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API Reference

Task

Task

	Purpose: Represents a Task.
	Available since: 8.0.100.00

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Description

Describes one task.

Tasks allow your application to divide a **State** into a collection of tasks, each with its own disposition. Zero or more tasks can be executed as part of the Service Delivery state. Your application is responsible for managing these tasks. 🚩 If the state is optional, your application can associate the task with a service instead of a state.

Resource

This table lists the resource fields that your application can deal with through operations. According to the operation, your application may not use the totality of the resource.

Field	Type	Mandatory	Description
state_id	integer	no	The 32-bit integer ID for the state associated with the task.
task_id	integer	no	The 32-bit integer ID of the task, assigned by the UCS when the task is started.
service_id	integer	no	The service's unique ID if the task is not part of a top-level state or service resource which includes a service ID. <ref name="toplevel">Only top-level representations include this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service representations contain this ID.</ref>
started	Task Start Event	yes	Related start event. This event should not include the "est_duration" field, if it already exists at the task level.
completed	Task End Event	no	The related end event if this task is completed.

Task

Field	Type	Mandatory	Description
			This event should not repeat the "disposition" and "disposition_desc" fields if they already exist at the task level.
customer_id	string	no	The customer's unique ID<ref name="toplevel" />.
est_duration	integer	no	The estimated time for completing the item, in seconds.
duration	integer	no	The total duration, in milliseconds. Only relevant for completed tasks.
disposition	long or string	no	ID or name of the Business Disposition ID associated with the task. See Business Attributes for further details. Only relevant for completed tasks.
disposition_desc	string	no	The reason for assigning the business disposition with the service element. Limited to 256 characters.
<extension name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	Task extension. Your application can add as many task extensions as needed, as long as you have created corresponding Extension Schema with the Create Task Extension Schema operation.

<references />

Related Operations

- [Complete Task](#)
- [Query Task by ID](#)
- [Query Tasks](#)
- [Start Task](#)