Template for troubleshooting API Issues for RCM Module

* Company ID = *TOBEFILLED*
* Datacentre = *TOBEFILLED*
* SUPPORT User to Access the Instance = *TOBEFILLED (in Secure Area)*
* User to Proxy to review from UI the specific example = *TOBEFILLED*
* API username = *TOBEFILLED (in Secure Area)*
* API password = *TOBEFILLED (in Secure Area)*

Please confirm if we can add our IP address to the allowlist (Password & Login Policy Settings > Set API Login Exceptions) for testing: **Yes/No**

* Job Req template ID = *TOBEFILLED*
* Application Template ID = *TOBEFILLED*
* Offer Detail Template ID = *TOBEFILLED*
* Candidate ID = *TOBEFILLED*
* Job Req ID = *TOBEFILLED*
* ***Explain step by step how to reproduce the problem***

*providing all the necessary information and action to perform*

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| *TOBEFILLED*  *details and screenshots…* |

* ***API LOGS for each relevant API call***

***Admin Centre > OData API Audit Log***  *(if using ODATA)*

***Admin Centre >SFAPI Audit Log*** *(if using SFAPI)*

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| *copy here as a text the entire line of log details (as the example below)*    *and copy also the content under HTTP & REST (under SOAP & HTTP for SFAPI)*  *TOBEFILLED*  *all the info as text* |

* ***Clarify what is wrong:***

an error msg / a wrong Response / missing values / wrong values ?

and clarify your Expected behaviour providing evidences of this.

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| *TOBEFILLED*  *details and screenshots if necessary…* |