



Dimelo Digital Exports

Version	Date	Author(s)	Changes
1.35	2017-03-22	FCH	Add enabled to Agents
1.34	2017-03-20	CLR	Add language to Messages
1.33	2017-02-16	CLE	Add ID to TaskSelectionActivity and Journal
1.32	2017-02-16	CLE	Add some fields to Messages
1.31	2017-02-15	CLE	Add body_as_text and body_as_html to Messages
1.30	2017-02-10	CLE	Add TaskSelectionActivity exports
1.29	2017-01-17	SPU	Add customers satisfaction export
1.28	2017-01-05	CLE	Add task_id to journal
1.27	2016-12-14	CLE	Add step (Task) to journal
1.26	2016-12-08	FCH	Add category_ids to journal
1.25	2016-11-29	CLE	Add updated_at to intervention, Identity & I-Groups
1.24	2016-11-09	VBO	Add ratings for threads and messages
1.23	2016-09-08	FCH	Add time filtering for identity groups export

1.22	2016-09-05	FCH	Add time filtering for identities and interventions exports
1.21	2016-09-01	EPH	Add presence status
1.20	2016-08-29	FCH	Changed presence export custom status column name
1.19	2016-08-10	FCH	Add custom data to thread exports
1.18	2016-08-04	CLE	Add some fields to thread exports
1.17	2016-06-14	FCH	Add channel presence data
1.16	2016-05-26	CLE	Added all_categories to thread export
1.15	2016-05-03	CLE	Added some identity group fields to identity export
1.14	2016-04-20	CLE	Added closed_at for interventions and identity_group_id to identities.
1.13	2016-04-15	VBO	Added extra fields for Journal export
1.12	2016-01-21	RMO	Add Incremental availability in the export detail
1.11	2016-01-21	JCA	Add categories and sources export
1.10	2015-12-30	FCH	Add incremental automated export feature
1.9	2015-12-30	VBO	Add detail of file name in auto exports
1.8	2015-12-23	AJA	Added extra foreign source fields (identity) + v2 screenshots
1.7	2015-11-30	FCH	Added initial_created_at field to Messages
1.6	2015-11-19	FCH	Added intervention comments export
1.5	2015-07-13	VBO	Added sensitive field to events
1.4	2015-05-26	VBO	Added explanation for automated export zip feature
1.3	2015-05-21	VBO	Added documentation about sensitive fields
1.2	2014-07-09	SBO	Added auto_submitted field to messages export.
1.1	2014-02-18	ATO	Added section about automatic exports.
1.0	2013-12-13	SBO	Added filename to each export. Added business_hours fields to interventions export.
0.1	2013-09-24	SBO	First release.

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Introduction

Dimelo Digital exports makes it easy to export Dimelo Digital data as a comma-separated values (CSV) file. The goal of csv export is to help your company integrate Dimelo Data into your own IT solution like : CRM, Business Intelligence tools or more....

From contents to identities, Dimelo Digital lets you export all your most important data in one interface.

There are 2 ways to export data as CSV in Dimelo Digital :

- Manual
- Automated

Manual exports

Manual exports are useful when you want to filters data given a certain date, format, team or category. Exports can be found under Admin > Data Management.

Exports		
Agents	Export of all agents	
Agents notifications	Export of all agents notifications	
Agents permissions	Export of all agents sources permissions	
Identities	Export of all identities	
Identity groups	Export of all identity groups	
Intervention's comments	Export of all intervention's comments	
Interventions	Export of all interventions	
Journal	Export of all journal data	
Messages	Export of all messages	
Presence time	Export of presence time by agent by day	
Roles	Export of all roles	
Threads	Export of all threads	

Tab Exports list all data exportable by Dimelo Digital user.

Exports are processed in background and sent by email as attached file to the requester.

Automated exports

Exports can be automated to minimize the time and effort involved in the integration process of your BI system, CRM or backup.

This approach involves providing a deployment location and an access by sftp. Exports will be uploaded periodically to the specified location either :

- everyday
- every monday
- every 1st of the month

Name	Execute	Host	Destination	
domain-test-weekly	Every monday	dimelo@ftp.smcc-export-test.wf-dimelo.com:2908	/home/dimelo/smcc-exports/domain-test/domain_test_weekly_2015_12_23.zip	Unknown host Last execution: 11-30-15 05:16 Last success: 09-22-14 02:21 Last duration: 00:09

An example of automatic export configured.

To have automatic exports available, you must have a specific extension enabled. Please contact Dimelo if you don't have it. You will be able to add as many automatic export tasks as you want. Here is how you can configure an automatic export task:

Label

Execute

Every day

Host

Port

22

User

dimelo

Directory

/

File name pattern

{{label}}_{{year}}_{{month}}_{{day}}_{{export_name}}

Zip exports in one file

ON

OFF

☐ Agents
 ☐ Agents notifications
 ☐ Agents permissions
 ☐ Identities
 ☐ Identity groups
 ☐ Intervention's comments
 ☐ Interventions
 ☐ Journal
 ☐ Messages
 ☐ Presence time
 ☐ Roles
 ☐ Threads

Label: the label of the export task, this name will be used to determine export filename.

Host: the server where filename will be exported.

Port: the port for the SSH connection. 22 by default.

User: the user for the SSH connection.

Directory: the destination directory of the export file. This folder must exist and the user used for the SSH connection must have read and write permissions.

File name pattern: pattern for the exported file name. This allows customization based on the following variables:

- label: See **Label** above
- export_name: Name of the export (agents, messages, roles, etc...) - Only available when not using zip
- year: Current year at export time (e.g 2015)
- month: Current month at export time (e.g 07)
- day: Current day at export time (e.g 27)

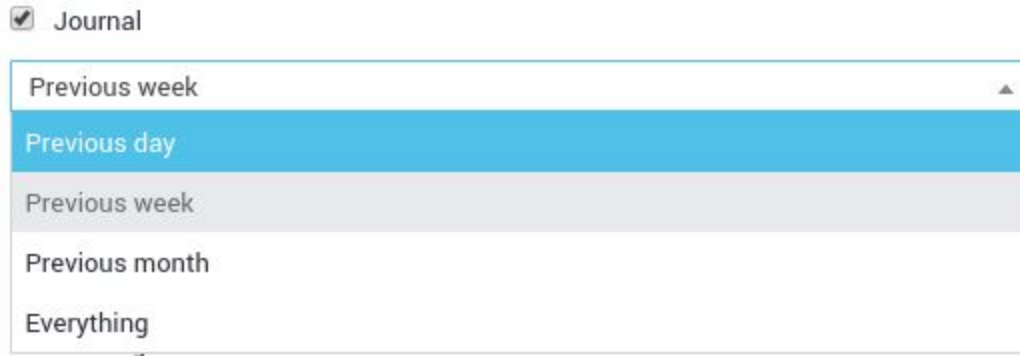
Zip exports in one file: whether or not the exports should be zipped in a single file, or transferred individually.

Public key: the Dimelo Digital SSH key used for the connection. This key is provided by Dimelo on demand. It is mandatory to have this key in the ~/.ssh/authorized_keys file on server in order to have a successful connection.

When not using the “Zip exports in one file” option, the `export_name` variable is replaced by the following for each individual export:

Export	export_name
Agents	agents
Agents notifications	agents_notifications
Agents permissions	agents_permissions
Categories	categories
Identities	identities
Identity groups	identity_groups
Intervention’s comments	interventions_comments
Interventions	interventions
Journal	journal
Messages	messages
Presence time	presence_time
Roles	roles
Sources	sources
Threads	threads
Reply Assistant Knowledge Base	reply_assistant-knowledge_base

Depending on the export type, an option can be shown to make it incremental or complete. When this option is available, one can choose to export the elements created during the past day/week/month or to export everything for each new export. You can find in the export description “*incremental availability*” whether or not an export support that option.



An example of incremental export

If the option is not available, the export will always be complete.

Time filtering

By default, exports are filtered by creation time. The begin and end date selected will then be related to this value. However, some exports can also be filtered by update time instead. This information is available on each specific export section of the current document.

Filtering by creation time allow to join data from different exports. Indeed, when exporting two different types of data from the same period (e.g. Interventions and Identities) with a time filtering by creation time, the references present in one export might be missing in the other one (e.g. if an intervention was created on 08-30-2016 and the related identity was created on 06-15-2016, an export from the 08-25-2016 to the 09-15-2016 will include the intervention but not the identity).

New export ×

Community

Begin date

End date

Filtered by

Creation time
Update time

Format

Excel windows

Fields

created_at × community_type × community ×
puppet × id × uuid × foreign_id × tags ×
identity_group_id ×

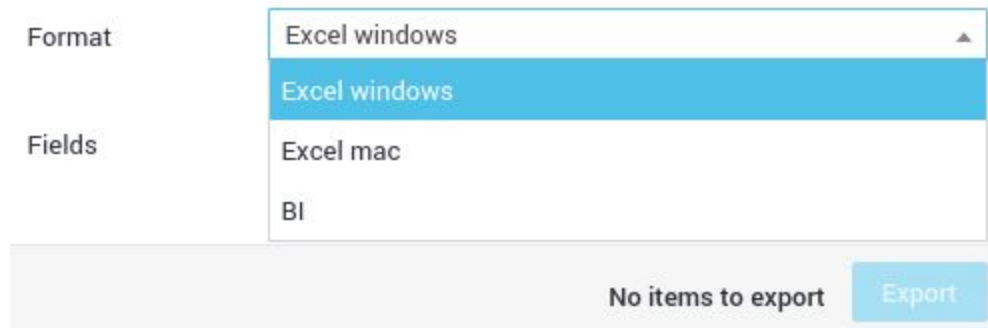
1 item to export

Export

An example of filterable export

Encoding & Format

CSV Charset and file format depends on the format you select :



Format selection when exporting

Format	Encoding	Bom	Strip line breaks	iso8601 (date & datetime format)	CSV Column Separator
BI	UTF-8	false	false	true	• ,
Excel Window	UTF-8	true	false	false	• en , • fr ;
Excel Mac	ISO-8859-15	false	true	false	• en , • fr ;

Locale

Depending on the locale (language) configured in your Dimelo Digital user account and the export format, the csv export will display with different format, separator... The purpose is to be compatible with Microsoft Excel expectation that depends on locale.

Note : BI has specific format for certain columns to be easier to process by computers, if not it will fallback to English format.

Please find the column types that are locale dependent in the following table :

Column type / Format	BI	Windows EN	Windows FR	Mac EN	Mac FR
Boolean	1 / 0	true / false	vrai / faux	true / false	vrai / faux
Date	2013-09-24	09-24-2013	24/09/2013	09-24-2013	24/09/2013

Datetime	2013-09-24T19:00+00:02	09-24-2013 19:00	24/09/2013 19:00	09-24-2013 19:00	24/09/2013 19:00
Float	12.8	12.8	12,8	12.8	12,8

Column types

List of all column type available in exports

Type	Example	Description
Array	My Facebook Page, My twitter Page	represents a collection of elements, which can be string, objectId, etc...
Boolean	true	Boolean can be - Excel : 'true' / 'false' or 'vrai' / 'faux' - BI : 1 / 0
Date	24/09/2013	Date Format changes depending on your language & format you choose - Excel : - fr : "%d/%m/%Y" 24/09/2013 - en : "%m-%d-%Y" 09-24-2013 - BI : "%Y-%m-%d" 2013-09-24 ISO8601
Datetime	24/09/2013 19:00	represents an instant in time, typically expressed as a date and time of day. Format changes depending on your language - Excel : - fr : "%d/%m/%Y %H:%M" 24/09/2013 19:00 - en : "%m-%d-%Y %H:%M" 09-24-2013 19:00 - BI : "%Y-%m-%d %H:%M%z" 2013-09-24T19:00+00:02 ISO8601
Integer	12	number that can be written without a fractional or decimal component
ObjectId	523ffffb7aa58d1b6700000f	an unique 12-byte BSON type identifier
String	"my Facebook Post title"	text which length do not exceed 255 characters
Text	"Hi, I cannot make phone calls using my new sim card... Can you help me ?"	large text which length do not exceed 32000 characters

Float	12,5	represent a number with decimal component. The separator depend on your language: • Excel : ◦ fr : , ◦ en : . • BI : .
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Datetime and Time Zones

Exports datetime fields are display in the user's timezone. If the user has no time zone specified in his profile, the domain global time zone will be used.

Note : This does not apply for automated export, it will use **BI** format.



SETTINGS

Role

Timezone

Select user's timezone in Admin > Agents

Example of export file :

created_at;source_id;source_type;source_name;content_thread_id;type;id;private_message;created_from;status;ignored_from;categories;intervention_id;creator_id;creator_name;author_id;author_name;body;title;foreign_id;foreign_categories

01/10/2013

08:35;523ffe057aa58d181f0000de;Tapatalk;LesMobiles;524a6db90f4ca18aec00002c;Réponse publique;524a6db90f4ca18aec00002b;Non;synchronizer;Nouveau;"";Commercial Centre de tri;"";"";"";524a6db90f4ca18aec00002a;scarcore;Bonjour

01/10/2013

09:19;523ffe057aa58d181f0000de;Tapatalk;LesMobiles;524a6db90f4ca18aec00002c;Réponse publique;524a77730f4ca1bdba000042;Non;synchronizer;Nouveau;"";Commercial Centre de tri;"";"";"";52413bcd7aa58dcb570000b5;Paglopp;Bonjour Pour la batterie :
[url=http://esimport.fr/iphone-4s/257-batterie-iphone-4s-.html]http://esimport.fr/iphone-4s/257-batter ... e-4s-.html[/url] Pour remplacement de la batterie sur un iphone 4S :
[url=http://esimport.fr/tuto/tutos-iphone/tutos-iphone4s/iphone-4s-%E2%80%93d%C3%A9montage-batterie/]http://esimport.fr/tuto/tutos-iphone/tu ... -batterie/[/url];"";872905;iPhone 4 / 4S

Sensitive Columns

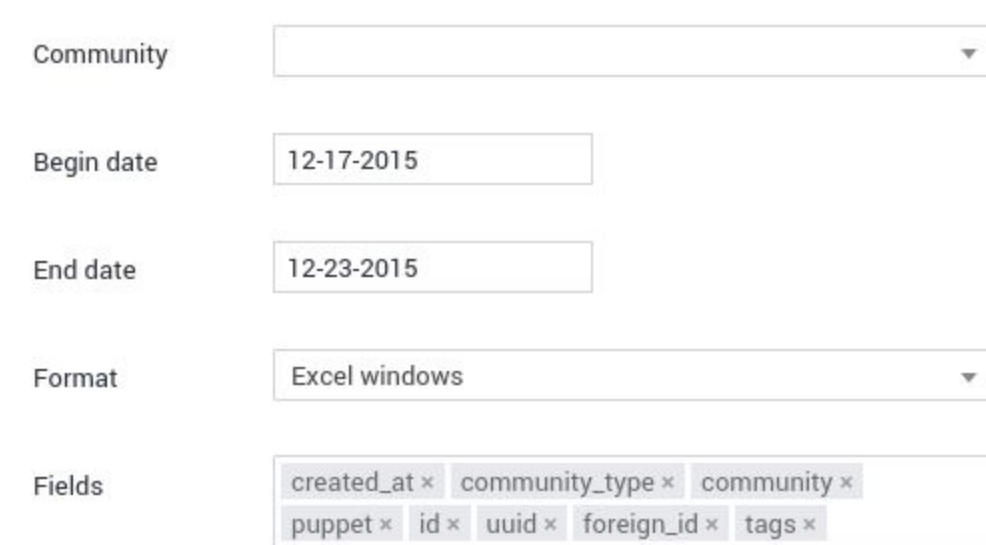
For each type of export, only a subset of fields is available by default, as to protect sensitive columns containing personal informations such as name, phone numbers, etc...

Adding sensitive columns to the exports is done the same way for one time exports and automate exports

Adding sensitive columns to one-time exports

To add sensitive columns to one-time exports, go to the Administration panel, click Exports and pick the type of data you wish to export.

On the details panel, you will see a "fields" section, with only the fields enabled by default.



The screenshot shows a form for configuring an export. It includes the following fields:

- Community:** A dropdown menu.
- Begin date:** A date input field showing "12-17-2015".
- End date:** A date input field showing "12-23-2015".
- Format:** A dropdown menu showing "Excel windows".
- Fields:** A section containing a list of fields with checkboxes:
 - created_at ×
 - community_type ×
 - community ×
 - puppet ×
 - id ×
 - uuid ×
 - foreign_id ×
 - tags ×

You can add fields to this section to make them available during the exports.

Adding sensitive fields to automated exports

To add fields to an automated export, go to the Administration panel, click Automated Exports and either edit an existing export task or create a new one.

On the edition panel, you will see be able to select the fields to export for each type of data. By default only the non-sensitive fields are enabled.

The automated export task will remember the selected fields for all the future exports.

Extra Columns

For some exports (as time of writing, only the Identity export) can offer extra columns that will be present only for some records. For example the `tw\_followers\_count` column would contain the number of twitter followers and will only be populated for twitter identities. These extra columns are not selected by default to avoid cluttering the exports but like for sensitive data, you can add them simply by selecting them in the export form.

Guarantee and recommendations

This document describes all columns and fields of all exports in Dimelo Digital.

It ensures backward compatibility :

- **Column names** won't change or disappear

Implementation recommendations

New columns might be added and column positions can change without notice. This means that from a processing point of view you **MUST** access column by their ID not their position in the file and **can't rely on the column number**.

You should also be careful about column value and handle the fact that for certain type of content some column might not make sense, be empty (e.g. follower_count for an email identity), or that third party may (Klout, Twitter ...) may no longer provide the data.

Moreover different sources can be added on the fly by the administrators, if you intend to process exports you should be ready to handle new data and implement sensible error management.

Main Exports

Threads (known as Export::ContentThreads)

Export name	threads
Incremental availability	Yes
Time filtering	Creation time

Column Name	Description	Type	Example	Comment
id	ID	ObjectId	523ffffb7aa58d1b6700000f	
foreign_id	External ID	String	102423	
source_id	Source ID	ObjectId	523ffffb7aa58d1b6700000f	
source_type	Source type	String	Facebook	

source_name	Source Name	String	My Facebook Page	
created_at	Creation date	Datetime	23/09/2013 18:23	
updated_at	Update date	Datetime	23/09/2013 20:45	
closed	State of the thread	Boolean	true	
first_categorization_at	Date of first categorization	Datetime	24/09/2013 19:00	
last_content_id	ID of last message	String	5240b1bca90ffbb6c7000006	
last_content_at	Date of last content	Datetime	24/09/2013 19:00	
title	Title	String	How can I unlock my simcard ?	Sensitive
contents_count	Messages count	Integer	12	
all_categories	Categories	Array	Mobile, Adsl, TV	
categories	Categories	Array	Mobile, Adsl, TV	Contains only global categories
first_content_id	ID of first message	String	5240b1bca90ffbb6c7000006	
first_content_author_id	ID of first message author	String	5240b1bca90ffbb6c7000006	
languages	Languages	Array	fr, en	
interventions_count	Interventions count	Integer	4	
intervention_user_ids	Agents IDs	Array	5240b1bca90ffbb6c7000006 , 4340b1bca90debb6c7003333	
opened_intervention_user_ids	Active agents IDs	Array	5240b1bca90ffbb6c7000006 , 4340b1bca90debb6c7003333	

			3	
ratings	Rating of individual messages in the thread, uniquified	Array	1, 3, 4, 5	

Optional fields

Other custom data can be present in the thread export depending on the source type, which will result in additional columns in the export.

Source Chat

Column Name	Description	Type	Example	Comment
trigger_id	Trigger ID	ObjectId	54e1fb7077656269ea110200	Sensitive
close_cause	Close cause	String	visitor_closed	Sensitive Possible values : -client_impossible_delay -disconnection -intervention_closed -intervention_automatically_closed -visitor_closed
closed_at	Time of chat closing	Datetime	8/5/2016 14:29:45	Sensitive
page_title	Page title	String	Activity and Sleep Wristband	Sensitive
page_url	Page URL	String	http://example.com/	Sensitive
page_visit_count	Page visit count	Integer	4	Sensitive
page_visit_started_at	Page visit start time	Timestamp	1470400259	Sensitive
visit_count	Website visit count	Integer	21	Sensitive
visit_started_at	Website visit start time	Timestamp	1470399681	Sensitive
{custom_variable_name}	Chat custom variable	Depends on the	12	Sensitive Columns

		chat custom variable type		corresponding to the chat custom variables will also be available
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Messages (known as Export::Contents)

Export name	messages
Incremental availability	Yes
Time filtering	Creation time

Column Name	Description	Type	Example	Comment
created_at	Creation date	Datetime	20/09/2013 13:15	
source_id	Source ID	ObjectId	193731f8a90ffbd442000b2a	
source_type	Source type	String	Dimelo Answers	
source_name	Source Name	String	My Assistance	
content_thread_id	Thread id	ObjectId	512631f8a90ffbd442000037	
type	Type	String	Réponse publique	
id	ID	ObjectId	abc631f8a9b24d442002397	
private_message	Private message ?	Boolean	true / false (or 1 / 0 for BI)	
created_from	Created from	String	Synchronizer	
auto_submitted	Auto submitted	Boolean	true / false (or 1 / 0 for BI)	if true, that means the message is an automatic reply : ask user to follow (twitter), send survey to customer,...

status	Status	String	New	Possible values : - Assigned - Ignored - New - Replied - Agent message - Agent reply
ignored_from	Archived by	String	Ice	Possible values : - Ignored automatically - Archived by ICE - Manually ignored - Mass ignored
categories	Categories	Array	Mobile, Adsl, TV	
intervention_id	Intervention id	ObjectId	512631f8a90ffbd442000037	
initial_created_at	Initial creation date	Datetime	20/09/2013 13:15	
creator_id	Creator id	ObjectId	512631f8a90ffbd442000037	ID of the agent that created the message
creator_name	Creator name	String	Jack Dupont	Name of the agent that created the message
author_id	Author ID	ObjectId	512631f8a90ffbd442000037	ID of the identity author of the message
author_name	Author Name	String	Michelle Michu	Sensitive Name of the identity author of the message
body	Message	Text	Hi, I need help to unlock my sim card, how can I do it ?	Sensitive

body_as_text	Message	Text	Hi, I need help to unlock my sim card, how can I do it ?	Sensitive
body_as_html	Message in HTML format	Text	Hi, I need help to unlock my sim card, how can I do it ?	Sensitive
title	Title	String	How can I unlock my simcard ?	Sensitive
foreign_categories	External categories	Array	Orange mobile, Unlock Simcard,	
foreign_id	External ID	String	'1234'	
rating	Rating of the message (for reviews)	Integer	3	
published	Message has been published	Boolean	true	
approval_required	When user reply, his answers will need approval by supervisor	Boolean	false	
remotely_deleted	Message has been deleted on the source	Boolean	false	
language	Detected language	String	fr	Format is ISO 369-1

Journal (known as Export::Events)

Export name	journal
Incremental availability	Yes
Time filtering	Creation time

Column Name	Description	Type	Example	Comment
id	Event ID	ObjectId	512631f8a90ffbd442000037	
created_at	Creation date	Datetime	20/09/2013 13:15	
user_id	Agent id	ObjectId	512631f8a90ffbd442000037	
user_name	Agent	String	Adrien Jarthon	
name	Name	String	content.replied	
message	Message	Text	Adrien Jarthon a répondu à Sébastien Luquet	Sensitive
content_thread_id	Thread ID	ObjectId	4f4f3a08a90ffb27ee000583	
content_source_id	Source ID	ObjectId	4f4f3a08a90ffb27ee000583	
intervention_id	Intervention ID	ObjectId	4f4f3a08a90ffb27ee000583	
content_id	Content ID	ObjectId	4f4f3a08a90ffb27ee000583	
category_ids	Categories IDs	Array	5240b1bca90ffbb6c7000006, 4340b1bca90debb6c7003333	
task_id	Task ID	ObjectId	4f4f3a08a90ffb27ee000583	Sensitive See the full list of events below

step	Task topology step when it expired	String	realtime_default_target	
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List of events containing a task_id

- Task assigned
- Task completed
- Task moved to queue
- Task timed out
- Task expired in an agent's inbox
- Task priority update from a rule
- Task priority update (only one that didn't have the task_id in it's event)
- Task resumed by an agent
- Task manually assigned tot an agent by a supervisor
- Task accepted
- Task transfered

Sources (known as Export::ContentSources)

Export name	sources
Incremental availability	No
Time filtering	Creation time

Column Name	Description	Type	Example	Comment
created_at	Creation date	Datetime	23/08/2013 12:15	
updated_at	Update Date	Datetime	23/08/2013 12:15	
id	ID	ObjectId	4f4f3a08a90ffb27e e000583	
active	Active	Boolean		
name	Name	String	Twitter Search Domain Test	
status	Status	String	ok, error, ...	
community_type	Community Type	String	Dimelo Users	
community	Community	String	Domain Test	
content_archiving	Content Archiving	Boolean		
auto_detect_content_language	Auto Detect Content Language	Boolean		
default_content_language	Default Content Language	String	en	
content_signature	Content Signature	String		
hidden_from_stats	Hidden From Stats	Boolean		
default_task_priority	Default task priority	Integer	1	
channel_id	Channel ID	ObjectId	55794bda416472d 4e8060000	

channel_name	Channel Name	String	Chat	
sla_expired_strategy	SLA Expired Strategy	String	Max	
sla_response	SLA Response	Integer	0	
intervention_messages_boost	Intervention Messages Boost	Integer	9	
private_messages_supported	Private Messages Supported	Boolean		
fb_app_id	Facebook App ID	String		Extra (facebook)
fb_page_id	Facebook Page ID	String		Extra (facebook)
synchronize_messages	Synchronize Messages	Boolean		Extra (facebook)
synchronize_posts	Synchronize Posts	Boolean		Extra (facebook)
synchronize_dark_posts	Synchronize Dark Posts	Boolean		Extra (facebook)
page_id	Page ID	String		Extra (google plus)
domain_name	Domain Name	String		Extra (ideas, answers)
facebook_app_id	Facebook App ID	String		Extra (answers)
facebook_page_id	Facebook Page ID	String		Extra (answers)
email	Email	String		Extra (email)
from_email	From Email	String		Extra (email)
open_tracking_enabled	Open Tracking Enabled	Boolean		Extra (email)
foreign_user_id	Foreign User ID	String		Extra (instagram)
abuse_only	Abuse Only	Boolean		Extra (lithium)
url	URL	String		Extra (lithium, rightnow, tapatalk)
application	Application	String		Extra (mobile messaging)
notification_generic_message	Notification	String		Extra (mobile

ge	Generic Message			messaging)
disable_notification_body_display	Disable Notification Body Display	Boolean		Extra (mobile messaging)
inbound_number	Inbound Number	String		Extra (nexmo)
ott_type	OTT Type	String		Extra (nexmo OTT)
ott_account_id	OTT Account ID	String		Extra (nexmo OTT)
base_uri	Base URI	String		Extra (SDK)
readable_from metas	Readable From Metas	Array		Extra (tapataalk)
readable_from_ids	Readable From IDs	Array		Extra (tapataalk)
twitter_id	Twitter ID	String		Extra (twitter)
twitter_uuid	Twitter UUID	String		Extra (twitter)
main_source_id	Main Source ID	ObjectId		Extra (twitter search)
searches	Searches	Array		Extra (twitter search)

Identities (known as Export::Identities)

Export name	identities
Incremental availability	Yes
Time filtering	Creation time, update time

Column Name	Description	Type	Example	Comment
created_at	Creation date	Datetime	23/08/2013 12:15	
updated_at	Last update date	Datetime	23/08/2013 12:15	
community_type	Community type	String	Tapataalk	
community	Community	String	Forum LesMobiles	

puppet	Controlled	Boolean	true	
id	ID	ObjectId	4f4f3a08a90ffb27ee000583	
uuid	UUID	String	'1234'	Often same value as foreign_id
foreign_id	External ID	String	'1234'	
screenname	Screen name	String	Pierre Dupont	Sensitive
firstname	Firstname	String	Pierre	Sensitive
lastname	Lastname	String	Dupont	Sensitive
email	Email	String	pierredupont@gmail.com	Sensitive
address	Address	String	32 rue de Trévisé	Sensitive
city	City	String	Paris	Sensitive
tags	Tags	Array	VIP, Important	
identity_group_id	ID	ObjectId	571648194379720b53000048	
company	Company name	String	Apple	Sensitive From Identity Group
emails	Emails	Array	[steve.jobs@apple.com , steve@me.com]	Sensitive From Identity Group
home_phones	Home Phones	Array	[415-323-1232]	Sensitive From Identity Group
mobile_phones	Mobile Phones	Array	[415-321-2321]	Sensitive From Identity Group
klout_score	Klout score	Integer	18	Extra Number between 1-100 that represents user's influence http://klout.com/corp/score
tw_followers_count	People following the identity	Integer	543	Extra (twitter) updated only when there is a new tweet from the user

tw_following_count	People the identity follows	Integer	865	Extra (twitter) updated only when there is a new tweet from the user
tw_statuses_count	Number of tweets	Integer	1023	Extra (twitter) updated only when there is a new tweet from the user
tw_location	User's location	String	Paris	Extra (twitter) updated only when there is a new tweet from the user
dimelo_type	DC Account type	String	facebook	Extra (DC)
dimelo_custom_field_1 (up to 10)	DC custom fields	String	01 23 45 67 89	Extra (DC)
fb_bio	Facebook bio	String	Painter living in Paris	Extra (facebook) updated only when there is a new message from the user
fb_category	Facebook category	String	Computers/Internet	Extra (facebook) updated only when there is a new message from the user
fb_locale	Facebook locale	String	fr_FR	Extra (facebook) updated only when there is a new message from the user
mobile_device_info	DM device info	String	motorola Nexus 6; 6.0	Extra (DM) updated when the DM is initialized by the host app
mobile_authenticated	DM is the user authenticated?	Boolean	true	Extra (DM) updated when the DM is initialized by the host app
ott_type	OTT provider	String	wechat	Extra (wechat, line...)

IdentityGroup (known as Export:IdentityGroup)

Export name	identity_groups
Incremental availability	Yes
Time filtering	Creation time, update time

Column Name	Description	Type	Example	Comment
created_at	Creation date	Datetime	23/08/2013 12:15	
updated_at	Last update date	Datetime	23/08/2013 12:15	
id	ID	ObjectId	4f4f3a08a90ffb27ee000583	
firstname	Firstname	String	Steve	Sensitive
lastname	Lastname	String	Jobs	Sensitive
company	Company name		Apple	Sensitive
gender			man	Sensitive Possible values: - 'man' - 'woman' - "
emails	Emails	Array	[steve.jobs@apple.com , steve@me.com]	Sensitive
home_phones	Home phones	Array	[415-323-1232]	Sensitive
mobile_phones	Mobile phones	Array	[415-321-2321]	Sensitive
notes	Notes	Text	Iphone 6 IMEI	Sensitive
tag_ids	Tag Ids	Array	["4ff17af67aa58d052300376 d"]	Array of tag ids associated
identity_ids	Identity ids	Array	["4fc636d30f4ca1670400000 c"]	Array of identity ids associated

Interventions (known as Export::Interventions)

Export name	interventions
Incremental availability	Yes
Time filtering	Creation time, update time

Column Name	Description	Type	Example	Comment
created_at	Creation date	Datetime	23/08/2013 12:15	
updated_at	Last update date	Datetime	23/08/2013 12:15	
closed_at	Close Date	Datetime	30/04/2016 15:10	
source_id	Source ID	ObjectId	4f4f3a08a90ffb27ee000583	
source_type	Source type	String	Tapatalk	
source_name	Source name	String	Forum LesMobiles	
content_thread_id	Thread id	ObjectId	4f4f3a08a90ffb27ee000583	
id	ID	ObjectId	4f4f3a08a90ffb27ee000583	
status	Status	String	Opened	Possible values : - Opened - Closed
deferred_at	Deferred Datetime	Datetime	27/08/2013 08:32	Date which intervention has been postponed to
user_id	Agent ID	ObjectId	4f4f3a08a90ffb27ee000583	
user_name	Agent name	String	Pierre Dupont	Firstname Lastname
user_replies_count	Replies count	Integer	3	
user_private_replies_count	Private replies count	Integer	1	
user_public_replies_count	Public replies count	Integer	2	

first_identity_content_id	First Identity Content ID	ObjectId	2c1c3c08a90ffb27ee000113	
first_user_reply_id	First Agent Reply ID	ObjectId	cc223b08a90ffb27ee001252	
first_user_reply_at	First reply date	String	24/08/2013 00:08	
last_user_reply_at	Last reply date	String	27/08/2013 08:32	
last_user_reply_in	Intervention duration (minutes)	Integer	1400	
last_user_reply_in_bh	Intervention duration in business hours (minutes)	Integer	1400	
first_user_reply_in	First reply time (minutes)	Integer	4	
first_user_reply_in_bh	First reply time in business hours (minutes)	Integer	4	
handling_time	Total time spent in push on the task when active (seconds)	Integer	87	
title	Message title	String	Where is my order ?	
identity_id	Identity ID	ObjectId	4f4f3a08a90ffb27ee000583	
identity_name	Identity name	String	pdupont	
identity_contents_count	Identity messages count	Integer	200	
identity_private_contents_count	Identity private messages count	Integer	30	
identity_public_contents_count	Identity public messages count	Integer	170	
categories	Categories	Array	simcard, mobile	

comments_count	Comments count	Integer	30	
user_reply_in_average	Average agent reply time (in minute)	Integer	3	
user_reply_in_average_bh	Average agent reply time in business hours (in minute)	Integer	2	
user_reply_in_average_count	Number of exchanges between Identity -> User (used to weight user_reply)	Integer	3	

TaskSelectionActivity (known as Export::TaskSelectionActivities)

Export name	task_selection_activities
Incremental availability	Yes
Time filtering	Begin date, end date

Column Name	Description	Type	Example	Comment
id	TaskSelectionActivity ID	ObjectId	4f4f3a08a90ffb27ee000583	
created_at	Creation date	Datetime	23/08/2013 12:15	
start	Datetime	Datetime	23/08/2013 12:15	
end	Datetime	Datetime	23/08/2013 12:15	
user_name	Agent name	String	Pierre Dupont	
user_id	User ID	ObjectId	4f4f3a08a90ffb27ee000583	
task_id	Task ID	ObjectId	4f4f3a08a90ffb27ee000583	
category_ids	Category IDs	Array	5240b1bca90ffb6c7000006, 4340b1bca90debb6c7003333	
intervention_id	Intervention ID	ObjectId	4340b1bca90debb6c7003333	
content_id	Content ID	ObjectId	4340b1bca90debb6c7003333	
source_id	Source ID	ObjectId	4340b1bca90debb6c7003333	

Presence time (known as Export::Presence)

Export name	presence_time
Incremental availability	Yes
Time filtering	Creation time

Column Name	Description	Type	Example	Comment
date	Date	Date	27/08/2013	
user_id	Agent id	ObjectId	4f4f3a08a90ffb27ee000583	
user_name	Agent	String	Pierre Dupont	
activity	Activity time	Integer Float	6,67	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
presence	Presence time	Integer Float	10,47	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_available	Time spent available	Integer Float	0	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_away	Time spent away	Integer Float	0,63	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_busy	Time spent busy	Integer Float	6,39	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting

{channel}_full	Time spent full	Integer Float	3,66	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_unoccupied	Time spent unoccupied	Integer Float	0,04	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_active_total	Time spent active (available + busy + full)	Integer Float	10,05	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_available_total	Time spent available (available + busy + full + unoccupied)	Integer Float	10,09	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
{channel}_away_total	Time spent away (away + custom away statuses)	Integer Float	1,72	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting
away_{custom_status_id}	Time spent under a custom away status	Integer Float	1,10	In seconds (Integer) or hours (Float) depending on the "Export in seconds" setting

Roles (known as Export::Roles)

Export name	roles
Incremental availability	No
Time filtering	No

Permission not ordered yet

Column Name	Description	Type	Example / Comment
label	Label	String	Administrateur, CM,
admin_stamp_answer	Admin or author stamp answer	Boolean	
assign_intervention	Assign intervention	Boolean	
author_block_content	Block users	Boolean	
create_community	Create a community	Boolean	
create_content_source	Create a source	Boolean	
create_user	Create an agent	Boolean	
delay_export_content	Defer content publication	Boolean	
delete_content_thread	Delete a thread	Boolean	
impersonate_user	Impersonate agent	Boolean	
invite_user	Invite an agent	Boolean	
manage_categories	Manage categories	Boolean	
manage_folders	Manage messages folders	Boolean	
manage_identities	Manage identities	Boolean	
manage_roles	Manage roles	Boolean	
manage_tags	Manage identity tags	Boolean	
manage_teams	Manage teams	Boolean	
publish_content	Publish	Boolean	

	contents		
read_community	View communities	Boolean	
read_content_source	View sources	Boolean	
read_event	View journal on interface	Boolean	
read_export	Export data	Boolean	
read_own_stats	View own stats	Boolean	
read_stats	View all stats	Boolean	
read_user	View agents	Boolean	
search_event	View journal on admin	Boolean	
update_community	Edit a community	Boolean	
update_content_source	Edit a source	Boolean	
update_intervention	Edit all interventions	Boolean	
update_own_intervention	Edit own intervention	Boolean	
update_settings	Configure application	Boolean	
update_user	Edit an agent	Boolean	

Categories (known as Export::Categories)

Export name	categories
Incremental availability	No
Time filtering	No

Export of all categories for a source or all sources

Column Name	Description	Type	Example / Comment
created_at	Creation Date	Datetime	23/08/2013 12:15
updated_at	Update Date	Datetime	23/08/2013 12:15
id	ID	ObjectId	4f4f3a08a90ffb27ee000583
level	Level	Integer	1
mandatory	Mandatory	Boolean	
post_qualification	Post qualification	Boolean	
multiple	Multiple	Boolean	
name	Name	String	Commercial
unselectable	Not selectable	Boolean	
parent_id	Parent ID	ObjectId	4ffe9e4e0f4ca1545c000004
parent_name	Parent Name	String	Categories
sources	Sources	Array	My Facebook Page, My Twitter

Agents (known as Export::Users)

Export name	agents
Incremental availability	Yes
Time filtering	Creation time

Column Name	Description	Type	Example / Comment
created_at	Creation Date	Datetime	23/08/2013 12:15
id	ID	ObjectId	4f4f3a08a90ffb27ee000583
firstname	Firstname	String	Pierre
lastname	Lastname	String	Dupont
nickname	Nickname	String	pierrot

gender	Gender	String	Man
email	Email	String	pierredupont@gmail.com
identities	Identities	Array	pdupont, ...
role	Role	String	Administrateur
teams	Teams	Array	RC Paris, RC Toulouse
categories	Categories	Array	
signatures	Signatures	Array	
foreign_id	External ID	String	427210
enabled	Enabled	Boolean	

Agents notifications (known as Export::UsersNotifications)

Export name	agents_notifications
Incremental availability	No
Time filtering	No

Permission not ordered yet

Column Name	Description	Type	Example	Comment
user_id	Agent ID	ObjectId	4f4f3a08a90ffb27ee000583	
user_name	Agent Name	String	Pierre Dupont	
content_imported_in_identity_tags	New message from a tagged author	Boolean	true	
content_imported_in_my_interventions	New message in your interventions	Boolean	true	
content_imported_in_my_sources	New message in your sources	Boolean	false	
content_requiri	Message requiring	Boolean	true	

ng_approval	approval			
content_thread_categorized_in_my_categories	Thread categorized in your categories	Boolean	No	
intervention_asigned	Intervention assigned	Boolean	true	
intervention_re_activated	Intervention is out of defer	Boolean	true	

Agents Permissions (known as Export::UsersPermissions)

Export name	agents_permissions
Incremental availability	No
Time filtering	No

This export display user permissions by source.

Column Name	Description	Type	Example / Comment
user_id	ID	ObjectId	4f4f3a08a90ffb27ee000583
user_name	Agent	String	Pierre Dupont
source_id	Source ID	ObjectId	4f4f3a08a123af2a2e000583
source_type	Source Type	String	Facebook
source_name	Source Name	String	My Facebook Page
read	User can read messages on source	Boolean	true
reply	User can reply messages on source	Boolean	true
reply_with_html	User can reply messages using html	Boolean	true
initiate_discussion	User can Initiate discussion on source	Boolean	true
approval_required	When user reply, his answers will need	Boolean	true

	approval by supervisor		
destroy	User can delete messages on source	Boolean	true

Note

An user may appear multiple times, for example an user may have different permissions on 2 different sources :

user_id	user_name	source_id	source_type	source_name	read	reply	reply_with_html	initiate_discussion	approval_required	destroy
4f4f3a08a90ffb27ee000583	Jack Dupont	512631f8a90ffbd442000037	Facebook	My FB	true	false	false	false	false	false
4f4f3a08a90ffb27ee000583	Jack Dupont	57def21f8a90ffbd44266663f	Dimelo Answers	My Assistance	true	true	true	true	false	false

Interventions Comments (known as Export::InterventionsComments)

Export name	interventions_comments
Incremental availability	Yes
Time filtering	Creation time

Column Name	Description	Type	Example	Comment
created_at	Creation Date	Datetime	23/08/2013 12:15	
body	Body	String	Jack, I reassigned to you as this is your domain	Sensitive
created_from	Created From	String	interface	
intervention_id	Intervention ID	ObjectId	55cdaade77656222d500061d	
id	Intervention Comment ID	ObjectId	55dc83d677656254ca000a2e	
identity_id	Identity ID	ObjectId	55cda9e6776562a64400000	

			1	
identity_name	Identity Name	String	Pierre Dupont	Sensitive
source_id	Source ID	ObjectId	55cda687776562377900083d	
source_name	Source Name	String	My Facebook Page	
thread_id	Thread ID	ObjectId	55cda7bd7765622b58000735	
user_id	Categories	ObjectId	51f241de7aa58dd360006706	
user_name	User Name	String	Jean Dupuis	

Presence statuses (known as Export::PresenceStatus)

Export name	presence_status
Incremental availability	No
Time filtering	No

Column Name	Description	Type	Example	Comment
created_at	Creation Date	Datetime	23/08/2013 12:15	
updated_at	Update Date	Datetime	23/08/2013 12:15	
id	Presence status ID	ObjectId	55dc83d677656254ca000a2e	
name	Presence status Name	String	Meeting	

Extensions Reports

In Dimelo Digital, we can enable extensions.

Each extension may append columns to existing csv or provide new exports.

Customer Satisfaction (known as Export::Responses)

Note: Sometimes customers reply to the same survey several times, we take their last submission.

Export name	responses
Incremental availability	Yes
Time filtering	Responded time

Column Name	Description	Type	Example	Comment
responded_at	Survey Response date	Datetime	23/08/2013 12:15	
sg_response_id	Survey Gizmo response ID	String	42	
sg_survey_id	Survey Gizmo survey ID	String	987654321	
content_thread_id	Content Thread ID	ObjectId	55cdaade77656222d500061d	
intervention_id	Intervention ID	ObjectId	55dc83d677656254ca000a2e	
intervention_categories	Intervention categories	String	SAV, Important, etc	
user_id	Agent ID	ObjectId	55cda687776562377900083d	
user_name	Agent name	String	Pierre Dupont	
identity_id	Respondent ID	ObjectId	55cda7bd7765622b58000735	
identity_name	Respondent name	ObjectId	Paul Martin	Sensitive
main_indicator	Selected answer value of the main_question	Integer	4	
question_x	Question x	String	Are you satisfied ?	X is 1 to max number of survey question

				Be careful in case of automation there will be as may question_x answer_x than there are question in the survey(s) This mean that this may change if the survey change
answer_x	Answer x	String	Yes, it's awesome	X is 1 to max number of survey question Be careful in case of automation there will be as may question_x answer_x than there are question in the survey(s) This mean that this may change if the survey change

Survey

Interventions Satisfactions (known as Export::Interventions)

The following columns will be added to [Interventions csv](#).
This export can be incremental.

Column Name	Description	Type	Example / Comment
satisfaction_grade	Satisfaction grade	Integer	4
satisfaction_sent_at	Satisfaction sent date	Datetime	07/10/2013 11:52
satisfaction_answered_at	Satisfaction answer date	Datetime	07/10/2013 11:52
satisfaction_response_id	Gizmo Response ID	String	729
satisfaction_survey_id	Gizmo Survey ID	String	1284489

Reply Assistant

Knowledge Base (known as Export::ReplyAssistantKnowledgeBaseVersions)

Export name	reply_assistant-knowledge_base
Incremental availability	No
Time filtering	No

Export of all knowledge base entries for reply assistant

Column Name	Description	Type	Example / Comment
foreign_id	Entry identifier	String	4
label	Label	String	Contact Agent by private message
number	Version number	Integer	1
body	Body	Text	Hi, please reach us by private message, Thanks.
language	Language	String	en
categories	Categories	Array	Mobile, Simcard
sources	Sources	Array	My Facebook Page, My Twitter

Sentence (known as `Export::ReplyAssistantSentenceVersions`)

Export name	reply_assistant-sentences
Incremental availability	No
Time filtering	No

Export of all sentences for reply assistant

Column Name	Description	Type	Example / Comment
body	Body	Text	
label	Label	String	
language	Language	String	en
number	Version number	Integer	1

sources	Sources	Array	My Facebook Page, My Twitter
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Sentiment Analysis

Messages sentiment (known as Export::Contents)

The following columns will be added to [Messages.csv](#).
This export can be incremental.

Column Name	Description	Type	Example / Comment
sentiment_text	Sentiment (as text)	Text	negative, neutral or positive