

Workato Inc

#72203

Ticket Details

Status	Priority	Source	Type
Assigned	High	Portal	Other Enquiries
Group	Agent	Important Customer	Support Tier
Product Support	Derrick Casantusan	Partner Name	Partner Ticket ID
End Customer Name	End Customer Recipe Url	Steps to Reproduce	Expected Results
		Workato Email 2	Issue URL
		eric.hansen@workday.com	Sub Type
Detail Type	Custom Connector URL	Current Partner?	Partnership Type
Partnership Subtype	Type of Product Support	Recipe URL	Job URL
Workato Email	Account and Billing	Ticket Sub Type	Job App Stage (For HR)
Quickbooks ID	Quickbooks Created At	Quickbooks Plan	Support Plan
Pod Coverage	Pod Leader	Account Executive (Auto-populated)	Primary CSR (Auto-populated)
Partner Status (Auto-Populated)	Workato Plan (Auto Populated)	Workato User ID (Auto Populated)	In Trial (Auto Populated)
User Sign Up Date (Auto Populated)	Stripe Plan (Auto Populated)	Stripe Plan Status (Auto Populated)	Currency (Auto Populated)
Contact Name	Contact Number	Send to app	Instructions
Eric Hansen	3174267367	Trello Card URL	Send Slack Notification
			false

by **Eric Hansen** on **Wed, May 22 at 11:04 AM** via **Portal****Enhancement request: Support for Special Characters in JSON keys/names**

The purpose of this ticket is to document our interest in this feature as a customer and be notified if this feature is released.

Currently, if the key name in a json key/value pair contains a special character (e.g. periods/dots, colons, hyphens) the data pills are broken as a result and the core use case of using Workato to pass data between steps is broken.

We've had to work around this with a custom connector that replaces the special characters in the schema generators JSON and the JSON in the API response.

Business Case: some APIs, especially ones based on standard schemas like SCIM, have special characters in their key names. Having to work around this every time with a custom connector introduces brittleness and some user confusion into the recipe development process.

Example from: <https://developer.atlassian.com/cloud/admin/user-provisioning/rest/#api-scim-directory-directoryId-Users-post> (<https://developer.atlassian.com/cloud/admin/user-provisioning/rest/#api-scim-directory-directoryId-Users-post>).

```
{
  "schemas": [
    "<string>"
  ],
  "userName": "<string>",
  "emails": [
    {
      "value": "<string>",
      "type": "<string>",
      "primary": true
    }
  ],
  "id": "<string>",
  "externalId": "<string>",
  "name": {
    "formatted": "<string>",
    "familyName": "<string>",
    "givenName": "<string>",
    "middleName": "<string>",
    "honorificPrefix": "<string>",
    "honorificSuffix": "<string>"
  },
  "displayName": "<string>",
  "nickName": "<string>",
  "title": "<string>",
  "preferredLanguage": "<string>",
  "department": "<string>",
  "organization": "<string>",
  "timezone": "<string>",
  "phoneNumbers": [
    {
      "value": "<string>",
      "type": "<string>",
      "primary": true
    }
  ]
}
```

```
],  
  "meta": {  
    "resourceType": "USER",  
    "location": "<string>",  
    "lastModified": "<string>",  
    "created": "<string>"  
  },  
  "groups": [  
    {  
      "type": "<string>",  
      "value": "<string>",  
      "display": "<string>",  
      "$ref": "<string>"  
    }  
  ],  
  "urn:ietf:params:scim:schemas:extension:enterprise:2.0:User": {  
    "organization": "<string>",  
    "department": "<string>"  
  },  
  "urn:scim:schemas:extension:atlassian-external:1.0": {  
    "atlassianAccountId": "<string>"  
  },  
  "active": true  
}
```
