Dialler Contacts - Legacy Import / Export Format

Notes
Deprecated from Release 3.19

This scheme is legacy and does not provide access to new fields and settings. You should use Import Export Schemes instead.

Fields

The individual fields for dialler contacts are documented in the import / export list below.

Conventions

The import / export format for dialler contacts is CSV. The CSV files must adhere to the following conventions:

- CSV format
- Every line contains one record
- Fields in each record are separated by a semicolon (recommended)
- Values in text and date / time fields are surrounded by quotation marks (")
- Only numeric field values can be specified without quotation marks (")

Fields

The following fields are defined:

Name	Type (Max Length)	Changes from Release 3.19	Required	Content
DiallerContact	TEXT (Fixed)		Ja	Fixed, must contain "DiallerContact".
dtImported	DATETIME			Date and time of import in the format YYYY-MM-DD HH:mm:SS
DiallerCampaignsName	TEXT (64)			Name of the dialer campaign. Not required during import (the dialler campaign is selected explicitly).
UserData	TEXT (64)			Foreign system key or ID.
Client	TEXT (32)	TEXT (64)		Client.
Service	TEXT (32)	TEXT (64)		Service.
ReferenceNumber	TEXT (32)	TEXT (64)		Reference Number e.g. from the foreign system.
Name	TEXT (32)	TEXT (64)	Ja	Surname.
FirstName	TEXT (32)	TEXT (64)	Ja	First name.
Salutation	TEXT (16)			Mr. Mrs. etc.
Title	TEXT (16)			Dr. etc.
Company	TEXT (32)	TEXT (64)		Company.
Address	TEXT (32)	TEXT (64)		Street.
PostalCode	TEXT (10)			Post Code.
City	TEXT (32)	TEXT (64)		City.
Country	TEXT (32)	TEXT (64)		Country.

AccountOwner	TEXT (32)	TEXT (64)		Account ewner.
AccountBank	TEXT (32)			Bank.
AccountNationalBankCode	TEXT (10)			National bank code.
AccountBIC	TEXT (11)			BIC.
AccountNumber	TEXT (20)			Account number.
AccountIBAN	TEXT (34)			IBAN.
Amount	NUMBER			Amount.
PhoneNumber1	TEXT (32)		Ja	Telephone number 1 in E.164 format.
PhoneNumber2	TEXT (32)			Telephone number 2 in E.164 format.
PhoneNumber3	TEXT (32)			Telephone number 3 in E.164 format.
PhoneNumber4	TEXT (32)			Telephone number 4 in E.164 format.
PhoneNumber5	TEXT (32)			Telephone number 5 in E.164 format.
PhoneNumber6	TEXT (32)			Telephone number 6 in E.164 format.
FaxNumber	TEXT (32)			Fax number.
Email	TEXT (32)	TEXT (256)		Email.
Website	TEXT (64)	TEXT (Unlimited)		Website.
Comment	TEXT (Unlimited)			Comments
ReservedUsersUID	TEXT (32)			UID of the agent, which has reserved this contact.
FollowUpUsersUID	TEXT (32)			UID of the agent, which owns the follow up appointment or delay.
FollowUpDateTime	DATETIME			Appointment or delay date and time for this contact.
ResultCodesExportKey	TEXT (32)			Export key of the dialler result code.
Done	NUMBER (Empty, 0 or 1)			Result code = done
Aborted	NUMBER (Empty, 0 or 1)			Result code = aborted
Appointment	NUMBER (Empty, 0 or 1)			Result code = appointment (in dialler)
Delay	NUMBER (Empty, 0 or 1)			Result code = delayed (in dialler)
bPhoneNumber1Invalid	NUMBER (Empty, 0 or 1)			Telephone number 1 is invalid (determined by dialler)
bPhoneNumber2Invalid	NUMBER (Empty, 0 or 1)			Telephone number 2 is invalid (determined by dialler)
bPhoneNumber3Invalid	NUMBER (Empty, 0 or 1)			Telephone number 3 is invalid (determined by dialler)
bPhoneNumber4Invalid	NUMBER (Empty, 0 or 1)			Telephone number 4 is invalid (determined by dialler)
bPhoneNumber5Invalid	NUMBER (Empty, 0 or 1)			Telephone number 5 is invalid (determined by dialler)
bPhoneNumber6Invalid	NUMBER (Empty, 0 or 1)			Telephone number 6 is invalid (determined by dialler)

Example Record

"DiallerContact";"2017-07-16 07:28:44";"Sub-Campaign";"123123122";"Client";"Service";"ReferenceNumber";"Name";"FirstName";"Salutation";"Title";"Company";"Address";"PostalCode";"City";"Country";"AccountOwner";"AccountBank";"AccountNationalBankCode";"AccountBIC";"AccountNumber";"AccountIBAN";Amount;"49199111111";"49199222222";"49199333333";"49199444444";"49199555555";"49199666666";"Fax";"E-Mail";"Website";"Comments";"agent1";"agent1";"2017-07-17 10:00:00";"APPT";;;1;0;0;0;0;0;0