for Removing Customer from Case**

| 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",       "caseId": "CA100",       "customers": [         {           "MESSAGE": "Customer removed successfully.",           "STATUS": "SUCCESS",           "customerId": "CUST5"         },         {           "MESSAGE": "Customer removed successfully.",           "STATUS": "SUCCESS",           "customerId": "CUST6"         }       ]     },     {       "MESSAGE": "Customers removal failed.",       "STATUS": "FAILED",       "caseId": "CA101",       "customers": [         {           "MESSAGE": "Customer does not exist in case.",           "STATUS": "FAILED",           "customerId": "CUST3"         }       ]     }   ] }</pre> | OK 200                   |                    |              |

**Table 57: Sample Responses for Removing Customer from Case**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 57: Sample Responses for Removing Customer from Case**

| 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": "Customers removal failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Customers removal failed.",       "STATUS": "FAILED",       "caseld": "CA103",       "customers": [         {           "MESSAGE": "Customer removal failed           as error occurred while deleting from           customer related tables.",           "STATUS": "FAILED",           "customerld": "CUST7"         }       ]     },     {       "MESSAGE": "Case does not exist.",       "STATUS": "FAILED",       "caseld": "CA3600",       "customers": [         {           "MESSAGE": null,           "STATUS": null,           "customerld": null         }       ]     },     {       "MESSAGE": "Case is locked by another       user CASEANA1.",       "STATUS": "FAILED",       "caseld": "CA360",       "customers": [         {           "MESSAGE": null,           "STATUS": null,           "customerld": null         }       ]     }   ] }</pre> | ERROR 500                |                    |              |
|       |  | <pre>] }</pre>  |                          |                    |              |

**Table 57: Sample Responses for Removing Customer from Case**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|---|--------------------------|--------------------|--------------|
| 5      | This is the response when the request fails because of server errors. | {<br>"MESSAGE": "Customers removal failed.",<br>"STATUS": "FAILED",<br>"RESULTARRAY": [<br>{<br>"MESSAGE": "Internal error occurred.<br>Please contact system administrator.",<br>"STATUS": "FAILED",<br>"caseId": "CA103"<br>}<br>]<br>} | ERROR 500                |                    |              |

## 8.7 Sample Responses for Add Account to Case API

**Table 58: 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                   |                    |              |

**Table 58: Sample Responses for Add Account to Case API**

| SL No | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|-------|---|--|--------------------------|--------------------|--------------|
| 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",       "caseId": "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",       "caseId": "CA100",       "accounts": [         {           "MESSAGE": "Account does not exist in business.",           "STATUS": "FAILED",           "accountId": "ACCT3"         },         {           "MESSAGE": "Account already exists.",           "STATUS": "FAILED",           "accountId": "ACCT4"         }       ]     }   ] }</pre> | OK 200                   |                    |              |
|       |   | <pre>} ] }</pre>   |                          |                    |              |



**Table 58: Sample Responses for Add Account to Case API**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 58: Sample Responses for Add Account to Case API**

| 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": "Accounts addition failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Accounts addition failed.",       "STATUS": "FAILED",       "caseId": "CA103",       "accounts": [         {           "MESSAGE": "Account does not exists.",           "STATUS": "FAILED",           "accountId": "ACCT5"         },         {           "MESSAGE": "Account insertion failed as error occurred while inserting into account related tables.",           "STATUS": "FAILED",           "accountId": "ACCT7"         }       ]     },     {       "MESSAGE": "Case does not exist.",       "STATUS": "FAILED",       "caseId": "CA3600",       "accounts": [         {           "MESSAGE": null,           "STATUS": null,           "accountId": null         }       ]     },     {       "MESSAGE": "Case is locked by another user CASEANA1.",       "STATUS": "FAILED",       "caseId": "CA200",       "accounts": [         { </pre> | ERROR 500                |                    |              |
|       |  | <pre>           "MESSAGE": null,           "STATUS": null,           "accountId": null         }       ]     }   ] }</pre>  |                          |                    |              |

**Table 58: Sample Responses for Add Account to Case API**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 5      | This is the response when the request fails because of server errors. | {<br>"MESSAGE": "Accounts addition failed.",<br>"STATUS": "FAILED",<br>"RESULTARRAY": [<br>{<br>"MESSAGE": "Internal error occurred. Please contact system administrator.",<br>"STATUS": "FAILED",<br>"caseId": "CA103"<br>}<br>]<br>} | ERROR 500                |                    |              |

## 8.8 Sample Responses for Remove Account from Case API

**Table 59: 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                   |                    |              |

**Table 59: Sample Responses for Remove Account from Case API**

| 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",       "caseId": "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",       "caseId": "CA101",       "accounts": [         {           "MESSAGE": "Account does not exist in case.",           "STATUS": "FAILED",           "accountId": "ACCT-3"         }       ]     }   ] }</pre> | OK 200                   |                    |              |

**Table 59: Sample Responses for Remove Account from Case API**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 59: Sample Responses for Remove Account from Case API**

| 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": "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",           "accountld": "ACCT-7"         }       ]     },     {       "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": "CA360",       "accounts": [         {           "MESSAGE": null,           "STATUS": null,           "accountld": null         }       ]     }   ] }</pre> | ERROR 500                |                    |              |
|       |  | <pre>] }</pre>   |                          |                    |              |

**Table 59: Sample Responses for Remove Account from Case API**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|---|--------------------------|--------------------|--------------|
| 5      | This is the response when the request fails because of server errors. | {<br>"MESSAGE": "Accounts removal failed.",<br>"STATUS": "FAILED",<br>"RESULTARRAY": [<br>{<br>"MESSAGE": "Internal error occurred. Please contact system administrator.",<br>"STATUS": "FAILED",<br>"caseId": "CA103"<br>}<br>]<br>} | ERROR 500                |                    |              |



## 8.9 Sample Responses for Add External Entity to Case API

**Table 60: 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                   |                    |              |

**Table 60: Sample Responses for Add External Entity to Case API**

| SL No | Description  | Response   | Response Type and Status | Service Applicable | Multi Locale |
|-------|--|--|--------------------------|--------------------|--------------|
| 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",       "caseId": "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",       "caseId": "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                   |                    |              |
|       |  | <pre> ] } </pre>   |                          |                    |              |

**Table 60: Sample Responses for Add External Entity to Case API**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 60: Sample Responses for Add External Entity to Case API**

| 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": "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                |                    |              |

**Table 60: Sample Responses for Add External Entity to Case API**

| 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

**Table 61: Sample Responses for Remove External Entity from Case API**

| SL N o | 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                   |                    |              |

**Table 61: Sample Responses for Remove External Entity from Case API**

| 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",       "caseId": "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",       "caseId": "CA101",       "externalEntities": [         {           "MESSAGE": "External Entity does not exist in case.",           "STATUS": "FAILED",           "externalEntity": "ACTRUSTEDPAIR-038X"         }       ]     }   ] }</pre> | OK 200                   |                    |              |

**Table 61: Sample Responses for Remove External Entity from Case API**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |



**Table 61: Sample Responses for Remove External Entity from Case API**

| 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": "External Entities removal failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "External Entities removal failed.",       "STATUS": "FAILED",       "caselId": "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",       "caselId": "CA3600",       "externalEntities": [         {           "MESSAGE": null,           "STATUS": null,           "externalEntity": null         }       ]     },     {       "MESSAGE": "Case is locked by another user CASEANA1.",       "STATUS": "FAILED",       "caselId": "CA360",       "externalEntities": [         {           "MESSAGE": null,           "STATUS": null,           "externalEntity": null         }       ]     }   ] }</pre> | ERROR 500                |                    |              |

**Table 61: Sample Responses for Remove External Entity from Case API**

| SL N o | 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 removal failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Internal error occurred. Please contact system administrator.",       "STATUS": "FAILED",       "caseId": "CA103"     }   ] }</pre> | ERROR 500                |                    |              |

## 8.11 Sample Responses for Add Transaction to Case API

**Table 62: Sample Responses for Add Transaction to Case API**

| SL N O | 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",       "caseld": "CA100",       "transactions": [         {           "MESSAGE": "Transaction added successfully.",           "STATUS": "SUCCESS",           "transactionReferenceld": "ACCIDIOSRMAC-5"         },         {           "MESSAGE": "Transaction added successfully.",           "STATUS": "SUCCESS",           "transactionReferenceld": "ACCIDIOSRMAC-6"         }       ]     }   ] }</pre> | OK 200                   |                    |              |

**Table 62: Sample Responses for Add Transaction to Case API**

| SL No | Description  | Response  | Response Type and Status | Service Applicable | Multi Locale |
|-------|--|---|--------------------------|--------------------|--------------|
| 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",           "transactionReferenceld": "ACCIDIOSRMAC-4"         }       ]     }   ] }</pre> | OK 200                   |                    |              |

**Table 62: Sample Responses for Add Transaction to Case API**

| SL N o | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|--|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 62: Sample Responses for Add Transaction to Case API**

| 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": "Transactions addition failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Transactions addition failed.",       "STATUS": "FAILED",       "caseId": "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",       "caseId": "CA3600",       "transactions": [         {           "MESSAGE": null,           "STATUS": null,           "transactionReferenceld": null         }       ]     },     {       "MESSAGE": "Case is locked by another user CASEANA1.",       "STATUS": "FAILED",       "caseId": "CA360",       "transactions": [         { </pre> | ERROR 500                |                    |              |

**Table 62: Sample Responses for Add Transaction to Case API**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|---|--------------------------|--------------------|--------------|
| 5      | This is the response when the request fails because of server errors. | {<br>"MESSAGE": "Internal error occurred. Please contact system administrator.",<br>"STATUS": "FAILED",<br>"caseId": "CA100"<br>} | ERROR 500                |                    |              |

## 8.12 Sample Responses for Remove Transaction from Case API

**Table 63: Sample Responses for Remove Transaction from Case API**

| SL N o | 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                   |                    |              |



**Table 63: Sample Responses for Remove Transaction from Case API**

| SL No | Description   | Response   | Response Type and Status | Service Applicable | Multi Locale |
|-------|---|--|--------------------------|--------------------|--------------|
| 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",       "caseId": "CA100",       "transactions": [         {           "MESSAGE": "Transaction removed successfully.",           "STATUS": "SUCCESS",           "transactionReferenceld": "BOTRXNCSTLOSSSEVHH004"         },         {           "MESSAGE": "Transaction removed successfully.",           "STATUS": "SUCCESS",           "transactionReferenceld": "FOTFREXDBTCRDPCH-068"         }       ]     },     {       "MESSAGE": "Transactions removal failed.",       "STATUS": "FAILED",       "caseId": "CA101",       "transactions": [         {           "MESSAGE": "Transaction does not exist in case.",           "STATUS": "FAILED",           "transactionReferenceld": "KFOTRXNTRUSTEDPAIR-0010"         }       ]     }   ] }</pre> | OK 200                   |                    |              |
|       |   | } Oracle Financial Services Enterprise Case Management API Services Guide   193  |                          |                    |              |

**Table 63: Sample Responses for Remove Transaction from Case API**

| 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 | {<br>"MESSAGE": "Invalid JSON Input format.<br>Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 63: Sample Responses for Remove Transaction from Case API**

| 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": "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                |                    |              |

**Table 63: Sample Responses for Remove Transaction from Case API**

| SL N o | 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": "Transactions removal failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Internal error occurred. Please contact system administrator.",       "STATUS": "FAILED",       "caseId": "CA103"     }   ] }</pre> | ERROR 500                |                    |              |

## 8.13 Sample Responses to Update Event Risk Decision for Case API

**Table 64: Sample Responses to Update Event Risk Decision for Case API**

| SL N o | 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                   |                    |              |

**Table 64: Sample Responses to Update Event Risk Decision for Case API**

| 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",       "caseId": "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",       "caseId": "CA101",       "events": [         {           "MESSAGE": "Event does not exist in case.",           "STATUS": "FAILED",           "eventCode": "ECMRT1662738331135"         }       ]     }   ] }</pre> | OK 200                   |                    |              |

**Table 64: Sample Responses to Update Event Risk Decision for Case API**

| SL N o | Description   | Response  | Response Type and Status | Service Applicable | Multi Locale |
|--------|---|---|--------------------------|--------------------|--------------|
| 3      | This is the response when there is a problem with the input data. | {<br>"MESSAGE": "Invalid JSON Input format. Please correct the data.",<br>"STATUS": "FAILED"<br>} | ERROR 400                |                    |              |

**Table 64: Sample Responses to Update Event Risk Decision for Case API**

| 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": "Event Decision updation failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Event Decision updation failed.",       "STATUS": "FAILED",       "caseld": "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",       "caseld": "CA3600",       "events": [         {           "MESSAGE": null,           "STATUS": null,           "eventCode": null         }       ]     },     {       "MESSAGE": "Case is locked by another user CASEANA1.",       "STATUS": "FAILED",       "caseld": "CA360",       "events": [         {           "MESSAGE": null,           "STATUS": null,           "eventCode": null         }       ]     }   ] }</pre> | ERROR 500                |                    |              |
|       |  | Oracle Financial Services Enterprise Case Management API   |                          |                    |              |



**Table 64: Sample Responses to Update Event Risk Decision for Case API**

| SL N o | 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": "Event Decision updation failed.",   "STATUS": "FAILED",   "RESULTARRAY": [     {       "MESSAGE": "Internal error occurred. Please contact system administrator.",       "STATUS": "FAILED",       "caseId": "CA103"     }   ] }</pre> | ERROR 500                |                    |              |

## 8.14 Sample Responses for Add Narrative to Case API

**Table 65: 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",       "caseId": "CA240"     },     {       "MESSAGE": "Narrative added successfully.",       "STATUS": "SUCCESS",       "caseId": "CA100"     },     {       "MESSAGE": "Narrative added successfully.",       "STATUS": "SUCCESS",       "caseId": "CA360"     }   ] }</pre> | OK 200                   |                    |              |

**Table 65: Sample Responses for Add Narrative to Case API**

| 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                |                    |              |

**Table 65: Sample Responses for Add Narrative to Case API**

| 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",       "caseId": "CA103"     },     {       "MESSAGE": "Case does not exist.",       "STATUS": "FAILED",       "caseId": "CA3600"     },     {       "MESSAGE": "Case is locked by another user CASEANA1.",       "STATUS": "FAILED",       "caseId": "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",       "caseId": "CA103"     }   ] }</pre>   | ERROR 500                |                    |              |

## 9 Appendix C – Sample JSONs

### Topics:

- [Create Event](#)
- [Save Event and Promote to Case](#)
- [Save 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"
        },
        {
          "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,
    "estAnnualIncome": "168936",
    "added": "31-12-2014 00:00:00",
    "incorporationDate": "",
    "customerstatus": "A",
    "effectiverisk": "2",
    "busdomain": "a"
},
{
    "entityType": "CUSTOMER",
    "custId": "CUHRTHRCPPH-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": "CUHRTHRCPHH-002",
          "entityType": "CUSTOMER",
          "entityTypeCode": "ECM_CUSTOMER",
          "entityName": "ANDREW ELEVENTH",
          "jurisdiction": "AMEA",
          "focusFlag": "Y",
          "custId": "CUHRTHRCPHH-002"
        },

        {
          "reason": "ffjfgghgkkkkhhhk",
          "scenarioName": "User Defined Event"
        }

      ]
    },

    {
      "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"    }
  ,
  {
    "entityType": "CUSTOMER",
    "custId": "CUHRTHRCPPH-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"                    }
      }
    }
  ]
}

```



## 9.3 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": "CUHRTHRCPHH-002",
          "entityType": "CUSTOMER",
          "entityTypeCode": "ECM_CUSTOMER",
          "entityName": "ANDREW ELEVENTH",
          "jurisdiction": "AMEA",
          "focusFlag": "Y",
          "custId": "CUHRTHRCPHH-002"
        },

        {
          "reason": "ffjfgghgkklkhhhk",
          "scenarioName": "User Defined Event"
        }

      ]
    },

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

```

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- Do you need more information? If so, where?
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