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Agile Process Teams

API Guide



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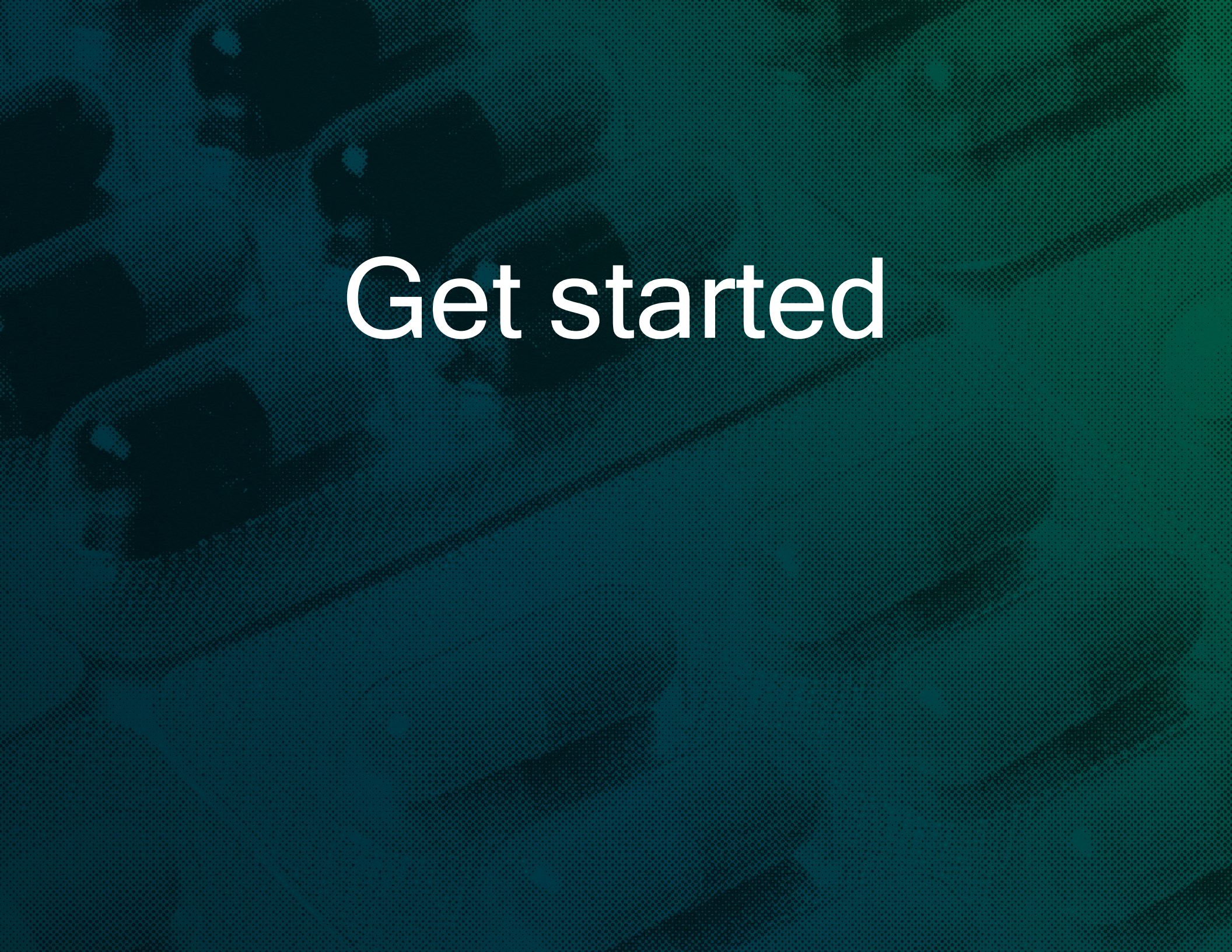
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Get started

 This Help Center is a preview of a future release. The final Help Center will be available on the Validation date.

Intro to APIs

Before referring to the API portion of this guide, users that might integrate via API should work with their TraceLink implementation team to help configure their system and receive the appropriate endpoints and authentication information.

Learn the basics about integrating with the Opus Platform through TraceLink's event-driven APIs:

Event-driven APIs

Introduction

The OPUS Platform accepts all APIs through one exposed `/api/events` endpoint per environment using the POST HTTP method regardless of the operation being performed or the object being operated upon. This is unlike a traditional RESTful Web service, which exposes multiple endpoints where users can perform operations with HTTP methods (e.g. GET, POST, PUT, etc.). The app that handles the request and the objects affected by the request are determined based on the contents of the header section of the request body. These event-driven APIs can be used to integrate the TraceLink app with your company's internal systems (e.g. enterprise resource planning system, warehouse management system).

Request header

The request header contains the metadata associated with the API request. All API calls to the OPUS Platform must include the following key-value pairs in the request header:

- Content-Type - The media type for the message. Valid value is `application/json`.
- Authorization - The authorization token required to connect to the platform and environment.

Request body

The request body contains the message routing and handler information as well as the contents of the request. All API requests submitted to the OPUS Platform must include the following `header` and `payload` elements:

- header - Specifies the event type of the request and the app that will receive the request. This must include the following parameters:
 - headerVersion - The header version. Valid value is `1`.
 - eventName - The fully qualified name of the event that will be triggered by the request. This is typically formatted as `[app-name]:[event-name]:[version]` (e.g. `agile-process-teams:add-incident:v1`).
 - appName - The application that owns the event (e.g. `agile-process-teams`).
 - ownerId - The identifier for the company that is providing the app.
 - dataspace - The dataspace within the environment that the request call is being made. Valid value is `default`.
- payload - Includes the contents of the request.

Authorization

Users are granted authorization to the OPUS Platform through an API token. The users need to generate an API token prior to sending an API request in order to identify a username (an API key) and password (an API secret). A valid username and password must be included in the headers to process the API request successfully. This username and password does not expire, and it can be used in all API calls.

HTTP response status codes

TraceLink APIs use standard response codes to indicate whether an HTTP request was successful. Response status codes may include, but are not limited to, the following:

Successful response

Code	Description
200	OK. The request was successful.

Redirect message

Code	Description
307	Temporary Redirect. The client must get the requested resource at another URI with the same HTTP method that was used in the prior request.

Client error status codes

Code	Description
400	Bad Request. The server could not understand the request due to invalid syntax.
401	Unauthorized. The client is unauthenticated, not allowed access, and should re-request credentials.
403	Forbidden. The request is valid and the client is authenticated, but the client is not allowed access rights to the content for any reason.
404	Not Found. The server cannot find the requested item. This can also mean that the endpoint is valid but the resource does not exist.

Server error status codes

Code	Description
500	Internal Server Error. The server has encountered an unknown error.
502	Bad Gateway. The server is working as a gateway to handle the request and received an invalid response.
503	Service Unavailable. The server is not ready to handle the request.
504	Gateway Timeout. The server is acting as a gateway and cannot get a response in time.

How to use this guide

Read the guidelines table

A guidelines table contains element requirements for a message:

Element		Type	Description
Header			Required. The response header.
	headerVersion	Integer	Required. The version identifier for the call. Valid value is <code>1</code> .
	eventName	String	Required. The fully qualified name of the add event response. Valid value is <code>agile-process-teams:add-[[[Undefined variable local_variables.event name]]]-response:v1</code> .
	ownerId	String	Required. The identifier for the Owner company associated with the request.
	isErr	String	Required. Indicates whether the request was successful. Valid values: <code>true</code> - The call was successful. <code>false</code> - The call was not successful. The <code>errCode</code> and <code>errMsg</code> fields provide error information for troubleshooting.
	errCode	String	Required. The status code of the response.
	errMsg	String	Conditionally required if the call is unsuccessful. The message associated with the error code (e.g. <code>"Process Type is required."</code>).
	licensePlate	String	Required. The unique identifier for the message instance.
	exceptionName	String	The exception thrown based on the error code. Valid values: <code>400 BadRequestException</code> - The request is missing fields or has invalid data. <code>404 NotFoundException</code> - The request is referencing an object that APT cannot find.
Payload		-	Required. (missing or bad snippet)
	commentId	String	Conditionally required if the call is successful. The identifier for the added comment.

Element

This column indicates the source/element name included in the API call.

Type

This column indicates the element's data format type (e.g. String, Integer, Boolean, Date, or Time).

Description

This column indicates whether the element is required for the message and provides a brief description of the element, including any relevant notes (e.g. country requirements, formatting notes, etc.).

 Hover over a footnote to display the data input sample for that Data Element. If using the printed version of the document, refer to the matching footnote at the bottom of the table.

Read the message example

Sample requests and responses, where relevant, are provided for each message.

Below is a Copy Indirect Supplier Incident request example:

```
{
  "header": {
    "headerVersion": 1,
    "eventName": "agile-process-teams:copy-indirect-supplier-incident:v1",
    "ownerId": "94f94f37-2772-4b39-8041-9c2dcfcfff82",
    "appName": "agile-process-teams",
    "dataspace": "default",
    "processNetworkId": "a70ca41a-ef4d-4b5a-b243-26cff72434ce"
  },
  "payload": {
    "processId": "4ec1229a-d46f-4fc0-878f-188d318db55a",
    "aptBusinessObjectSummary": "Label misprint",
    "copyGeneralInfo": true,
    "copyPartnerInfo": true,
    "copyImpactInfo": false,
    "copyReferenceIds": false,
    "copyRelatedProceses": false
  }
}
```

Sample requests and responses, where relevant, are provided for each message.

 This Help Center is a preview of a future release. The final Help Center will be available on the Validation date.

Item APIs

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

Add Item

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

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

Add Item request

Guidelines

Element	Type	Description
mutation ItemNew { item { new(input	Method	The mutation for creating an Item
	Object	Required. The input parameter.

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

Example

```

1  mutation ItemNew {
2    item {
3      new(
4        input: {
5          item: {
6            payload: {
7              subType: ""

```

```
8      id: "TLGUID-1"
9      currentBaseState: "Draft"
10     data: {
11         itemTitle: "Test Item creation"
12     }
13 }
14     objectAction: "CREATE"
15 }
16 }
17 ) {
18     businessObjectName
19     businessObjectIdentifier
20 }
21 }
22 }
```

Add Item response

Guidelines

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

Example

```

1  {
2      "data": {
3          "item": {
4              "new": {
5                  "businessObjectName": "item",
6                  "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",
7              }
8          }
9      }
10 }
```

Errors

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

Edit Item

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



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

Edit Item request

Guidelines

Element	Type	Description
mutation ItemEdit { workItem { edit(	Method	The mutation for updating the Item.
input	object	Required. The input parameter.
[payload: payload]	object	Required. The values that need to be inserted.

Element			Type	Description
	subType		String	Name of the Subtype.
	id		String	Required. The Item GUID to update the exact record.
	currentBaseState		String	Change the Workflow state from Draft to ToDo/InProgress/Done.
	currentSubState		String	currentSubState is DRAFT for New records (If subWorkflow configured).
	data		Object	-
		itemTitle	String	Required. Contains the title details of the Item.
		comments	Array of Objects	Contains comment text and attachment.
		commentText	String	Comment text.
		attachments	String of JSON Data	Attachment associated with the comment.
objectAction			-	For workItemEdit the action name will be UPDATE.
{ businessObjectIdentifier updated { id displayIdentifier } }			-	The BusinessObjectName and businessObjectIdentifier (GUID) fields contain information of what data is updated.

Example

```

1  mutation ItemEdit {
2    item {
3      edit(
4        input: {
5          item: {
6            payload: {
7              id: "6113a337-6121-4970-ac90-3699b134b759"

```

```
8      currentBaseState: "Draft"
9      data: {
10          itemTitle: "Test edit of Item"
11          followers: [
12              { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
13          ]
14          comments: [
15              {
16                  commentText: "comment added while updating"
17                  attachments: [
18                      "
19                      {\"fileName\": \"test\", \"fileExtension\": \"rtf\", \"mimeType\": \"text/rtf\", \"fileSize\": 391, \"s3FileRef
20                      erence\": \"attachments/item/40f9cdd9-dd03-4b10-adfe-40aa57ba2395\", \"fileStatus\": \"UPLOADED\"}"
21                  ]
22              }
23          ]
24          objectAction: "UPDATE"
```

```

25         }
26     }
27 ) {
28     businessObjectName
29     businessObjectIdentifier
30 }
31 }
32 }

```

Edit Item response

Guidelines

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

Example

```
1  {  
2    "data": {  
3      "item": {  
4        "edit": {  
5          "businessObjectName": "item",  
6          "businessObjectIdentifier": "6113a337-6121-4970-ac90-3699b134b759",  
7        }  
8      }  
9    }  
10 }
```

Errors

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

Search Item

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



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

Search Item request

Guidelines

Element		Type	Description
query ItemSearch { workItem { search(		Method	The query for getting details of Item.
input		Object	Required. Contains the input parameter.
	queryString	String	Contains the searching index and it's values.
	sortFields	String	Sorting index array.
	pageSize	Integer	Page size in numeric.
	pagingInfo	String	Page information.
List of fields that you can pass on to Search method to fetch data		-	The fields provided in the view GraphQL query will be returned in the response if data is present in the Item.
pagingInfo		-	-
documents		-	-
	id	String	Required. The Item GUID to update the exact record.
	currentBaseState	String	Current Base State Value.
	currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.
	lastUpdatedDateTime	String	Last updated date time.
	lastUpdatedDateTimeFormatted	String	Last updated user's GUID.
	data	Object	-
	currentState	String	Contains the value of currentSubState if present, otherwise currentBaseState. So, currentState is ultimate State of the Item.
	displayIdentifier	String	Item identifier in readable format with Prefix-Counter(integer).

Element		Type	Description
	itemTitle	String	Title of the item.
	creationTimestamp	DateTime	Creation date time in milliseconds.
	creationTimestampFormatted	DateTime	Creation date time in readable format.
	lastModifiedTimestamp	DateTime	Last modified date time in milliseconds.
	lastModifiedTimestampFormatted	DateTime	Last modified date time in readable format.
	createdByUser	Object	Contains details of the user who created the item.
	user	userName	User's name who created the item.
		userEmail	User's email who created the item.
	lastModifiedByUser	Object	Contains details of the user who modified the item.
	user	userName	User's name who last updated the item.
		userEmail	User's email who last updated the item.
	comments	Object	Contains comment text and attachment.
	comment	commentIdentifier	Comment GUID to differentiate between already inserted comment(Auto-generated Field).
		commentText	Comment Text.
		attachments	String of JSON Data
		attachmentsFormatted	Formatted Attachments details.
		commentedDateTime	Commented Date and Time.
		commentedDateTimeFormatted	Formatted comment date time.
		commentAuthorId	Comment Author GUID - user GUID.
		commentAuthorIdFormatted	Formatted value of comment author.
	followers	Object	Contains the follower IDs.
	follower	String	Following users' GUID

Example

```
1  query ItemSearch {
2    item {
3      search(
4        input: {
5          queryString: "(indexLuceneSubType:\"\" OR indexLuceneSubType:null)"
6          sortFields: [{ field: "index-lastUpdatedDateTime", sortAsc: true }]
7          pageSize: 10
8          pagingInfo: ""
9        }
10     ) {
11       pagingInfo
12       documents {
13         id
14         subType
15         lastUpdatedDateTime
16         lastUpdatedDateTimeFormatted
17         data {
18           displayIdentifier
```

```
19         itemTitle
20     }
21 }
22 facets {
23     indexName
24     path
25     matchedDocsCount
26     childFacetsCount
27     childFacets {
28         facetedName
29         matchedDocsCount
30     }
31 }
32 }
33 }
34 }
```

Search Item response

Guidelines

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

Example

```

1  {
2    "data": {
3      "item": {
4        "search": {
5          "pagingInfo": "eyJwYWdlSW5kZXgiOjEsInBhZ2luZ0luZm9LZXkiOm51bGx9",
6          "documents": [
7            {
8              "id": "fd5dc5ee-6576-4dd7-9f06-2832e9cba113",
9              "subType": "",
10             "lastUpdatedDateTime": 1734682790757,

```

```
11      "lastUpdatedDateTimeFormatted": "12/20/24, 8:19 AM (GMT)",
12      "data": {
13          "displayIdentifier": "ITEM-19",
14          "itemTitle": "Add Item with AssigneeCompany",
15          "__typename": "ItemData"
16      },
17      "__typename": "Item"
18  },
19  {
20      "id": "b14e4684-aba8-4ed5-b0a0-da94d63f4fdd",
21      "subType": "",
22      "lastUpdatedDateTime": 1734682958685,
23      "lastUpdatedDateTimeFormatted": "12/20/24, 8:22 AM (GMT)",
24      "data": {
25          "displayIdentifier": "ITEM-29",
26          "itemTitle": "dddddd",
27          "__typename": "ItemData"
28      },
29      "__typename": "Item"
```

```
30     },
31     {
32         "id": "ad57eb8c-105b-4180-999a-37707f3c1420",
33         "subType": "",
34         "lastUpdatedDateTime": 1734687220952,
35         "lastUpdatedDateTimeFormatted": "12/20/24, 9:33 AM (GMT)",
36         "data": {
37             "displayIdentifier": "ITEM-16",
38             "itemTitle": "create new work Item",
39             "__typename": "ItemData"
40         },
41         "__typename": "Item"
42     }
43 ],
44 "facets": [],
45 "__typename": "ItemSearchResult"
46 },
47 "__typename": "ItemQueryOps"
48 }
```

```

49 |   }
50 | }

```

Errors

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

Delete Item

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



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

Delete Item request

Guidelines

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

Example

```

1  mutation ItemDelete {
2    item {
3      delete(input: { id: "ad57eb8c-105b-4180-999a-37707f3c1420" }) {
4        businessObjectName
5        businessObjectIdentifier
6      }
7    }
8  }

```

Delete Item response

Guidelines

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

Example

```
1  {  
2    "data": {  
3      "item": {  
4        "delete": {  
5          "businessObjectName": "item",  
6          "businessObjectIdentifier": "ad57eb8c-105b-4180-999a-37707f3c1420"  
7        }  
8      }  
9    }  
10 }
```

Errors

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

Follow Item

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



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

Follow Item request

Guidelines

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

Example

```

1  mutation ItemStartFollow {
2    item {
3      startFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
4        businessObjectTypeName
5        businessObjectIdentifier
6        businessObjectDataVersion
7        mutateMessage
8        isAsync
9        updated {
10         id

```

```

11      objectTypeName
12      dataVersion
13      __typename
14  }
15      __typename
16  }
17      __typename
18  }
19  }

```

Follow Item response

Guidelines

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

Example

```
1  {
2    "data": {
3      "item": {
4        "startFollow": {
5          "businessObjectName": "item",
6          "businessObjectIdentifier": "2335af1c-4193-469d-b9c2-61400032f74e",
7          "businessObjectDataVersion": 4,
8          "mutateMessage": "Successfully followed the Item",
9          "isAsync": null,
10         "updated": [
11           {
12             "id": "2335af1c-4193-469d-b9c2-61400032f74e",
13             "objectTypeName": "item",
14             "dataVersion": 4,
15             "__typename": "MutateOperationResultEntryTypeDef"
16           }
17         ],
18         "__typename": "MutateOperationResultTypeDef"
```

```

19         },
20         "__typename": "ItemMutationOps"
21     }
22 }
23 }
```

Errors

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

Unfollow Item

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



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

Unfollow Item request

Guidelines

Element	Type	Description
mutation ItemStopFollow { item { stopFollow(	Method	The mutation for updating the Item followers list.
input	Object	Required. The input parameter.

Element		Type	Description
	id	String	Required. The WorkItem GUID to update the exact record.
{ businessObjectIdentifier }		-	The BusinessObjectTypeName and businessObjectIdentifier (GUID) fields contain information of what data is updated.

Example

```

1  mutation ItemStopFollow {
2    item {
3      stopFollow(input: {id: "2335af1c-4193-469d-b9c2-6140032f74e"}) {
4        businessObjectTypeName
5        businessObjectIdentifier
6        businessObjectDataVersion
7        mutateMessage
8        isAsync
9        updated {
10         id
11         objectTypeName
12         dataVersion
13         __typename
14       }
15       __typename

```

```

16     }
17     __typename
18   }
19 }

```

Unfollow Item response

Guidelines

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

Example

```

1  {
2    "data": {

```

```
3      "item": {
4          "stopFollow": {
5              "businessObjectName": "item",
6              "businessObjectIdentifier": "2335af1c-4193-469d-b9c2-61400032f74e",
7              "businessObjectDataVersion": 5,
8              "mutateMessage": "Successfully unfollowed the Item",
9              "isAsync": null,
10             "updated": [
11                 {
12                     "id": "2335af1c-4193-469d-b9c2-61400032f74e",
13                     "objectTypeName": "item",
14                     "dataVersion": 5,
15                     "__typename": "MutateOperationResultEntryTypeDef"
16                 }
17             ],
18             "__typename": "MutateOperationResultTypeDef"
19         },
20         "__typename": "ItemMutationOps"
21     }
```



```

22 |    }
23 | }

```

Errors

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

View Item

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



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

View Item request

Guidelines

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

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

Example

```
1 query ItemView {
2   item {
3     view(input: {id: "04718cfd-8b81-47ff-a07d-fbab7d6bf628"}) {
4       id
5       currentBaseState
6       currentSubState
7       lastUpdatedDateTime
8       lastUpdatedDateTimeFormatted
9       data {
10        currentState
11        comments {
12          commentIdentifier
13          commentText
14          attachments
15          attachmentsFormatted
16          commentedDateTime
17          commentedDateTimeFormatted
18          commentAuthorId
```

```
19         commentAuthorIdFormatted
20         __typename
21     }
22     displayIdentifier
23     itemTitle
24     initiatingCompany {
25         primaryIdentifierType
26         primaryIdentifierValue
27         businessName
28         __typename
29     }
30     followers {
31         followerId
32         followerIdFormatted
33         __typename
34     }
35     __typename
36 }
37 __typename
```

```
38     }  
39     __typename  
40 }  
41 }
```

View Item response

Guidelines

Element	Type	Description
Response	Method	-
data	Object	-

Element		Type	Description
	item	-	-

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

Example

```

1  {
2      "data": {
3          "item": {
4              "view": {
5                  "id": "04718cfd-8b81-47ff-a07d-fbab7d6bf628",
6                  "currentBaseState": "Done",
7                  "currentSubState": null,
8                  "lastUpdatedDateTime": 1735814924326,
9                  "lastUpdatedDateTimeFormatted": "1/2/25, 10:48 AM (GMT)",
10                 "data": {
11                     "currentState": "Done",
12                     "comments": [
13                         {
14                             "commentIdentifier": "2fa26034-6bd0-4d52-a3a0-c60ac6ed40c4",
15                             "commentText": "Added by partner",
16                             "attachments": [
17                                 "{\\"fileName\\":\\"Original_
File\\",\\"fileExtension\\":\\"txt\\",\\"mimeType\\":\\"text/plain\\",\\"fileSize\\":10,\\"s3FileReference\\":\\"\\",\
"fileStatus\\":\\"EMPTY\\"}"

```



```
18         ],
19         "attachmentsFormatted": [
20             "missing file"
21         ],
22         "commentedDateTime": 1734600920096,
23         "commentedDateTimeFormatted": "Dec 19, 2024, 9:35:20 AM (GMT)",
24         "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
25         "commentAuthorIdFormatted": "Matt Damon",
26         "__typename": "CommentTypeDefinition"
27     },
28     {
29         "commentIdentifier": "6e654588-dcde-4361-aaf0-3b77539d0e90",
30         "commentText": "Only comment Text",
31         "attachments": null,
32         "attachmentsFormatted": null,
33         "commentedDateTime": 1734601742830,
34         "commentedDateTimeFormatted": "Dec 19, 2024, 9:49:02 AM (GMT)",
35         "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
36         "commentAuthorIdFormatted": "Matt Damon",
```

```

37         "__typename": "CommentTypeDefinition"
38     },
39     {
40         "commentIdentifier": "a8fc2d9d-f207-4636-88d7-b800eb08ce0f",
41         "commentText": "Both comment and attachment",
42         "attachments": [
43             "{ \"fileName\": \"Original_
File\", \"fileExtension\": \"txt\", \"mimeType\": \"text/plain\", \"fileSize\": 10, \"s3FileReference\": \"atta
chments/item/7a3891b3-500a-470e-9a78-6d92ccaafa342\", \"fileStatus\": \"UPLOADED\" }"
44         ],
45         "attachmentsFormatted": [
46             "Original_File.txt (10 bytes)"
47         ],
48         "commentedDateTime": 1734601742830,
49         "commentedDateTimeFormatted": "Dec 19, 2024, 9:49:02 AM (GMT)",
50         "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
51         "commentAuthorIdFormatted": "Matt Damon",
52         "__typename": "CommentTypeDefinition"
53     },

```

```

54         {
55             "commentIdentifier": "bdbdef23-5846-4b22-8681-7bf05a9de91b",
56             "commentText": "multiple attachment",
57             "attachments": [
58                 {"fileName": "Original_
File", "fileExtension": ".txt", "mimeType": "text/plain", "fileSize": 10, "s3FileReference": "atta
chments/item/2651a7ca-b580-4dda-9ca5-345ab34eefb1", "fileStatus": "UPLOADED"},
59                 {"fileName": "Test document
1", "fileExtension": ".png", "mimeType": "image/png", "fileSize": 43561, "s3FileReference": "attac
hments/item/80bbbeb25-c918-4939-b9ed-97a77af37795", "fileStatus": "UPLOADED"},
60                 {"fileName": "Sample-SQL-File-10-
Rows", "fileExtension": ".sql", "mimeType": "", "fileSize": 1593, "s3FileReference": "attachments/
item/43e1a1fc-c00d-48db-9291-9f49ab695a4b", "fileStatus": "UPLOADED"},
61                 "
{"fileName": "sample", "fileExtension": ".pdf", "mimeType": "application/pdf", "fileSize": 18810,
"s3FileReference": "attachments/item/7ffd0439-7bc7-41be-90e1-
cffd4ceb0583", "fileStatus": "UPLOADED"},
62                 {"fileName": "SampleAudio_
0", "fileExtension": ".mp3", "mimeType": "audio/mpeg", "fileSize": 725240, "s3FileReference": "att
achments/item/3217df4c-a2d5-4a06-b472-ad183a5beffd", "fileStatus": "UPLOADED"},
63                 {"fileName": "SampleDOCFile_
5000kb", "fileExtension": ".doc", "mimeType": "application/msword", "fileSize": 5120512, "s3FileRef

```

```

64     erence\":"attachments/item/3b44e992-98be-43bd-b1ae-7b9540c34a27\","fileStatus\":"UPLOADED\"},"
        "{\\"fileName\":"SampleVideo_1280x720_
30mb\","fileExtension\":"mp4\","mimeType\":"video/mp4\","fileSize\:31491130,\"s3FileReference\":"
"attachments/item/80f407a9-fdb9-4183-8f57-022889c786d6\","fileStatus\":"UPLOADED\"},"
65     "{\\"fileName\":"SampleXLSFile_
6800kb\","fileExtension\":"xls\","mimeType\":"application/vnd.ms-
excel\","fileSize\:6971392,\"s3FileReference\":"attachments/item/903222f7-9aa1-4685-9a22-
1d3c432e3c8e\","fileStatus\":"UPLOADED\"},"
66     "{\\"fileName\":"SampleZIPFile_
10mbmb\","fileExtension\":"zip\","mimeType\":"application/zip\","fileSize\:10503575,\"s3FileRefer
ence\":"attachments/item/15a66dbe-2e9d-43bb-b4c3-fdbc3304b8f5\","fileStatus\":"UPLOADED\}"
67     ],
68     "attachmentsFormatted": [
69         "Original_File.txt (10 bytes)",
70         "Test document 1.png (42 KB)",
71         "Sample-SQL-File-10-Rows.sql (1 KB)",
72         "sample.pdf (18 KB)",
73         "SampleAudio_0.mp3 (708 KB)",
74         "SampleDOCFile_5000kb.doc (4 MB)",
75         "SampleVideo_1280x720_30mb.mp4 (30 MB)",

```

```
76         "SampleXLSFile_6800kb.xls (6 MB)",
77         "SampleZIPFile_10mbmb.zip (10 MB)"
78     ],
79     "commentedDateTime": 1734602320847,
80     "commentedDateTimeFormatted": "Dec 19, 2024, 9:58:40 AM (GMT)",
81     "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
82     "commentAuthorIdFormatted": "Matt Damon",
83     "__typename": "CommentTypeDefinition"
84 }
85 ],
86 "displayIdentifier": "ITEM-27",
87 "itemTitle": "Added by partner - test",
88 "initiatingCompany": {
89     "primaryIdentifierType": "GLN",
90     "primaryIdentifierValue": "2054051864409",
91     "businessName": "QAPartnerCorp1202409240834280621",
92     "__typename": "InitiatingCompanyLocationTypeDefinition"
93 },
94 "followers": [
```

```
95         {
96             "followerId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
97             "followerIdFormatted": "Matt Damon",
98             "__typename": "ItemFollowerTypeDefinition"
99         },
100         {
101             "followerId": "c55ff5ff-66d0-4c31-b2e4-5947a7e21955",
102             "followerIdFormatted": "Patricia Reynolds",
103             "__typename": "ItemFollowerTypeDefinition"
104         }
105     ],
106     "__typename": "ItemData"
107 },
108     "__typename": "Item"
109 },
110     "__typename": "ItemQueryOps"
111 }
112 }
113 }
```

Errors

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



This Help Center is a preview of a future release. The final Help Center will be available on the Validation date.

Work item APIs

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

Add work item

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

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



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

Add work item request

Guidelines

Element		Type	Description
mutation WorkItemNew { workItem { new(input		Method	The mutation for creating the WorkItem.
[payload: payload]		Object	Required. The input parameter.
	subType	String	The Subtype name.
	id	String	ID of the work item.
	currentBaseState	String	For new records, the currentBaseState is DRAFT.
	data	Object	-
	dueDate	Integer	Work Item due date.
	workItemTitle	String	Required. The title details of WorkItem.
	assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
	businessName	String	The name of the assignee company OR the primary identifier type and primary identifier value separated by a space. For example: GLN 5640375601379 .
	primaryIdentifierType	String	Assignee Company primary identifier Type.
	primaryIdentifierValue	String	Assignee Company primary identifier Value.
	assigneeUser	Object	Contains the assignee user name and email.
	userName	String	Assignee user's name.
	userEmail	String	Assignee user's email.
	comments	Array of Objects	Contains comment text and attachment.
	commentText	String	Comment text.
	attachments	String of JSON Data	Attachment associated with the comment.
objectAction		-	For workItemNew, the actionName is CREATE.
{ businessObjectIdentifier }		-	The BusinessObjectTypeNameand businessObjectIdentifier(GUID) fields contain information of what data is newly inserted.

Example

```
1  mutation WorkItemNew {
2    workItem {
3      new(
4        input: {
5          workItem: {
6            payload: {
7              id: "6d211f5d-96bb-4bc2-8a27-006d517602da"
8              currentState: "Draft"
9              data: {
10                workItemTitle: "Missing product details"
11                dueDate: 1747831980000
12                followers: [
13                  { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
14                ]
15                comments: [
16                  {
17                    attachments: [
18                      "
```

```

19         {\"fileName\": \"test\", \"fileExtension\": \"rtf\", \"mimeType\": \"text/rtf\", \"fileSize\": 391, \"s3FileRef
20         erence\": \"attachments/workItem/37287894-d3fe-42b7-8c1d-0dc36e5f4216\", \"fileStatus\": \"UPLOADED\"}
21     }
22 ]
23 assigneeCompany: {
24     businessName: \"QAPartnerCorp1202409240834280621\"
25     primaryIdentifierValue: \"2054051864409\"
26     primaryIdentifierType: \"GLN\"
27 }
28 assigneeUser: {
29     userName: \"Marvin\"
30     userEmail: \"qeauto+qapartnercorp1202409240834280621-coa@tracelink.com\"
31 }
32 }
33 }
34 objectAction: \"UPDATE\"
35 }

```

```
36     }
37   ) {
38     businessObjectName
39     businessObjectIdentifier
40     businessObjectDataVersion
41     mutateMessage
42     isAsync
43     asyncRequestDetails {
44       requestIdentifier
45       requestStatus
46       consumerPollIntervalMS
47       __typename
48     }
49     created {
50       id
51       objectTypeNames
52       dataVersion
53       __typename
54     }
```

```
55     updated {  
56         id  
57         objectTypeName  
58         dataVersion  
59         __typename  
60     }  
61     deleted {  
62         id  
63         objectTypeName  
64         dataVersion  
65         __typename  
66     }  
67     __typename  
68 }  
69 __typename  
70 }  
71 }
```

Add work item response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "new": {
5                  "businessObjectName": "workItem",
6                  "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",
7              }
8          }
9      }
10 }
```

Errors

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

Edit work item

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



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

Edit work item request

Guidelines

Element		Type	Description
mutation WorkItemEdit { workItem { edit(input		Method	The mutation for updating the WorkItem.
[payload: payload]		Object	Required. The input parameter.
	subType	String	Subtype is non mandatory parameter when we are performing actions on Base Object. For Subtype it's mandatory to provide a Subtype name.
	id	String	Required. The WorkItem GUID to update the exact record.
	currentBaseState	String	Change the Workflow state from Draft to ToDo/InProgress/Done.
	data	Object	-

Element			Type	Description	
		dueDate	Integer	Work Item due date.	
		workItemTitle	String	Required. Contains the title details of WorkItem.	
		assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.	
			businessName	String	The name of the assignee company OR the primary identifier type and primary identifier value separated by a space. For example: GLN 5640375601379 .
			primaryIdentifierValue	String	Assignee company primary identifier Value.
			primaryIdentifierType	String	Assignee company primary identifier Type.
		assigneeUser	Object	Contains the assignee user name and email.	
			userName	String	Assignee user's name.
			userEmail	String	Assignee user's email.
		comments	Array of Objects	Contains comment text and attachment.	
			commentText	String	Comment text.
			attachments	String of JSON Data	Attachment associated with the comment.
		objectAction			-
{ businessObjectIdentifier }			-	The BusinessObjectTypeName and businesssObjectIdentifier(GUID) fields contain information of what data is updated.	

Example

```

1  mutation WorkItemEdit {
2    workItem {
3      edit(
4        input: {

```

```
5      workItem: {
6        payload: {
7          id: "6d211f5d-96bb-4bc2-8a27-006d517602da"
8          currentBaseState: "Draft"
9          data: {
10            workItemTitle: "Missing product details"
11            dueDate: 1747831980000
12            followers: [
13              { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
14            ]
15            comments: [
16              {
17                attachments: [
18                  "
19                  {\"fileName\": \"test\", \"fileExtension\": \"rtf\", \"mimeType\": \"text/rtf\", \"fileSize\": 391, \"s3FileRef
20                  erence\": \"attachments/workItem/37287894-d3fe-42b7-8c1d-0dc36e5f4216\", \"fileStatus\": \"UPLOADED\"}
21                ]
22                commentText: "Comment text from Peter while creation"
23              }
24            ]
25          }
26        }
27      }
```



```
22         ]
23         assigneeCompany: {
24             businessName: "QAPartnerCorp1202409240834280621"
25             primaryIdentifierValue: "2054051864409"
26             primaryIdentifierType: "GLN"
27         }
28         assigneeUser: {
29             userName: "Marvin"
30             userEmail: "qeauto+qapartnercorp1202409240834280621-coa@tracelink.com"
31         }
32     }
33 }
34     objectAction: "UPDATE"
35 }
36 }
37 ) {
38     businessObjectName
39     businessObjectIdentifier
40 }
```

41 | }

Edit work item response

Guidelines

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

Example

```
1 {
2   "data": {
3     "workItem": {
4       "edit": {
5         "businessObjectName": "workItem",
6         "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",
```

```
7 |           }
8 |         }
9 |       }
10 |    }
```

Errors

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

Search work item

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

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

Search work item request

Guidelines

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

Element		Type	Description
	queryString	String	Contains the searching index and its values.
	sortFields	String	Sorting index array.
	pageSize	Integer	Page size in numeric.
	pagingInfo	String	Page information.
List of fields that you can pass on to Search method to fetch data		-	The fields provided in the view GraphQL query will be returned in the response if data is present in the workItem.
pagingInfo		-	-
documents		-	-
	id	String	Required. Enter the WorkItem GUID to update the exact record.
	currentBaseState	String	Current Base State Value.
	currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.
	lastUpdatedDateTime	String	Last updated date time.
	lastUpdatedDateTimeFormatted	String	Last updated users GUID.
	data	Object	-
		currentState	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
		displayIdentifier	WorkItem identifier in readable format with Prefix-Counter (integer).
		workItemTitle	Title of the workItem.
		dueDate	Due date of the workItem.
		dueDateFormatted	Formatted value of due date in readable format.
		comments	Contains comment text and attachment.

Element		Type	Description	
		commentIdentifier	String	Comment GUID to differentiate between already inserted comment (Auto-generated Field).
		commentText	String	Comment text.
		attachments	String of JSON Data	Attachment.
		attachmentsFormatted	String	Formatted attachments details.
		commentedDateTime	Integer	Commented date and time.
		commentedDateTimeFormatted	String	Formatted comment date time.
		commentAuthorId	String	Comment Author GUID - user GUID.
		commentAuthorIdFormatted	String	Formatted value of comment author.
	initiatingCompany		Object	Contains the initiating company name, identifier type, and identifier value.
		primaryIdentifierType	String	Primary identifier type of initiating company.
		primaryIdentifierValue	String	Primary identifier value of initiating company.
		businessName	String	Business name of initiating company.
	assigneeCompany		Object	Contains the assignee company name, identifier type, and identifier value.
		primaryIdentifierType	String	Primary identifier type of assignee company.
		primaryIdentifierValue	String	Primary identifier value of assignee company.
		businessName	String	Business name of assignee Company.
	followers		Object	Contains the follower IDs.
		followerId	String	Following users GUID.

Example

```
1 | query WorkItemSearch {
```

```
2  workItem {
3    search(
4      input: {
5        queryString: "(indexLuceneSubType:\"\" OR indexLuceneSubType:null)"
6        sortFields: [{ field: "index-lastUpdatedDateTime", sortAsc: false }]
7        pageSize: 3
8        pagingInfo: ""
9      }
10   ) {
11     pagingInfo
12     documents {
13       id
14       currentBaseState
15       currentSubState
16       subType
17       lastUpdatedDateTime
18       lastUpdatedDateTimeFormatted
19       data {
20         currentState
```

```
21     displayIdentifier
22     workItemTitle
23     dueDateFormatted
24     initiatingCompany {
25         businessName
26     }
27     assigneeCompany {
28         businessName
29     }
30 }
31 }
32 facets {
33     indexName
34     path
35     matchedDocsCount
36     childFacetsCount
37     childFacets {
38         facetedName
39         matchedDocsCount
```

```
40      }
41    }
42  }
43 }
44 }
```

Search work item response

Guidelines

	Element	Type	Description
Response		Method	-
data		Object	-

			Element	Type	Description
			workItem	-	-

			Element	Type	Description
			search	-	-

			Element	Type	Description
			pagingInfo	String	Page information if the current page is not the first one.

			Element	Type	Description
			documents	Array of objects	The details queried for the work item (e.g. display identifier, item title, current state, comments, followers, etc.).

			Element	Type	Description
			id	String	The WorkItem GUID to update the exact record.

			Element	Type	Description
			currentBaseState	String	Current Base State Value.

			Element	Type	Description
			currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.

			Element	Type	Description
			lastUpdatedDateTime	String	Last updated date time.

			Element	Type	Description
			lastUpdatedDateTimeFormatted	String	Last updated users GUID.

			Element	Type	Description
			data	Object	-

				Element	Type	Description
				currentState	String	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
				displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter (integer).
				workItemTitle	String	Title of the workItem.
				dueDate	Integer	Due date of the workItem.
				dueDateFormatted	String	Formatted value of due date in readable format.
				comments	Object	Contains comment text and attachment.
				commentIdentifier	String	Comment GUID to differentiate between already inserted comment (Auto-generated Field).
				commentText	String	Comment text.
				attachments	String of JSON Data	Attachment.
				attachmentsFormatted	String	Formatted attachments details.
				commentedDateTime	Integer	Commented date and time.
				commentedDateTimeFormatted	String	Formatted comment date time.
				commentAuthorId	String	Comment Author GUID - user GUID.
				commentAuthorIdFormatted	String	Formatted value of comment author.
				initiatingCompany	Object	Contains the initiating company name, identifier type, and identifier value.
				primaryIdentifierType	String	Primary identifier type of initiating company.
				primaryIdentifierValue	String	Primary identifier value of initiating company.
				businessName	String	Business name of initiating company.
				assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
				primaryIdentifierType	String	Primary identifier type of assignee company.
				primaryIdentifierValue	String	Primary identifier value of assignee company.
				businessName	String	Business name of assignee Company.
				followers	Object	Contains the follower IDs.
				followerId	String	Following users GUID.

Example

```
1  {
2    "data": {
3      "workItem": {
4        "search": {
5          "pagingInfo": "eyJwYWdlSW5kZXgiOjEsInBhZ2luZ0luZm9LZXkiOm51bGx9",
6          "documents": [
7            {
8              "id": "4fe82f69-605d-4608-a714-fdc279e6dce5",
9              "currentBaseState": "Draft",
10             "currentSubState": null,
11             "subType": "",
12             "lastUpdatedDateTime": 1747227964874,
13             "lastUpdatedDateTimeFormatted": "5/14/25, 1:06 PM (GMT)",
14             "data": {
15               "currentState": "Draft",
16               "displayIdentifier": "WI-331",
17               "workItemTitle": "ssss",
18               "dueDateFormatted": "May 30, 2025, 12:59:00 PM (GMT)",
```

```
19         "initiatingCompany": {
20             "businessName": "QAOwnerCorp202409240834253301",
21             "__typename": "InitiatingCompanyLocationTypeDefinition"
22         },
23         "assigneeCompany": null,
24         "__typename": "WorkItemData"
25     },
26     "__typename": "WorkItem"
27 },
28 {
29     "id": "6d211f5d-96bb-4bc2-8a27-006d517602da",
30     "currentBaseState": "Draft",
31     "currentSubState": null,
32     "subType": "",
33     "lastUpdatedDateTime": 1747227496355,
34     "lastUpdatedDateTimeFormatted": "5/14/25, 12:58 PM (GMT)",
35     "data": {
36         "currentState": "Draft",
37         "displayIdentifier": "WI-330",
```

```
38     "workItemTitle": "Missing product details",
39     "dueDateFormatted": "May 21, 2025, 12:53:00 PM (GMT)",
40     "initiatingCompany": {
41         "businessName": "QAOwnerCorp202409240834253301",
42         "__typename": "InitiatingCompanyLocationTypeDefinition"
43     },
44     "assigneeCompany": {
45         "businessName": "QAPartnerCorp1202409240834280621",
46         "__typename": "BusinessCompanyLocationTypeDefinition"
47     },
48     "__typename": "WorkItemData"
49 },
50 "__typename": "WorkItem"
51 },
52 {
53     "id": "4796f641-dba9-47b4-b8c6-b0acb41ed2c8",
54     "currentBaseState": "Draft",
55     "currentSubState": null,
56     "subType": "",
```

```
57     "lastUpdatedDateTime": 1747135410051,  
58     "lastUpdatedDateTimeFormatted": "5/13/25, 11:23 AM (GMT)",  
59     "data": {  
60         "currentState": "Draft",  
61         "displayIdentifier": "WI-329",  
62         "workItemTitle": "rwer",  
63         "dueDateFormatted": "May 20, 2025, 11:23:14 AM (GMT)",  
64         "initiatingCompany": {  
65             "businessName": "QAOwnerCorp202409240834253301",  
66             "__typename": "InitiatingCompanyLocationTypeDefinition"  
67         },  
68         "assigneeCompany": null,  
69         "__typename": "WorkItemData"  
70     },  
71     "__typename": "WorkItem"  
72 }  
73 ],  
74 "facets": [],  
75 "__typename": "WorkItemSearchResult"
```

```

76         },
77         "__typename": "WorkItemQueryOps"
78     }
79 }
80 }
```

Errors

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

Delete work item

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



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

Delete work item request

Guidelines

Element	Type	Description
mutation WorkItemDelete { workItem {	Method	The mutation for deleting the WorkItem.

Element		Type	Description
delete(			
input		Object	Required. The input parameter.
	id	String	Required. The WorkItem GUID to update the exact record.
{ businessObjectIdentifier }		-	The BusinessObjectTypeName and businessObjectIdentifier (GUID) fields contain information of what data is updated.

Example

```

1 mutation WorkItemDelete {
2   workItem {
3     delete(input: { id: "4fe82f69-605d-4608-a714-fdc279e6dce5" }) {
4       businessObjectTypeName
5       businessObjectIdentifier
6     }
7     __typename
8   }
9 }

```

Delete work item response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "delete": {
5                  "businessObjectName": "workItem",
6                  "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",
7              }
8          }
9      }
10 }
```

Errors

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

Follow work item

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



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

Follow work item request

Guidelines

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

Example

```

1 mutation WorkItemStartFollow {
2   workItem {
```

```
3      startFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {  
4          businessObjectTypeName  
5          businessObjectIdentifier  
6          businessObjectDataVersion  
7          mutateMessage  
8          isAsync  
9          updated {  
10             id  
11             objectTypeName  
12             dataVersion  
13             __typename  
14         }  
15         __typename  
16     }  
17     __typename  
18 }  
19 }
```

Follow work item response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "startFollow": {
5                  "businessObjectTypeName": "workItem",
6                  "businessObjectIdentifier": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
7                  "businessObjectDataVersion": 4,
8                  "mutateMessage": "Successfully followed the Work Item",
9                  "isAsync": null,
10                 "updated": [

```

```

11         {
12             "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
13             "objectTypeName": "workItem",
14             "dataVersion": 4,
15             "__typename": "MutateOperationResultEntryTypeDef"
16         }
17     ],
18     "__typename": "MutateOperationResultTypeDef"
19 },
20 "__typename": "WorkItemMutationOps"
21 }
22 }
23 }

```

Errors

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

Unfollow work item

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



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

Unfollow work item request

Guidelines

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

Example

```

1  mutation WorkItemStopFollow {
2    workItem {
3      stopFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
4        businessObjectName
5        businessObjectIdentifier
6        businessObjectDataVersion
7        mutateMessage
8        isAsync
9        updated {

```

```

10      id
11      objectTypeNames
12      dataVersion
13      __typename
14    }
15    __typename
16  }
17  __typename
18 }
19 }

```

Unfollow work item response

Guidelines

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

Example

```
1  {
2    "data": {
3      "workItem": {
4        "stopFollow": {
5          "businessObjectName": "workItem",
6          "businessObjectIdentifier": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
7          "businessObjectDataVersion": 3,
8          "mutateMessage": "Successfully unfollowed the Work Item",
9          "isAsync": null,
10         "updated": [
11           {
12             "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
13             "objectTypeName": "workItem",
14             "dataVersion": 3,
15             "__typename": "MutateOperationResultEntryTypeDef"
16           }
17         ],
18         "__typename": "MutateOperationResultTypeDef"
```

```

19         },
20         "__typename": "WorkItemMutationOps"
21     }
22 }
23 }
```

Errors

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

View work item

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



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

View work item request

Guidelines

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

Element		Type	Description
	id	String	Required. The WorkItem GUID to update the exact record.
List of fields that you can pass on to View method to fetch data		-	The fields provided in the view GraphQL query will be returned in the response if data is present in the workItem.
	id	String	GUID of WorkItem.
	currentBaseState	String	Current Base State Value.
	currentSubState	String	Current Sub Base State Value if Sub workflows are activated.
	lastUpdatedDateTime	Integer	Last updated date time.
	lastUpdatedDateTimeFormatted	String	Last updated users GUID.
	data	Object	-
	currentState	String	This field will hold value of currentSubState if present, otherwise currentBaseState. So, currentState is ultimate State of the WorkItem.
	displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter (integer).
	workItemTitle	String	Title of the workItem.
	dueDate	Integer	Due date of the workItem.
	dueDateFormatted	String	Formatted value of due in readable format.
	creationTimestamp	DateTime	Creation date time in milliseconds.
	creationTimestampFormatted	DateTime	Creation date time in readable format.
	lastModifiedTimestamp	DateTime	Last modified date time in milliseconds.
	lastModifiedTimestampFormatted	DateTime	Last modified date time in readable format.
	createdByUser	Object	Contains details of the user who created the work item.
		userName	User's name who created the workitem.
		userEmail	User's email who created the workitem.
	lastModifiedByUser	Object	Contains details of the user who modified the work item.

Element		Type	Description
	userName	String	User's name who last updated the workitem.
	userEmail	Integer	User's email who last updated the workitem.
	initiatingCompany	Object	Contains the initiating company name, identifier type, and identifier value.
	primaryIdentifierType	String	Primary Identifier Type of Initiating company.
	primaryIdentifierValue	String	Primary Identifier Value of Initiating company.
	businessName	String	Business name of Initiating Company.
	assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
	primaryIdentifierType	String	Primary Identifier Type of assignee company.
	primaryIdentifierValue	String	Primary Identifier Value of assignee company.
	businessName	String	Business name of assignee Company.
	followers	Object	Contains the follower IDs.
	followerId	String	Following users GUID.

Example

```

1 query WorkItemView {
2   workItem {
3     view(input: {id: "d972e6ec-5ec7-4d81-ac13-41aa40e60e64"}) {
4       id
5       currentBaseState
6       currentSubState
7       lastUpdatedDateTime

```

```
8      lastUpdatedDateTimeFormatted
9      data {
10         currentState
11         comments {
12             commentIdentifier
13             commentText
14             attachments
15             attachmentsFormatted
16             commentedDateTime
17             commentedDateTimeFormatted
18             commentAuthorId
19             commentAuthorIdFormatted
20             __typename
21         }
22         displayIdentifier
23         initiatingCompany {
24             primaryIdentifierType
25             primaryIdentifierValue
26             businessName
```

```
27     __typename
28   }
29   assigneeCompany {
30     primaryIdentifierType
31     primaryIdentifierValue
32     businessName
33     __typename
34   }
35   workItemTitle
36   dueDate
37   dueDateFormatted
38   followers {
39     followerId
40     followerIdFormatted
41     __typename
42   }
43   __typename
44 }
45 __typename
```

```
46     }  
47     __typename  
48   }  
49 }
```

View work item response

Guidelines

Element	Type	Description
Response	Method	-
data	Object	-

Element		Type	Description
	workItem	-	-

Element		Type	Description
	view	-	-

Element				Type	Description
			id	String	GUID of WorkItem.

Element			Type	Description
		currentBaseState	String	Current Base State Value.

Element			Type	Description
		currentSubState	String	Current Sub Base State Value if Sub workflows are activated.

Element			Type	Description
		lastUpdatedDateTime	Integer	Last updated date time.

Element			Type	Description
		lastUpdatedDateTimeFormatted	String	Last updated users GUID.

Element				Type	Description
			data	Object	-

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

Element				Type	Description
			followers	Object	Contains the follower IDs.
			followerId	String	Following users GUID.

Example

```

1  {
2      "data": {
3          "workItem": {
4              "view": {
5                  "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
6                  "currentBaseState": "ToDo",
7                  "currentSubState": null,
8                  "lastUpdatedDateTime": 1734860500367,
9                  "lastUpdatedDateTimeFormatted": "12/22/24, 9:41 AM (GMT)",
10                 "data": {
11                     "currentState": "ToDo",
12                     "comments": [
13                         {
14                             "commentIdentifier": "ac067728-ce20-437a-8c8e-bb305067eda3",
15                             "commentText": "Added by partner",

```

```

16         "attachments": [
17             "{ \"fileName\": \"Original_
File\", \"fileExtension\": \"txt\", \"mimeType\": \"text/plain\", \"fileSize\": 10, \"s3FileReference\": \"atta
chments/workItem/1eb0ddfc-a11b-4567-a929-55d3ef4d2d1f\", \"fileStatus\": \"UPLOADED\" }"
18         ],
19         "attachmentsFormatted": [
20             "Original_File.txt (10 bytes)"
21         ],
22         "commentedDateTime": 1734600804941,
23         "commentedDateTimeFormatted": "Dec 19, 2024, 9:33:24 AM (GMT)",
24         "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
25         "commentAuthorIdFormatted": "Kaushal Lavate",
26         "__typename": "CommentTypeDefinition"
27     }
28 ],
29     "displayIdentifier": "WI-79",
30     "initiatingCompany": {
31         "primaryIdentifierType": "GLN",
32         "primaryIdentifierValue": "2054051864409",

```

```
33         "businessName": "QAPartnerCorp1202409240834280621",
34         "__typename": "InitiatingCompanyLocationTypeDefinition"
35     },
36     "assigneeCompany": {
37         "primaryIdentifierType": "GLN",
38         "primaryIdentifierValue": "4700421709532",
39         "businessName": "QAOwnerCorp202409240834253301",
40         "__typename": "BusinessCompanyLocationTypeDefinition"
41     },
42     "workItemTitle": "Added by partner",
43     "dueDate": 1735205467366,
44     "dueDateFormatted": "Dec 26, 2024, 9:31:07 AM (GMT)",
45     "followers": [
46         {
47             "followerId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
48             "followerIdFormatted": "Matt Damon",
49             "__typename": "WorkItemFollowersTypeDefinition"
50         },
51         {
```

```

52         "followerId": "c55ff5ff-66d0-4c31-b2e4-5947a7e21955",
53         "followerIdFormatted": "Patricia Reynolds",
54         "__typename": "WorkItemFollowersTypeDefinition"
55     }
56 ],
57     "__typename": "WorkItemData"
58 },
59     "__typename": "WorkItem"
60 },
61     "__typename": "WorkItemQueryOps"
62 }
63 }
64 }
```

Errors

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



This Help Center is a preview of a future release. The final Help Center will be available on the Validation date.

Compliance Exception APIs

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

Add compliance exception

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

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



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

Add compliance exception request

Guidelines

Element		Type	Description
mutation WorkItemNew { workItem { new(input [payload: payload] subType		Method	The mutation for creating the Compliance Exception.
		Object	Required. Contains the input parameter.
		Object	Required. The request body.
		String	Required. The valid value is <code>ext_TRACELINK_poetComplianceException</code> .

Element		Type	Description
	id	String	The ID of the compliance exception.

Element		Type	Description
	currentBaseState	String	The current state of the Compliance Exception. For new records, the currentBaseState is DRAFT .
	data	Object	-

Element			Type	Description
		dueDate	Integer	The due date of the Compliance Exception.

Element		Type	Description
	workItemTitle	String	Required. The title details of the Compliance Exception.
	assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
	businessName	String	The name of the assignee company OR the primary identifier type and primary identifier value separated by a space. For example: GLN 5640375601379 .
	primaryIdentifierValue	String	The primary identifier of the assignee company.
	primaryIdentifierType	String	The primary identifier type of the assignee company.
	assigneeUser	Object	Contains the assignee user name and email.
	userName	String	Assignee user name.
	userEmail	String	Assignee user email.
	additionalProperties	Object	Additional properties for Compliance Exceptions.

Element				Type	Description
			ext_TRACELINK_description	String	Description.

Element				Type	Description
			ext_TRACELINK_businessPriority	String	Business priority.

Element				Type	Description
			ext_TRACELINK_category	String	Category of the exception.

Element				Type	Description
			ext_TRACELINK_subCategory	String	Sub-category of the exception.

Element				Type	Description
			ext_TRACELINK_businessUnit	String	Business unit affected in the exception.

Element				Type	Description
			ext_TRACELINK_toBusiness	Object	Exception occurred for a delivery - expected to be delivered at.

Element				Type	Description
			businessName	String	Company name.

Element				Type	Description
			primaryIdentifierType	String	Company identifier type.

Element				Type	Description
			primaryIdentifierValue	String	Company identifier value.

Element				Type	Description
			ext_TRACELINK_shippedToBusiness	Object	Exception occurred for a delivery while shipping to.

Element				Type	Description
			businessName	String	Company name.

Element				Type	Description
			primaryIdentifierType	String	Company identifier type.

Element				Type	Description
			primaryIdentifierValue	String	Company identifier value.

Element				Type	Description
			ext_TRACELINK_fromBusiness	Object	Exception occurred for a delivery while shipping from.

Element				Type	Description
			businessName	String	Company name.

Element				Type	Description
			primaryIdentifierType	String	Company identifier type.

Element				Type	Description
			primaryIdentifierValue	String	Company identifier value.

Element				Type	Description
			ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition	Object	Product details.

Element				Type	Description
			lotNumber	String	Lot number.

Element				Type	Description
			primaryItemCodeValue	String	Primary product code.

Element				Type	Description
			productName	String	Primary product name.

Element				Type	Description
			primaryItemType	String	Primary product type.

Element				Type	Description
			epochExpirationDate	DateTime	Expiration date.

Element				Type	Description
			packagingInformationDerivedField	String	Packaging codes list.

Element				Type	Description
			packSize	String	Pack size.

Element				Type	Description
			dosageForm	String	Dosage.

Element				Type	Description
			strength	String	Strength.
			impactedSerialNumbers	Array of Objects	The details of the impacted serial numbers.
			purchaseOrderNumber	String	Purchase order number.
			serialNumber	String	Serial number corresponding the purchase order.
		ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition		Object	-
			epochInitialNotificationDateToFda	DateTime	Initial notification date to FDA.
			submittedThroughAlternateMechanism	String	Submitted through alternate mechanism - comma sapearated list Example - ["FAR","MEDWATCH_3500"].
			epochDateProductIdentifiedAsIllegitimate	DateTime	Date the product was identified as illegitimate.
			productLabelName	String	Product Label Name.
			requestForNotificationTermination	String	Request For notification termination.
			businessType	String	Business Type.
			reportType	String	Report Type.
			notificationClassification	String	Notification classification.
			drugDescription	String	Drug description.
			incidentNumber	String	Incident number.
			drugUse	String	Drug use.
			drugComposition	String	Drug composition.
		ext_TRACELINK_referenceTransactionsTypeDefinition		Array of Objects	-
			referenceTransactionType	String	Reference transaction type.
			referenceIdentifierValue	String	Reference transaction value.
		comments		Array of Objects	Contains comment text and attachment.
			commentText	String	Comment text.
			attachments	String of JSON Data	Attachment associated with the comment.

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

Example

```

1  mutation WorkItemNew {
2    workItem {
3      new(
4        input: {
5          workItem: {
6            payload: {
7              subType: "ext_TRACELINK_poetComplianceException"
8              id: "iii"
9              currentBaseState: "Draft"
10             data: {
11               followers: [
12                 { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
13               ]
14             workItemTitle: "GLN 000000000 | GLN 00000000 | Kendell Smoke test | Suspect product"

```

```
15     assigneeCompany: {
16         businessName: "QAPartnerCorp2202409240834283621"
17         primaryIdentifierValue: "5640375601379"
18         primaryIdentifierType: "GLN"
19     }
20     assigneeUser: {
21         userName: "Marvin"
22         userEmail: "qeauto+qapartnercorp1202409240834280621-coa@tracelink.com"
23     }
24     comments: [
25         { commentText: "Med Kitamo test now need to be returned" }
26     ]
27     additionalProperties: {
28         ext_TRACELINK_referenceTransactionsTypeDefinition: [
29             {
30                 referenceTransactionType: "DELIVERY_NUMBER"
31                 referenceIdentifierValue: "2345678"
32             }
33         ]
```

```
34     ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition: {
35         incidentNumber: "123456789"
36         notificationClassification: "STOLEN"
37         epochDateProductIdentifiedAsIllegitimate: 1745951400000
38         productLabelName: "Med Kitamo test "
39         drugDescription: "VACCINE"
40         requestForNotificationTermination: "Med Kitamo test"
41         reportType: "FOLLOW_UP_NOTIFICATION"
42         drugComposition: "test"
43         businessType: "DISTRIBUTOR"
44         drugUse: "HUMAN_USE"
45         submittedThroughAlternateMechanism: "[\"MEDWATCH_3500A\", \"FAR\", \"MEDWATCH_
3500\"]"
46         epochInitialNotificationDateToFDA: 1745778600000
47     }
48     ext_TRACELINK_businessPriority: "MEDIUM"
49     ext_TRACELINK_subCategory: "INITIAL_NOTIFICATION"
50     ext_TRACELINK_description: "GLN 000000000\nGLN 00000000\nKendell Smoke test\nSuspect
product"
```

```
51     ext_TRACELINK_category: "SUSPECT_PRODUCT"
52     ext_TRACELINK_businessUnit: "ENGINEERING"
53     ext_TRACELINK_toBusiness: {
54         primaryIdentifierValue: "4700421752972"
55         businessName: "qaownercorp202409240834253301-Loc8"
56         primaryIdentifierType: "GLN"
57     }
58     ext_TRACELINK_fromBusiness: {
59         primaryIdentifierValue: "4700421771713"
60         businessName: "qaownercorp202409240834253301-Loc6"
61         primaryIdentifierType: "GLN"
62     }
63     ext_TRACELINK_shippedToBusiness: {
64         businessName: "qapartnercorp1202409240834280621-Loc6"
65         primaryIdentifierType: "GLN"
66         primaryIdentifierValue: "2054051866533"
67     }
68     ext_TRACELINK_shippedFromBusiness: {
69         primaryIdentifierValue: "2054051864058"
```



```
70         primaryIdentifierType: "GLN"
71         businessName: "qapartnercorp1202409240834280621-Loc3"
72     }
73     ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition: [
74     {
75         lotNumber: "123456789"
76         primaryItemCodeValue: "84460-962-72"
77         productName: "Kitamo Med"
78         epochExpirationDate: 1745951400000
79         primaryItemCodeType: "US_NDC532"
80         packagingInformationDerivedField: "GTIN-14 04534587962469,GTIN-14
42054051861321,GTIN-14 22054051864779"
81         ext_TRACELINK_packSize: "20"
82         ext_TRACELINK_dosageForm: "TABLET"
83         ext_TRACELINK_strength: "200 MG"
84         impactedSerialNumbers: [
85         {
86             purchaseOrderNumber: "DF123456789"
87             serialNumber: "2345ddd"
```

```
88         }
89     ]
90 }
91 ]
92 }
93 }
94 }
95     objectAction: "CREATE"
96 }
97 }
98 ) {
99     created {
100         id
101         objectTypeName
102         dataVersion
103     }
104 }
105 }
106 }
```

Add compliance exception response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "new": {
5                  "created": [
6                      {
7                          "id": "8424cd23-6a3d-44a6-bf9a-cc395c346f07",
8                          "objectTypeName": "workItem",

```

```

9      "dataVersion": 1
10     }
11    ]
12   }
13  }
14 }
15 }
```

Errors

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

Edit compliance exception

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



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

Edit compliance exception request

Guidelines

Element		Type	Description
mutation WorkItemEdit { workItem { edit(input [payload: payload]		Method	The mutation for creating the Compliance Exception.
		Object	Required. The input parameter.
		Object	Required. The values that need to be inserted.
	subType	String	Subtype is non mandatory parameter when we are performing actions on Base Object. For Subtype it's mandatory to provide Subtype name. In case of compliance excpetion value will be ext_TRACELINK_poetComplianceException.
	id	String	Required. The compliance exception GUID to update the exact record.
	currentBaseState	String	currentBaseState will DRAFT for New records. Change the Workflow state from Draft to ToDo/InProgress/Done.
	data	Object	-

Element			Type	Description
		dueDate	Integer	Compliance Exception due date.

Element		Type	Description
	workItemTitle	String	Required. The title details of the Compliance Exception.
	assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
	businessName	String	The name of the assignee company OR the primary identifier type and primary identifier value separated by a space. For example: <code>GLN 5640375601379</code> .
	primaryIdentifierValue	String	Assignee Company primary identifier Value.
	primaryIdentifierType	String	Assignee Company primary identifier Type.
	assigneeUser	Object	Contains the assignee user name and email.
	userName	String	Assignee user name.
	userEmail	String	Assignee user email.
	additionalProperties	Object	Additional properties for Compliance Exceptions.

Element				Type	Description
			ext_TRACELINK_description	String	Description.

Element				Type	Description
			ext_TRACELINK_businessPriority	String	Business Priority.

Element				Type	Description
			ext_TRACELINK_category	String	Category of exception.

Element				Type	Description
			ext_TRACELINK_subCategory	String	Sub-category of exception.

Element				Type	Description
			ext_TRACELINK_businessUnit	String	Business unit affected in exception.

Element				Type	Description
			ext_TRACELINK_toBusiness	Object	Exception occurred for a delivery - expected to be delivered at.

Element				Type	Description
			businessName	String	Company Name.

Element				Type	Description
			primaryIdentifierType	String	Company identifier type.

Element				Type	Description
			primaryIdentifierValue	String	Company identifier value.

Element				Type	Description
			ext_TRACELINK_shippedToBusiness	Object	Exception occurred for a delivery while shipping to.

Element				Type	Description
			businessName	String	Company Name.

Element				Type	Description
			primaryIdentifierType	String	Company identifier type.

Element				Type	Description
			primaryIdentifierValue	String	Company identifier value.

Element				Type	Description
			ext_TRACELINK_fromBusiness	Object	Exception occurred for a delivery while shipping from.

Element				Type	Description
			businessName	String	Company Name.

Element				Type	Description
			primaryIdentifierType	String	Company identifier type.

Element				Type	Description
			primaryIdentifierValue	String	Company identifier value.

Element				Type	Description
			ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition	Object	Product details.

Element				Type	Description
			lotNumber	String	Lot number.

Element				Type	Description
			primaryItemCodeValue	String	Primary product code - (Note: In UI it will be auto-filled when product is selected).

Element				Type	Description
			productName	String	Primary product name.

Element				Type	Description
			primaryItemType	String	Primary product type - (Note: In UI it will be autofilled when product is selected).

Element				Type	Description
			epochExpirationDate	DateTime	Expiration date.

Element				Type	Description
			packagingInformationDerivedField	String	Packaging codes list - (Note: In UI it will be auto-filled when product is selected).

Element				Type	Description
			packSize	String	Pack size - (Note: In UI it will be auto-filled when product is selected).

Element				Type	Description
			dosageForm	String	Dosage - (Note: In UI it will be auto-filled when product is selected).

Element				Type	Description
			strength	String	Strength - (Note: In UI it will be auto-filled when product is selected).

Element			Type	Description
		impactedSerialNumbers	Array of Objects	The serial numbers impacted for the Compliance Exception.
		purchaseOrderNumber	String	Purchase order number.
		serialNumber	String	Serial number corresponding purchase order.
		ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition	Object	-
		epochInitialNotificationDateToFDA	DateTime	Initial Notification Date To FDA.
		submittedThroughAlternateMechanism	String	Submitted Through Alternate Mechanism - comma separated list Example - ["FAR","MEDWATCH_3500"].
		epochDateProductIdentifiedAsIllegitimate	DateTime	Date Product Identified As illegitimate.
		productLabelName	String	Product Label Name.
		requestForNotificationTermination	String	Request For Notification Termination.
		businessType	String	Business Type.
		reportType	String	Report Type.
		notificationClassification	String	Notification Classification.
		drugDescription	String	Drug Description.
		incidentNumber	String	Incident Number.
		drugUse	String	Drug Use.
		drugComposition	String	Drug Composition.
		ext_TRACELINK_referenceTransactionsTypeDefinition	Array of Objects	-
		referenceTransactionType	String	Reference transaction Type.
		referenceIdentifierValue	String	Reference transaction Value.
		comments	Array of Objects	Contains comment text and attachment.
		commentText	String	Comment text.
		attachments	String of JSON Data	Attachment with respect to comments.

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

Example

```

1  mutation WorkItemEdit {
2    workItem {
3      edit(
4        input: {
5          workItem: {
6            payload: {
7              id: "a16a54d1-6cc0-4c14-ab69-5937c533ac4d"
8              currentBaseState: "Draft"
9              data: {
10               followers: [
11                 { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
12               ]
13               workItemTitle: "GLN 000000000 | GLN 00000000 | Kendell Smoke test | Suspect product"
14               assigneeCompany: {

```

```
15         businessName: "QAPartnerCorp2202409240834283621"
16         primaryIdentifierValue: "5640375601379"
17         primaryIdentifierType: "GLN"
18     }
19     assigneeUser: {
20         userName: "Marvin"
21         userEmail: "qeauto+qapartnercorp1202409240834280621-coa@tracelink.com"
22     }
23     comments: [
24         { commentText: "Med Kitamo test now need to be returned" }
25     ]
26     additionalProperties: {
27         ext_TRACELINK_referenceTransactionsTypeDefinition: [
28             {
29                 referenceTransactionType: "DELIVERY_NUMBER"
30                 referenceIdentifierValue: "2345678"
31             }
32         ]
33         ext_TRACELINK_supplementaryProductDetailInformationTypeDefinition: {
```

```

34         incidentNumber: "123456789"
35         notificationClassification: "STOLEN"
36         epochDateProductIdentifiedAsIllegitimate: 1745951400000
37         productLabelName: "Med Kitamo test "
38         drugDescription: "VACCINE"
39         requestForNotificationTermination: "Med Kitamo test"
40         reportType: "FOLLOW_UP_NOTIFICATION"
41         drugComposition: "test"
42         businessType: "DISTRIBUTOR"
43         drugUse: "HUMAN_USE"
44         submittedThroughAlternateMechanism: "[\"MEDWATCH_3500A\", \"FAR\", \"MEDWATCH_
3500\"]"
45         epochInitialNotificationDateToFDA: 1745778600000
46     }
47     ext_TRACELINK_businessPriority: "MEDIUM"
48     ext_TRACELINK_subCategory: "INITIAL_NOTIFICATION"
49     ext_TRACELINK_description: "GLN 000000000\nGLN 000000000\nKendell Smoke test\nSuspect
product"
50     ext_TRACELINK_category: "SUSPECT_PRODUCT"

```

```
51     ext_TRACELINK_businessUnit: "ENGINEERING"
52     ext_TRACELINK_toBusiness: {
53         primaryIdentifierValue: "4700421752972"
54         businessName: "qaownercorp202409240834253301-Loc8"
55         primaryIdentifierType: "GLN"
56     }
57     ext_TRACELINK_fromBusiness: {
58         primaryIdentifierValue: "4700421771713"
59         businessName: "qaownercorp202409240834253301-Loc6"
60         primaryIdentifierType: "GLN"
61     }
62     ext_TRACELINK_shippedToBusiness: {
63         businessName: "qapartnercorp1202409240834280621-Loc6"
64         primaryIdentifierType: "GLN"
65         primaryIdentifierValue: "2054051866533"
66     }
67     ext_TRACELINK_shippedFromBusiness: {
68         primaryIdentifierValue: "2054051864058"
69         primaryIdentifierType: "GLN"
```

```
70         businessName: "qapartnercorp1202409240834280621-Loc3"
71     }
72     ext_TRACELINK_dscsaImpactedProductDetailsTypeDefinition: [
73     {
74         lotNumber: "123456789"
75         primaryItemCodeValue: "84460-962-72"
76         productName: "Kitamo Med"
77         epochExpirationDate: 1745951400000
78         primaryItemCodeType: "US_NDC532"
79         packagingInformationDerivedField: "GTIN-14 04534587962469,GTIN-14
80 42054051861321,GTIN-14 22054051864779"
81         ext_TRACELINK_packSize: "20"
82         ext_TRACELINK_dosageForm: "TABLET"
83         ext_TRACELINK_strength: "200 MG"
84         impactedSerialNumbers: [
85         {
86             purchaseOrderNumber: "DF123456789"
87             serialNumber: "2345ddd"
88         }
```



```
88         ]
89     }
90 ]
91 }
92 }
93 }
94     objectAction: "UPDATE"
95 }
96 }
97 ) {
98     created {
99         id
100         objectTypeName
101         dataVersion
102     }
103 }
104 }
105 }
106
```

Edit compliance exception response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "new": {
5                  "updated": [
6                      {
7                          "id": "8424cd23-6a3d-44a6-bf9a-cc395c346f07",
8                          "objectTypeName": "workItem",
9                          "dataVersion": 1

```

```
10 |  
11 |  
12 |  
13 |  
14 |  
15 | }
```

Errors

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

Search work item

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



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

Search compliance exception request

Guidelines

Element		Type	Description
query WorkItemSearch { workItem { search(		Method	The query for getting details of the WorkItem.
input		Object	Required. The input parameter.
	queryString	String	The searching index and its values.
	sortFields	String	Sorting index array.
	pageSize	Integer	Page size in numeric.
	pagingInfo	String	Page information.
List of fields that you can pass on to Search method to fetch data		-	The fields provided in the view GraphQL query will be returned in the response if data is present in the workItem.
pagingInfo		String	Page information.
documents		-	-
	id	String	Required. The WorkItem GUID to update the exact record.
	currentBaseState	String	Current Base State Value.
	currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.
	lastUpdatedDateTime	Integer	Last updated date time.
	lastUpdatedDateTimeFormatted	String	Last updated users GUID.
	data	Object	-
		currentState	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
		displayIdentifier	WorkItem identifier in readable format with Prefix-Counter(integer).
		workItemTitle	Title of the workItem.
		dueDate	Due date of the workItem.
		dueDateFormatted	Formatted value of due date in readable format.
		comments	-

Element			Type	Description
		commentIdentifier	String	Comment GUID to differentiate between already inserted comment(Auto-generated Field).
		commentText	String	Comment Text
		attachments	String of JSON Data	Attachment
		attachmentsFormatted	String	Formatted attachments details
		commentedDateTime	Integer	Commented date and time
		commentedDateTimeFormatted	String	Formatted comment date time
		commentAuthorId	String	Comment author GUID
		commentAuthorIdFormatted	String	Formatted value of the comment author GUID
		initiatingCompany	Object	-
		primaryIdentifierType	String	Primary Identifier Type of Initiating company
		primaryIdentifierValue	String	Primary Identifier Value of Initiating company
		businessName	String	Business name of Initiating Company
		assigneeCompany	Object	-
		primaryIdentifierType	String	Primary Identifier Type of assignee company
		primaryIdentifierValue	String	Primary Identifier Value of assignee company
		businessName	String	Business name of assignee Company
		followers	Object	-
		followerId	String	Following users GUID

Example

```
1 | query WorkItemSearch {
```

```
2   workItem {
3     search(
4       input: {queryString: "(indexLuceneSubType:\"\" OR indexLuceneSubType:null)", sortFields: [],
5         pageSize: 10, pagingInfo: ""}
6     ) {
7       pagingInfo
8       documents {
9         id
10        currentBaseState
11        currentSubState
12        lastUpdatedDateTime
13        lastUpdatedDateTimeFormatted
14        data {
15          currentState
16          displayIdentifier
17          workItemTitle
18          dueDate
19          dueDateFormatted
20          initiatingCompany {
```

```
20         businessName
21         __typename
22     }
23     assigneeCompany {
24         businessName
25         __typename
26     }
27     __typename
28 }
29 __typename
30 }
31 facets {
32     indexName
33     path
34     matchedDocsCount
35     childFacetsCount
36     childFacets {
37         facetedName
38         matchedDocsCount
```

```
39         __typename
40     }
41     __typename
42 }
43     __typename
44 }
45     __typename
46 }
47 }
```

Search compliance exception response

Guidelines

	Element	Type	Description
Response		Method	-
data		Object	-

			Element	Type	Description
			workItem	-	-

			Element	Type	Description
			search	-	-

			Element	Type	Description
			pagingInfo	String	Page information if the current page is not the first one.

			Element	Type	Description
			documents	Array of objects	The details queried for the work item (e.g. display identifier, item title, current state, comments, followers, etc.).

			Element	Type	Description
			id	String	The WorkItem GUID to update the exact record.

			Element	Type	Description
			currentBaseState	String	Current Base State Value.

			Element	Type	Description
			currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.

			Element	Type	Description
			lastUpdatedDateTime	Integer	Last updated date time.

			Element	Type	Description
			lastUpdatedDateTimeFormatted	String	Last updated users GUID.

			Element	Type	Description
			data	Object	-

				Element	Type	Description
				currentState	String	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the WorkItem.
				displayIdentifier	String	WorkItem identifier in readable format with Prefix-Counter(integer).
				workItemTitle	String	Title of the workItem.
				dueDate	Integer	Due date of the workItem.
				dueDateFormatted	String	Formatted value of due date in readable format.
				comments	Object	Contains comment text and attachment.
				commentIdentifier	String	Comment GUID to differentiate between already inserted comment(Auto-generated Field).
				commentText	String	Comment Text.
				attachments	String of JSON Data	Attachment.
				attachmentsFormatted	String	Formatted Attachments details.
				commentedDateTime	Integer	commented Date and Time.
				commentedDateTimeFormatted	String	Formatted comment date time.
				commentAuthorId	String	comment Author GUID - user GUID.
				commentAuthorIdFormatted	String	formatted value of comment author.
				initiatingCompany	Object	Contains comment text and attachment.
				primaryIdentifierType	String	Primary Identifier Type of Initiating company.
				primaryIdentifierValue	String	Primary Identifier Value of Initiating company.
				businessName	String	Business name of Initiating Company.
				assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
				primaryIdentifierType	String	Primary Identifier Type of assignee company.
				primaryIdentifierValue	String	Primary Identifier Value of assignee company.
				businessName	String	Business name of assignee Company.
				followers	Object	Contains the follower IDs.
				followerId	String	Following users GUID.

Example

```
1  {
2    "data": {
3      "workItem": {
4        "search": {
5          "pagingInfo": "eyJwYWdlSW5kZXgiOjEsInBhZ2luZ0luZm9LZXkiOm51bGx9",
6          "documents": [
7            {
8              "id": "0fc9b1fa-6d45-483b-9bfb-b05f588de5d5",
9              "currentBaseState": "ToDo",
10             "currentSubState": null,
11             "lastUpdatedDateTime": 1734594888515,
12             "lastUpdatedDateTimeFormatted": "12/19/24, 7:54 AM (GMT)",
13             "data": {
14               "currentState": "ToDo",
15               "displayIdentifier": "WI-72",
16               "workItemTitle": "Adding WI with attachment",
17               "dueDate": 1735196142963,
18               "dueDateFormatted": "Dec 26, 2024, 6:55:42 AM (GMT)",
```

```
19         "initiatingCompany": {
20             "businessName": "QAOwnerCorp202409240834253301",
21             "__typename": "InitiatingCompanyLocationTypeDefinition"
22         },
23         "assigneeCompany": {
24             "businessName": "QAPartnerCorp1202409240834280621",
25             "__typename": "BusinessCompanyLocationTypeDefinition"
26         },
27         "__typename": "WorkItemData"
28     },
29     "__typename": "WorkItem"
30 },
31 {
32     "id": "2c34c499-87f6-400f-893e-98bb65a3a596",
33     "currentBaseState": "ToDo",
34     "currentSubState": null,
35     "lastUpdatedDateTime": 1734537801409,
36     "lastUpdatedDateTimeFormatted": "12/18/24, 4:03 PM (GMT)",
37     "data": {
```

```
38         "currentState": "ToDo",
39         "displayIdentifier": "WI-65",
40         "workItemTitle": "testsdfsdf erghjhr",
41         "dueDate": 173451370020,
42         "dueDateFormatted": "Dec 18, 2024, 9:21:40 AM (GMT)",
43         "initiatingCompany": {
44             "businessName": "QAOwnerCorp202409240834253301",
45             "__typename": "InitiatingCompanyLocationTypeDefinition"
46         },
47         "assigneeCompany": {
48             "businessName": "qaownercorp202409240834253301-Loc1",
49             "__typename": "BusinessCompanyLocationTypeDefinition"
50         },
51         "__typename": "WorkItemData"
52     },
53     "__typename": "WorkItem"
54 },
55 {
56     "id": "a1b119cb-2726-4b16-aeb9-9e23a775235b",
```

```
57     "currentBaseState": "Draft",
58     "currentSubState": null,
59     "lastUpdatedDateTime": 1734606605748,
60     "lastUpdatedDateTimeFormatted": "12/19/24, 11:10 AM (GMT)",
61     "data": {
62         "currentState": "Draft",
63         "displayIdentifier": "WI-81",
64         "workItemTitle": "Add by partner",
65         "dueDate": 1735211393827,
66         "dueDateFormatted": "Dec 26, 2024, 11:09:53 AM (GMT)",
67         "initiatingCompany": {
68             "businessName": "QAPartnerCorp1202409240834280621",
69             "__typename": "InitiatingCompanyLocationTypeDefinition"
70         },
71         "assigneeCompany": {
72             "businessName": "QAOwnerCorp202409240834253301",
73             "__typename": "BusinessCompanyLocationTypeDefinition"
74         },
75         "__typename": "WorkItemData"
```

```

76         },
77         "__typename": "WorkItem"
78     },
79     {
80         "id": "97f74480-3514-4e5a-b182-b301201b82f4",
81         "currentBaseState": "Draft",
82         "currentSubState": null,
83         "lastUpdatedDateTime": 1734606519875,
84         "lastUpdatedDateTimeFormatted": "12/19/24, 11:08 AM (GMT)",
85         "data": {
86             "currentState": "Draft",
87             "displayIdentifier": "WI-80",
88             "workItemTitle": "qqqqq",
89             "dueDate": 1735211296398,
90             "dueDateFormatted": "Dec 26, 2024, 11:08:16 AM (GMT)",
91             "initiatingCompany": {
92                 "businessName": "QAPartnerCorp1202409240834280621",
93                 "__typename": "InitiatingCompanyLocationTypeDefinition"
94             },

```



```
95         "assigneeCompany": {
96             "businessName": "QAOwnerCorp202409240834253301",
97             "__typename": "BusinessCompanyLocationTypeDefinition"
98         },
99         "__typename": "WorkItemData"
100     },
101     "__typename": "WorkItem"
102 },
103 {
104     "id": "d5adcd70-7af0-49b0-9194-c50b8d1d092d",
105     "currentBaseState": "Draft",
106     "currentSubState": null,
107     "lastUpdatedDateTime": 1734712978400,
108     "lastUpdatedDateTimeFormatted": "12/20/24, 4:42 PM (GMT)",
109     "data": {
110         "currentState": "Draft",
111         "displayIdentifier": "WI-92",
112         "workItemTitle": "Add WI",
113         "dueDate": 1735317588380,
```

```
114         "dueDateFormatted": "Dec 27, 2024, 4:39:48 PM (GMT)",
115         "initiatingCompany": {
116             "businessName": "QAOwnerCorp202409240834253301",
117             "__typename": "InitiatingCompanyLocationTypeDefinition"
118         },
119         "assigneeCompany": null,
120         "__typename": "WorkItemData"
121     },
122     "__typename": "WorkItem"
123 },
124 {
125     "id": "cbea04c9-37c8-430b-bb6b-cb00b4627c4d",
126     "currentBaseState": "Draft",
127     "currentSubState": null,
128     "lastUpdatedDateTime": 1734690479229,
129     "lastUpdatedDateTimeFormatted": "12/20/24, 10:27 AM (GMT)",
130     "data": {
131         "currentState": "Draft",
132         "displayIdentifier": "WI-70",
```

```
133         "workItemTitle": "test initiator comp_edit",
134         "dueDate": 1735128065151,
135         "dueDateFormatted": "Dec 25, 2024, 12:01:05 PM (GMT)",
136         "initiatingCompany": {
137             "businessName": "QAOwnerCorp202409240834253301",
138             "__typename": "InitiatingCompanyLocationTypeDefinition"
139         },
140         "assigneeCompany": {
141             "businessName": "qaownercorp202409240834253301-Loc1",
142             "__typename": "BusinessCompanyLocationTypeDefinition"
143         },
144         "__typename": "WorkItemData"
145     },
146     "__typename": "WorkItem"
147 },
148 {
149     "id": "717aab2f-6591-469f-ba79-ad3e71d676f9",
150     "currentBaseState": "Draft",
151     "currentSubState": null,
```

```
152     "lastUpdatedDateTime": 1734678940207,  
153     "lastUpdatedDateTimeFormatted": "12/20/24, 7:15 AM (GMT)",  
154     "data": {  
155         "currentState": "Draft",  
156         "displayIdentifier": "WI-64",  
157         "workItemTitle": "Test delete 1",  
158         "dueDate": 1735583400000,  
159         "dueDateFormatted": "Dec 30, 2024, 6:30:00 PM (GMT)",  
160         "initiatingCompany": null,  
161         "assigneeCompany": {  
162             "businessName": "QAPartnerCorp2202409240834283621",  
163             "__typename": "BusinessCompanyLocationTypeDefinition"  
164         },  
165         "__typename": "WorkItemData"  
166     },  
167     "__typename": "WorkItem"  
168 },  
169 {  
170     "id": "0c7445bf-6c99-400f-8fc8-477efbd7c4cb",
```

```
171         "currentBaseState": "Draft",
172         "currentSubState": null,
173         "lastUpdatedDateTime": 1734705172628,
174         "lastUpdatedDateTimeFormatted": "12/20/24, 2:32 PM (GMT)",
175         "data": {
176             "currentState": "Draft",
177             "displayIdentifier": "WI-90",
178             "workItemTitle": "Title",
179             "dueDate": 1735655340000,
180             "dueDateFormatted": "Dec 31, 2024, 2:29:00 PM (GMT)",
181             "initiatingCompany": {
182                 "businessName": "QAOwnerCorp202409240834253301",
183                 "__typename": "InitiatingCompanyLocationTypeDefinition"
184             },
185             "assigneeCompany": null,
186             "__typename": "WorkItemData"
187         },
188         "__typename": "WorkItem"
189     },
```

```
190     {
191         "id": "013f2cca-31e4-4431-a285-cb480e5f8ac7",
192         "currentBaseState": "Draft",
193         "currentSubState": null,
194         "lastUpdatedDateTime": 1734705350144,
195         "lastUpdatedDateTimeFormatted": "12/20/24, 2:35 PM (GMT)",
196         "data": {
197             "currentState": "Draft",
198             "displayIdentifier": "WI-91",
199             "workItemTitle": "Title",
200             "dueDate": 1735569300000,
201             "dueDateFormatted": "Dec 30, 2024, 2:35:00 PM (GMT)",
202             "initiatingCompany": {
203                 "businessName": "QAOwnerCorp202409240834253301",
204                 "__typename": "InitiatingCompanyLocationTypeDefinition"
205             },
206             "assigneeCompany": null,
207             "__typename": "WorkItemData"
208         },
```

```
209         "__typename": "WorkItem"
210     },
211     {
212         "id": "7ef5967a-7487-4b9a-8300-f131b98806ae",
213         "currentBaseState": "ToDo",
214         "currentSubState": null,
215         "lastUpdatedDateTime": 1734719189143,
216         "lastUpdatedDateTimeFormatted": "12/20/24, 6:26 PM (GMT)",
217         "data": {
218             "currentState": "ToDo",
219             "displayIdentifier": "WI-71",
220             "workItemTitle": "testing work item partner",
221             "dueDate": 1735128225801,
222             "dueDateFormatted": "Dec 25, 2024, 12:03:45 PM (GMT)",
223             "initiatingCompany": {
224                 "businessName": "QAPartnerCorp1202409240834280621",
225                 "__typename": "InitiatingCompanyLocationTypeDefinition"
226             },
227             "assigneeCompany": {
```

```
228         "businessName": "QAOwnerCorp202409240834253301",
229         "__typename": "BusinessCompanyLocationTypeDefinition"
230     },
231     "__typename": "WorkItemData"
232 },
233     "__typename": "WorkItem"
234 }
235 ],
236 "facets": [],
237     "__typename": "WorkItemSearchResult"
238 },
239     "__typename": "WorkItemQueryOps"
240 }
241 }
242 }
```

Errors

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

Delete work item

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



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

Delete compliance exception request

Guidelines

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

Example

```

1  mutation WorkItemDelete {
2    workItem {
3      delete(input: { id: "4fe82f69-605d-4608-a714-fdc279e6dce5" }) {
4        businessObjectTypeName
5        businessObjectIdentifier
6      }
7    }
  }
  __typename

```

```
8 |   }
9 |   }
10|
```

Delete compliance exception response

Guidelines

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

Example

```
1 | {
2 |   "data": {
3 |     "workItem": {
4 |       "delete": {
```

```

5         "businessObjectName": "workItem",
6         "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",
7     }
8 }
9 }
10 }
```

Errors

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

Follow work item

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



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

Follow compliance exception request

Guidelines

Element	Type	Description
mutation WorkItemStartFollow { workItem { startFollow(	Method	Use the mutation WorkItemStartFollow for updating the WorkItem followers list
input	Object	Required. Contains the input parameter

Element		Type	Description
	id	String	Required. Enter the WorkItem GUID to update the exact record
{ businessObjectIdentifier }		-	The BusinessObjectTypeName and businessObjectIdentifier (GUID) fields contain information of what data is updated

Example

```

1  mutation WorkItemStartFollow {
2    workItem {
3      startFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
4        businessObjectTypeName
5        businessObjectIdentifier
6        businessObjectDataVersion
7        mutateMessage
8        isAsync
9        updated {
10         id
11         objectTypeName
12         dataVersion
13         __typename
14       }
15     }
16   }

```

```

16     }
17     __typename
18   }
19 }

```

Follow compliance exception response

Guidelines

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

Example

```

1  {
2    "data": {
3      "workItem": {

```

```
4      "startFollow": {
5          "businessObjectTypeName": "workItem",
6          "businessObjectIdentifier": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
7          "businessObjectDataVersion": 4,
8          "mutateMessage": "Successfully followed the Work Item",
9          "isAsync": null,
10         "updated": [
11             {
12                 "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
13                 "objectTypeName": "workItem",
14                 "dataVersion": 4,
15                 "__typename": "MutateOperationResultEntryTypeDef"
16             }
17         ],
18         "__typename": "MutateOperationResultTypeDef"
19     },
20     "__typename": "WorkItemMutationOps"
21 }
22 }
```

Errors

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

Unfollow compliance exception

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



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

Unfollow compliance exception request

Guidelines

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

Example

```
1  mutation WorkItemStopFollow {
2    workItem {
3      stopFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
4        businessObjectName
5        businessObjectIdentifier
6        businessObjectDataVersion
7        mutateMessage
8        isAsync
9        updated {
10          id
11          objectTypeName
12          dataVersion
13          __typename
14        }
15        __typename
16      }
17      __typename
18    }
  }
```


Unfollow compliance exception response

Guidelines

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

Example

```
1 {
2   "data": {
3     "workItem": {
4       "stopFollow": {
5         "businessObjectName": "workItem",
6         "businessObjectIdentifier": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
```

```
7         "businessObjectDataVersion": 3,  
8         "mutateMessage": "Successfully unfollowed the Work Item",  
9         "isAsync": null,  
10        "updated": [  
11            {  
12                "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",  
13                "objectTypeName": "workItem",  
14                "dataVersion": 3,  
15                "__typename": "MutateOperationResultEntryTypeDef"  
16            }  
17        ],  
18        "__typename": "MutateOperationResultTypeDef"  
19    },  
20    "__typename": "WorkItemMutationOps"  
21 }  
22 }  
23 }
```

Errors

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

View compliance exception

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



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

View compliance exception request

Guidelines

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

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

Element		Type	Description
	followers	Object	-
	followerId	String	Following users GUID

Example

```

1  query WorkItemView {
2    workItem {
3      view(input: {id: "d972e6ec-5ec7-4d81-ac13-41aa40e60e64"}) {
4        id
5        currentBaseState
6        currentSubState
7        lastUpdatedDateTime
8        lastUpdatedDateTimeFormatted
9        data {
10         currentState
11         comments {
12           commentIdentifier
13           commentText
14           attachments
15           attachmentsFormatted

```

```
16         commentedDateTime
17         commentedDateTimeFormatted
18         commentAuthorId
19         commentAuthorIdFormatted
20         __typename
21     }
22     displayIdentifier
23     initiatingCompany {
24         primaryIdentifierType
25         primaryIdentifierValue
26         businessName
27         __typename
28     }
29     assigneeCompany {
30         primaryIdentifierType
31         primaryIdentifierValue
32         businessName
33         __typename
34     }
```

```
35     workItemTitle
36     dueDate
37     dueDateFormatted
38     followers {
39         followerId
40         followerIdFormatted
41         __typename
42     }
43     __typename
44 }
45 __typename
46 }
47 __typename
48 }
49 }
```

View compliance exception response

Guidelines

Element	Type	Description
Response	Method	-
data	Object	-

Element		Type	Description
	workItem	-	-

Element		Type	Description
	view	-	-

Element				Type	Description
			id	String	GUID of WorkItem

Element			Type	Description
		currentBaseState	String	Current Base State Value

Element			Type	Description
		currentSubState	String	Current Sub Base State Value if Sub workflows are activated

Element			Type	Description
		lastUpdatedDateTime	Integer	Last udpated date time

Element				Type	Description
			lastUpdatedDateTimeFormatted	String	Last updated users GUID

Element				Type	Description
			data	Object	-

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

Element				Type	Description
			followers	Object	-
			followerId	String	Following users GUID

Example

```

1  {
2    "data": {
3      "workItem": {
4        "view": {
5          "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
6          "currentBaseState": "ToDo",
7          "currentSubState": null,
8          "lastUpdatedDateTime": 1734860500367,
9          "lastUpdatedDateTimeFormatted": "12/22/24, 9:41 AM (GMT)",
10         "data": {
11           "currentState": "ToDo",
12           "comments": [
13             {
14               "commentIdentifier": "ac067728-ce20-437a-8c8e-bb305067eda3",
15               "commentText": "Added by partner",

```

```
16         "attachments": [  
17             "{ \"fileName\": \"Original_  
File\", \"fileExtension\": \"txt\", \"mimeType\": \"text/plain\", \"fileSize\": 10, \"s3FileReference\": \"atta  
chments/workItem/1eb0ddfc-a11b-4567-a929-55d3ef4d2d1f\", \"fileStatus\": \"UPLOADED\" }"  
18         ],  
19         "attachmentsFormatted": [  
20             "Original_File.txt (10 bytes)"  
21         ],  
22         "commentedDateTime": 1734600804941,  
23         "commentedDateTimeFormatted": "Dec 19, 2024, 9:33:24 AM (GMT)",  
24         "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",  
25         "commentAuthorIdFormatted": "Kaushal Lavate",  
26         "__typename": "CommentTypeDefinition"  
27     }  
28 ],  
29     "displayIdentifier": "WI-79",  
30     "initiatingCompany": {  
31         "primaryIdentifierType": "GLN",  
32         "primaryIdentifierValue": "2054051864409",
```

```
33         "businessName": "QAPartnerCorp1202409240834280621",
34         "__typename": "InitiatingCompanyLocationTypeDefinition"
35     },
36     "assigneeCompany": {
37         "primaryIdentifierType": "GLN",
38         "primaryIdentifierValue": "4700421709532",
39         "businessName": "QAOwnerCorp202409240834253301",
40         "__typename": "BusinessCompanyLocationTypeDefinition"
41     },
42     "workItemTitle": "Added by partner",
43     "dueDate": 1735205467366,
44     "dueDateFormatted": "Dec 26, 2024, 9:31:07 AM (GMT)",
45     "followers": [
46         {
47             "followerId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
48             "followerIdFormatted": "Kaushal Lavate",
49             "__typename": "WorkItemFollowersTypeDefinition"
50         },
51         {
```

```
52         "followerId": "c55ff5ff-66d0-4c31-b2e4-5947a7e21955",
53         "followerIdFormatted": "Patricia Reynolds",
54         "__typename": "WorkItemFollowersTypeDefinition"
55     }
56 ],
57     "__typename": "WorkItemData"
58 },
59     "__typename": "WorkItem"
60 },
61     "__typename": "WorkItemQueryOps"
62 }
63 }
64 }
```

Errors

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



This Help Center is a preview of a future release. The final Help Center will be available on the Validation date.

List APIs

Companies that own or link to Agile Process Teams use these APIs to add, edit, and delete lists. A List is a multi-enterprise business object that allows to group multiple Items, Work Items, and sub-types. Owners can collaborate internally or externally with Partners to meet to track and complete a series of tasks (items, work items, and subtypes) in a list required to achieve a business objective.

Add list

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

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



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

Add list request

Guidelines

Element		Type	Description
mutation ListNew { list { new(input [payload: payload] subType id		Method	The mutation for creating the List.
		Object	Required. The input parameter.
		Object	Required. The actual values that need to be inserted.
		String	The Subtype name .
		String	ID of the list.

Element		Type	Description
	currentBaseState	String	For new records, the currentBaseState is DRAFT .
	currentSubState	String	For new records, the currentBaseState is DRAFT .
	data	Object	
	listTitle	String	Required. The title details of List.
	description	String	The description of the list.
	listEntities	-	-
	displayIdentifier	String	List of displayIdentifiers from workItem that must be linked with List.
	comments	Array of Objects	Contains comment text and attachment.
	commentText	String	Comment text.
	attachments	String of JSON Data	Attachment associated with the comment.
objectAction		-	For ListNew, the actionName is CREATE.
{ businessObjectIdentifier }		-	The BusinessObjectNameand businessObjectIdentifier(GUID) fields contain information of what data is newly inserted.

Example

```

1 mutation WorkItemNew {
2   workItem {
3     new(
4       input: {
5         workItem: {
6           payload: {

```

```
7      id: "6d211f5d-96bb-4bc2-8a27-006d517602da"
8      currentBaseState: "Draft"
9      data: {
10         workItemTitle: "Missing product details"
11         dueDate: 1747831980000
12         followers: [
13            { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
14         ]
15         comments: [
16            {
17               attachments: [
18                  {
19                     "fileName\":"test\","fileExtension\":"rtf\","mimeType\":"text/rtf\","fileSize\:391,\"s3FileReference\":"attachments/workItem/37287894-d3fe-42b7-8c1d-0dc36e5f4216\","fileStatus\":"UPLOADED\"}"
20                  }
21               ]
22               commentText: "Comment text from Peter while creation"
23            }
24         ]
25         assigneeCompany: {
```



```
24         businessName: "QAPartnerCorp1202409240834280621"
25         primaryIdentifierValue: "2054051864409"
26         primaryIdentifierType: "GLN"
27     }
28     assigneeUser: {
29         userName: "Marvin"
30         userEmail: "qeauto+qapartnercorp1202409240834280621-coa@tracelink.com"
31     }
32 }
33 }
34     objectAction: "UPDATE"
35 }
36 }
37 ) {
38     businessObjectName
39     businessObjectIdentifier
40     businessObjectDataVersion
41     mutateMessage
42     isAsync
```

```
43     asyncRequestDetails {  
44         requestIdentifier  
45         requestStatus  
46         consumerPollIntervalMS  
47         __typename  
48     }  
49     created {  
50         id  
51         objectTypeName  
52         dataVersion  
53         __typename  
54     }  
55     updated {  
56         id  
57         objectTypeName  
58         dataVersion  
59         __typename  
60     }  
61     deleted {
```

```
62         id
63         objectTypeName
64         dataVersion
65         __typename
66     }
67     __typename
68 }
69 __typename
70 }
71 }
```

Add list response

Guidelines

Element				Type	Description
Response				Method	-
data				Object	-
	list			-	-
		created		-	-
			id	-	GUID of newly inserted List.

Example

```
1  {  
2    "data": {  
3      "workItem": {  
4        "new": {  
5          "businessObjectName": "workItem",  
6          "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",  
7        }  
8      }  
9    }  
10 }
```

Errors

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

Edit list

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



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

Edit list request

Guidelines

Element		Type	Description
mutation ListEdit { list { edit(		Method	The mutation for updating the List.
input		Object	Required. The input parameter.
[payload: payload]		Object	Required. The values that need to be inserted.
	subType	String	Subtype is non mandatory parameter when we are performing actions on Base Object. For Subtype it's mandatory to provide a Subtype name.
	id	String	Required. The List GUID to update the exact record.
	currentBaseState	String	Change the Workflow state from Draft to ToDo/InProgress/Done.
	currentSubState	String	Change the Workflow state from Draft to ToDo/InProgress/Done.
	data	Object	-
	listTitle	String	Required. Contains the title details of List.
	description	String	Change the description of the List.
	listEntities	Array of Objects	Contains the display identifier of the list.
	displayIdentifier	String	List of displayIdentifiers from workItem that must be linked with List.
	comments	Array of Objects	Contains comment text and attachment.
	commentText	String	Comment text.
	attachments	String of JSON Data	Attachment associated with the comment
objectAction		-	For listEdit, the actionName is UPDATE.
{ businessObjectIdentifier }		-	The BusinessObjectTypeName and businessObjectIdentifier(GUID) fields contain information of what data is updated.

Example

```
1  mutation WorkItemEdit {
2    workItem {
3      edit(
4        input: {
5          workItem: {
6            payload: {
7              id: "6d211f5d-96bb-4bc2-8a27-006d517602da"
8              currentState: "Draft"
9              data: {
10                workItemTitle: "Missing product details"
11                dueDate: 1747831980000
12                followers: [
13                  { followerId: "c55ff5ff-66d0-4c31-b2e4-5947a7e21955" }
14                ]
15                comments: [
16                  {
17                    attachments: [
18                      "
```

```
19      {\"fileName\": \"test\", \"fileExtension\": \"rtf\", \"mimeType\": \"text/rtf\", \"fileSize\": 391, \"s3FileRef  
20      erence\": \"attachments/workItem/37287894-d3fe-42b7-8c1d-0dc36e5f4216\", \"fileStatus\": \"UPLOADED\"}  
21    }  
22  ]  
23  assigneeCompany: {  
24    businessName: \"QAPartnerCorp1202409240834280621\"  
25    primaryIdentifierValue: \"2054051864409\"  
26    primaryIdentifierType: \"GLN\"  
27  }  
28  assigneeUser: {  
29    userName: \"Marvin\"  
30    userEmail: \"qeauto+qapartnercorp1202409240834280621-coa@tracelink.com\"  
31  }  
32  }  
33  }  
34  objectAction: \"UPDATE\"  
35  }
```

```
36     }
37   ) {
38     businessObjectName
39     businessObjectIdentifier
40   }
41 }
```

Edit list response

Guidelines

Element				Type	Description
Response				Method	-
data				Object	-
	list			-	-
		updated		-	-
			id	-	GUID of newly updated WorkItem.

Example

```
1  {
2    "data": {
```



```
3      "workItem": {  
4          "edit": {  
5              "businessObjectName": "workItem",  
6              "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",  
7          }  
8      }  
9  }  
10 }
```

Errors

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

Search list

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



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

Search list request

Guidelines

Element		Type	Description
query ListSearch { list { search(		Method	The query for getting the details of the List
input		Object	Required. The input parameter.
	queryString	String	Contains the searching index and its values.
	sortFields	String	Sorting index array.
	pageSize	Integer	Page size in numeric.
	pagingInfo	String	Page information.
List of fields that you can pass on to Search method to fetch data			The fields provided in the view GraphQL query will be returned in the response if data is present in the list.
pagingInfo		-	-
documents		-	-
	id	String	Required. Enter the WorkItem GUID to update the exact record.
	currentBaseState	String	Current Base State Value.
	currentSubState	String	Current Sub Base State Value if Sub workFlows are activated.
	lastUpdatedDateTime	String	Last updated date time.
	lastUpdatedDateTimeFormatted	String	Last updated users GUID.
	data	Object	-
		currentState	This field contains the value of currentSubState if present, otherwise currentBaseState. That means currentState is ultimate State of the List.
		displayIdentifier	List identifier in readable format with Prefix-Counter (integer).
		listTitle	Title of the list.
		description	Description of the list.
		lastModifiedTimestamp	lastModifiedTimeStamp of List.
		lastModifiedTimestampFormatted	lastModifiedTimeStampFormatted of lastModifiedTimeStamp from List.

Example

```
1 query WorkItemSearch {
2   workItem {
3     search(
4       input: {
5         queryString: "(indexLuceneSubType:\"\" OR indexLuceneSubType:null)"
6         sortFields: [{ field: "index-lastUpdatedDateTime", sortAsc: false }]
7         pageSize: 3
8         pagingInfo: ""
9       }
10    ) {
11      pagingInfo
12      documents {
13        id
14        currentBaseState
15        currentSubState
16        subType
17        lastUpdatedDateTime
18        lastUpdatedDateTimeFormatted
```

```
19     data {  
20         currentState  
21         displayIdentifier  
22         workItemTitle  
23         dueDateFormatted  
24         initiatingCompany {  
25             businessName  
26         }  
27         assigneeCompany {  
28             businessName  
29         }  
30     }  
31 }  
32 facets {  
33     indexName  
34     path  
35     matchedDocsCount  
36     childFacetsCount  
37     childFacets {
```

```
38         facetedName
39         matchedDocsCount
40     }
41 }
42 }
43 }
44 }
```

Search list response

Guidelines

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

Example

```
1  {
2    "data": {
3      "workItem": {
4        "search": {
5          "pagingInfo": "eyJwYWdlSW5kZXgiOjEsInBhZ2luZ0luZm9LZXkiOm51bGx9",
6          "documents": [
7            {
8              "id": "4fe82f69-605d-4608-a714-fdc279e6dce5",
9              "currentBaseState": "Draft",
10             "currentSubState": null,
11             "subType": "",
12             "lastUpdatedDateTime": 1747227964874,
13             "lastUpdatedDateTimeFormatted": "5/14/25, 1:06 PM (GMT)",
14             "data": {
15               "currentState": "Draft",
16               "displayIdentifier": "WI-331",
17               "workItemTitle": "ssss",
18               "dueDateFormatted": "May 30, 2025, 12:59:00 PM (GMT)",
```

```
19         "initiatingCompany": {
20             "businessName": "QAOwnerCorp202409240834253301",
21             "__typename": "InitiatingCompanyLocationTypeDefinition"
22         },
23         "assigneeCompany": null,
24         "__typename": "WorkItemData"
25     },
26     "__typename": "WorkItem"
27 },
28 {
29     "id": "6d211f5d-96bb-4bc2-8a27-006d517602da",
30     "currentBaseState": "Draft",
31     "currentSubState": null,
32     "subType": "",
33     "lastUpdatedDateTime": 1747227496355,
34     "lastUpdatedDateTimeFormatted": "5/14/25, 12:58 PM (GMT)",
35     "data": {
36         "currentState": "Draft",
37         "displayIdentifier": "WI-330",
```

```
38     "workItemTitle": "Missing product details",
39     "dueDateFormatted": "May 21, 2025, 12:53:00 PM (GMT)",
40     "initiatingCompany": {
41         "businessName": "QAOwnerCorp202409240834253301",
42         "__typename": "InitiatingCompanyLocationTypeDefinition"
43     },
44     "assigneeCompany": {
45         "businessName": "QAPartnerCorp1202409240834280621",
46         "__typename": "BusinessCompanyLocationTypeDefinition"
47     },
48     "__typename": "WorkItemData"
49 },
50 "__typename": "WorkItem"
51 },
52 {
53     "id": "4796f641-dba9-47b4-b8c6-b0acb41ed2c8",
54     "currentBaseState": "Draft",
55     "currentSubState": null,
56     "subType": "",
```



```
57     "lastUpdatedDateTime": 1747135410051,  
58     "lastUpdatedDateTimeFormatted": "5/13/25, 11:23 AM (GMT)",  
59     "data": {  
60         "currentState": "Draft",  
61         "displayIdentifier": "WI-329",  
62         "workItemTitle": "rwer",  
63         "dueDateFormatted": "May 20, 2025, 11:23:14 AM (GMT)",  
64         "initiatingCompany": {  
65             "businessName": "QAOwnerCorp202409240834253301",  
66             "__typename": "InitiatingCompanyLocationTypeDefinition"  
67         },  
68         "assigneeCompany": null,  
69         "__typename": "WorkItemData"  
70     },  
71     "__typename": "WorkItem"  
72 }  
73 ],  
74 "facets": [],  
75 "__typename": "WorkItemSearchResult"
```

```

76      },
77      "__typename": "WorkItemQueryOps"
78    }
79  }
80 }

```

Errors

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

Delete list

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



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

Delete list request

Guidelines

Element	Type	Description
mutation ListDelete { list {	Method	The mutation for deleting the List.

Element		Type	Description
delete(			
input		Object	Required. The input parameter.
	id	String	Required. The List GUID to update the exact record.
{ businessObjectIdentifier }		-	The BusinessObjectTypeName and businessObjectIdentifier (GUID) fields contain information of what data is updated.

Example

```

1  mutation WorkItemDelete {
2    workItem {
3      delete(input: { id: "4fe82f69-605d-4608-a714-fdc279e6dce5" }) {
4        businessObjectTypeName
5        businessObjectIdentifier
6      }
7      __typename
8    }
9  }

```

Delete list response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "delete": {
5                  "businessObjectName": "workItem",
6                  "businessObjectIdentifier": "4fe82f69-605d-4608-a714-fdc279e6dce5",
7              }
8          }
9      }
10 }
```

Errors

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

Follow list

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



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

Follow list request

Guidelines

Element		Type	Description
mutation ListStartFollow { list { startFollow(		Method	The mutation for updating List followers list.
input		object	Required. The input parameter.
	id	String	Required. The List GUID to update the exact record.
{ businessObjectIdentifier }		-	The BusinessObjectName and businessObjectIdentifier(GUID) fields contain information of what data is updated.

Example

```
1 mutation WorkItemStartFollow {
2   workItem {
```

```
3      startFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {  
4          businessObjectTypeName  
5          businessObjectIdentifier  
6          businessObjectDataVersion  
7          mutateMessage  
8          isAsync  
9          updated {  
10             id  
11             objectTypeName  
12             dataVersion  
13             __typename  
14         }  
15         __typename  
16     }  
17     __typename  
18 }  
19 }
```

Follow list response

Guidelines

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

Example

```

1  {
2      "data": {
3          "workItem": {
4              "startFollow": {
5                  "businessObjectTypeName": "workItem",
6                  "businessObjectIdentifier": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
7                  "businessObjectDataVersion": 4,
8                  "mutateMessage": "Successfully followed the Work Item",
9                  "isAsync": null,
10                 "updated": [

```

```

11         {
12             "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
13             "objectTypeName": "workItem",
14             "dataVersion": 4,
15             "__typename": "MutateOperationResultEntryTypeDef"
16         }
17     ],
18     "__typename": "MutateOperationResultTypeDef"
19 },
20 "__typename": "WorkItemMutationOps"
21 }
22 }
23 }

```

Errors

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

Unfollow list

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



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

Unfollow list request

Guidelines

Element	Type	Description
mutation ListStopFollow { list { stopFollow(	Method	The mutation for updating the List followers list.
input	Object	Required. The input parameter.
id	String	Required. The WorkItem GUID to update the exact record.
{ businessObjectIdentifier }	-	The BusinessObjectName and businessObjectIdentifier(GUID) fields contain information of what data is updated.

Example

```

1  mutation WorkItemStopFollow {
2    workItem {
3      stopFollow(input: {id: "2335af1c-4193-469d-b9c2-61400032f74e"}) {
4        businessObjectName
5        businessObjectIdentifier
6        businessObjectDataVersion
7        mutateMessage
8        isAsync
9        updated {

```

```
10      id
11      objectTypeNames
12      dataVersion
13      __typename
14    }
15    __typename
16  }
17  __typename
18 }
19 }
```

Unfollow list response

Guidelines

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

Example

```
1  {
2    "data": {
3      "workItem": {
4        "stopFollow": {
5          "businessObjectName": "workItem",
6          "businessObjectIdentifier": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
7          "businessObjectDataVersion": 3,
8          "mutateMessage": "Successfully unfollowed the Work Item",
9          "isAsync": null,
10         "updated": [
11           {
12             "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
13             "objectTypeName": "workItem",
14             "dataVersion": 3,
15             "__typename": "MutateOperationResultEntryTypeDef"
16           }
17         ],
18         "__typename": "MutateOperationResultTypeDef"
```

```

19         },
20         "__typename": "WorkItemMutationOps"
21     }
22 }
23 }
```

Errors

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

View list

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



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

View list request

Guidelines

Element	Type	Description
query ListView { list { view(	Method	The query for getting details of the List.
input	Object	Required. The input parameter.

Element		Type	Description
	id	String	Required. The List GUID to update the exact record.
List of fields that you can pass on to View method to fetch data		-	The fields provided in the view GraphQL query will be returned in the response if data is present in the list.
	id	String	GUID of List.
	currentBaseState	String	Current Base State Value.
	currentSubState	String	Current Sub Base State Value if Sub workflows are activated.
	lastUpdatedDateTime	Integer	Last updated date time.
	lastUpdatedDateTimeFormatted	String	Last updated users GUID.
	data	Object	-
	currentState	String	This field will hold value of currentSubState if present, otherwise currentBaseState. So, currentState is ultimate State of the List.
	displayIdentifier	String	List identifier in readable format with Prefix-Counter (integer).
	workItemTitle	String	Title of the list.
	dueDate	Integer	Due date of the list.
	dueDateFormatted	String	Formatted value of due in readable format.
	creationTimestamp	DateTime	Creation date time in milliseconds.
	creationTimestampFormatted	DateTime	Creation date time in readable format.
	lastModifiedTimestamp	DateTime	Last modified date time in milliseconds.
	lastModifiedTimestampFormatted	DateTime	Last modified date time in readable format.
	createdByUser	Object	Contains details of the user who created the work item.
		userName	User's name who created the workitem.
		userEmail	User's email who created the workitem.
	lastModifiedByUser	Object	Contains details of the user who modified the work item.
		userName	User's name who last updated the workitem.
		userEmail	User's email who last updated the workitem.

Element		Type	Description
	initiatingCompany	Object	Contains the initiating company name, identifier type, and identifier value.
		primaryIdentifierType	Primary Identifier Type of Initiating company.
		primaryIdentifierValue	Primary Identifier Value of Initiating company.
		businessName	Business name of Initiating Company.
	assigneeCompany	Object	Contains the assignee company name, identifier type, and identifier value.
		primaryIdentifierType	Primary Identifier Type of assignee company.
		primaryIdentifierValue	Primary Identifier Value of assignee company.
		businessName	Business name of assignee Company.
	followers	Object	Contains the follower IDs.
		followerId	Following users GUID.

Example

```

1  query WorkItemView {
2    workItem {
3      view(input: {id: "d972e6ec-5ec7-4d81-ac13-41aa40e60e64"}) {
4        id
5        currentBaseState
6        currentSubState
7        lastUpdatedDateTime
8        lastUpdatedDateTimeFormatted
9        data {

```

```
10      currentState
11      comments {
12          commentIdentifier
13          commentText
14          attachments
15          attachmentsFormatted
16          commentedDateTime
17          commentedDateTimeFormatted
18          commentAuthorId
19          commentAuthorIdFormatted
20          __typename
21      }
22      displayIdentifier
23      initiatingCompany {
24          primaryIdentifierType
25          primaryIdentifierValue
26          businessName
27          __typename
28      }
```

```
29     assigneeCompany {
30         primaryIdentifierType
31         primaryIdentifierValue
32         businessName
33         __typename
34     }
35     workItemTitle
36     dueDate
37     dueDateFormatted
38     followers {
39         followerId
40         followerIdFormatted
41         __typename
42     }
43     __typename
44 }
45 __typename
46 }
47 __typename
```



```
48 | }
49 | }
```

View list response

Guidelines

Element	Type	Description
Response	Method	-
data	Object	-

Element		Type	Description
	workItem	-	-

Element		Type	Description
	view	-	-

Element				Type	Description
			id	String	GUID of WorkItem.

Element			Type	Description
		currentBaseState	String	Current Base State Value.

Element			Type	Description
		currentSubState	String	Current Sub Base State Value if Sub workflows are activated.

Element			Type	Description
		lastUpdatedDateTime	Integer	Last updated date time.

Element			Type	Description
		lastUpdatedDateTimeFormatted	String	Last updated users GUID.

Element				Type	Description
			data	Object	-

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

Element				Type	Description
			followers	Object	Contains the follower IDs.
			followerId	String	Following users GUID.

Example

```

1  {
2      "data": {
3          "workItem": {
4              "view": {
5                  "id": "d972e6ec-5ec7-4d81-ac13-41aa40e60e64",
6                  "currentBaseState": "ToDo",
7                  "currentSubState": null,
8                  "lastUpdatedDateTime": 1734860500367,
9                  "lastUpdatedDateTimeFormatted": "12/22/24, 9:41 AM (GMT)",
10                 "data": {
11                     "currentState": "ToDo",
12                     "comments": [
13                         {
14                             "commentIdentifier": "ac067728-ce20-437a-8c8e-bb305067eda3",
15                             "commentText": "Added by partner",

```

```

16         "attachments": [
17             "{ \"fileName\": \"Original_
File\", \"fileExtension\": \"txt\", \"mimeType\": \"text/plain\", \"fileSize\": 10, \"s3FileReference\": \"atta
chments/workItem/1eb0ddfc-a11b-4567-a929-55d3ef4d2d1f\", \"fileStatus\": \"UPLOADED\" }"
18         ],
19         "attachmentsFormatted": [
20             "Original_File.txt (10 bytes)"
21         ],
22         "commentedDateTime": 1734600804941,
23         "commentedDateTimeFormatted": "Dec 19, 2024, 9:33:24 AM (GMT)",
24         "commentAuthorId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
25         "commentAuthorIdFormatted": "Kaushal Lavate",
26         "__typename": "CommentTypeDefinition"
27     }
28 ],
29     "displayIdentifier": "WI-79",
30     "initiatingCompany": {
31         "primaryIdentifierType": "GLN",
32         "primaryIdentifierValue": "2054051864409",

```

```
33         "businessName": "QAPartnerCorp1202409240834280621",
34         "__typename": "InitiatingCompanyLocationTypeDefinition"
35     },
36     "assigneeCompany": {
37         "primaryIdentifierType": "GLN",
38         "primaryIdentifierValue": "4700421709532",
39         "businessName": "QAOwnerCorp202409240834253301",
40         "__typename": "BusinessCompanyLocationTypeDefinition"
41     },
42     "workItemTitle": "Added by partner",
43     "dueDate": 1735205467366,
44     "dueDateFormatted": "Dec 26, 2024, 9:31:07 AM (GMT)",
45     "followers": [
46         {
47             "followerId": "a3ef9f60-0276-11ed-ad1d-0242ac110011",
48             "followerIdFormatted": "Matt Damon",
49             "__typename": "WorkItemFollowersTypeDefinition"
50         },
51         {
```

```
52         "followerId": "c55ff5ff-66d0-4c31-b2e4-5947a7e21955",
53         "followerIdFormatted": "Patricia Reynolds",
54         "__typename": "WorkItemFollowersTypeDefinition"
55     }
56 ],
57     "__typename": "WorkItemData"
58 },
59     "__typename": "WorkItem"
60 },
61     "__typename": "WorkItemQueryOps"
62 }
63 }
64 }
```

Errors

This app uses [standard HTTP response codes](#). If an error occurs, additional available information regarding the cause of the error is provided in the `errMsg` element in the relevant response.