

Convert an XML Request to JSON in Service Suite

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Use this article when a Service Suite workflow needs to transform XML input into JSON for API testing, integration validation, or downstream service calls. Validate the converted structure before using it in later steps.

Recommended guidance

- Confirm the expected XML schema, namespaces, attributes, and repeated elements before conversion.
- Define how attributes, arrays, empty nodes, and text values should map to JSON.
- Validate the converted JSON against the target API contract or expected response shape.
- Keep sample payloads small and remove secrets or customer data from examples.
- Add assertions for required fields after conversion.

Validation workflow

1. Start with a known XML fixture.
2. Convert the XML to JSON in the Service Suite flow.
3. Inspect the JSON keys, arrays, and values before sending the request.
4. Run the target API call and validate status code, response body, and downstream values.

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