

Service request export dictionary

Schema 1.0 / one record per request / UTF-8 JSON Lines

Fields

Field	Type	Constraint	Meaning
request_id	string	Required; unique	Stable identifier, for example SR-2048
status	string	new active waiting closed	Current workflow state
owner	string	Required while active	Team responsible for the next action
opened_at	datetime	ISO 8601 UTC	When the request entered the service
age_days	integer	Zero or greater	Whole elapsed days at export time

Sample record

```
json
{
  "request_id": "SR-2048",
  "status": "active",
  "owner": "Support",
  "opened_at": "2026-09-01T09:00:00Z",
  "age_days": 2
}
```

Consumer rules

- Treat request_id as an identifier, not a number.
- Preserve unknown fields when forwarding records.
- Reject negative age_days and report the source record.
- Use opened_at for time-based analysis; age_days is a snapshot.

Example contract

These fields describe a fictional service export. Replace the catalog with your application's actual schema.