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Overview

The Case Sync feature will create a series of change event triggers for case information. These case events will be used to create batch file exports which contain the entire stream of case events and associated case information that has changed since the last synchronization update.

Unlike most syncs, this sync is queue-based. All info is stored with the trigger, at the time of the trigger. Furthermore, multiple case syncs cannot exist on the same database.

Case Synchronization Triggers

Trigger Type	Action Code in the File
Case Opened	OPEN
Case Closed	CLSD
Case Reopened	REOP
Added Descriptor	ADDD
Removed Descriptor	RMVD
Changed Case Category	CCAT
Changed Case Queue	CQUE
Case Touched	TOCH

Case Updates File

This file contains the stream of triggered events that happen to cases since the last synchronization update.

File Name: CaseUpdatesSync_YYYYMMDD.txt

File Format: Pipe Delimited (|)

Data Fields

Field Name	Description
CaseId	Case ID in SBLP
Timestamp	Timestamp of the case trigger event in Universal Time (UTC) formatted (YYYY-MM-dd HH:mm:ss.fff)
User	Current user handling an open case, or preferred user associated with a closed case.
Action	Case trigger action code from the table above.
Descriptor	Case Descriptor - Descriptor External Reference or when empty, Descriptor Name
Category	Case category - Category External Reference or when empty, Category Name.
Queue	Case Queue - Queue External Reference or when empty, Queue Name.
Location	Case Location - Location External Reference or when empty, Location Name.
CaseOpenSummary	Text entry from case open.
CaseCloseSummary	Text entry from case closing.
MemberInternalId	SBLP internal member record id.
MemberPrimaryId	Member account id, such as a Leslie's advantage number.
MemberFirstName	
MemberLastName	

Example File

CaseId|Timestamp|User|Action|Descriptor|Category|Queue|Location|CaseOpenSummary|CaseCloseSummary|MemberInternalId|MemberPrimaryId|MemberFirstName|MemberLastName

```
1022|2013-09-05 21:39:50.750||OPEN||G|PI|132|Member states points are missing, unsure why.||71291|3451119807|Jason|Schneiders
1022|2013-09-05 21:39:59.513|Jason Schneiders|TOCH|||||71291|3451119807|Jason|Schneiders
1022|2013-09-05 21:40:23.090||CLSD|||||132|Member states points are missing, unsure why.|Closing case.|71291|3451119807|Jason|Schneiders
1022|2013-09-05 21:40:23.097|Jason Schneiders|TOCH|||||71291|3451119807|Jason|Schneiders
```

Case Entry Export

This file contains all the case entries since the last synchronization update.

File Name: CaseEntriesSync_YYYYMMDD.txt

File Format: Pipe Delimited (|)

Data Fields

Field Name	Description
Caseld	Case ID in SBLP
Timestamp	Timestamp of case entry record in Universal Time (UTC) formatted (YYYY-MM-dd HH:mm:ss.fff)
User	Name of the user responsible for the case entry.
EntryType	Type of case entry HKEP – House Keeping Entry PUBL – Public Entry PRIV – Private Entry
Entry	Text associated with case entry To standardize the export processing the following changes are made to the text data: <ul style="list-style-type: none"> • Line breaks are replaced by a “
” string. • Double quote (”) characters are removed. • Pipe () characters are removed.

Example File

```
CaseId|Timestamp|User|EntryType|Entry
1022|2013-09-05 21:40:11.773|Jason Schneiders|PRIV|Member did not use card in store.
```