



IMPORT HISTORIC DATA

You may either import data from text files directly in the application or send data to the simTree api. Upon request we can also provide template projects for creating import services.

I. FILE IMPORT IN APPLICATION

STEPS:

In **Settings** window, there is **Import statistics** option

The screenshot shows the 'Historic data' screen in the application. The top navigation bar includes 'pompom', 'Home', 'Forecast', 'Settings', and 'User'. The main content area is titled 'Historic data' and features a table of call data. Above the table, there are four buttons: 'last imported calls' (with a value of 6 and minus/plus icons), 'select files' (with an 'Import' button), 'import settings' (with a 'Settings' button), and 'delete calls' (with a 'Delete' button). The table has the following data:

call id	time stamp	call type	talk	wrap	tag 1	tag 2	tag 3
85940905	2022-09-21T21:59:00.000Z	4	0	0	99999	800	2
85940902	2022-09-21T21:59:00.000Z	4	0	43166	47033	44054	53
85940900	2022-09-21T21:58:00.000Z	4	0	3564	89942	89942	81
85940897	2022-09-21T21:58:00.000Z	4	39483	4699	65318	65318	97
85940896	2022-09-21T21:57:00.000Z	3	0	0	9915	9915	4
85940894	2022-09-21T21:57:00.000Z	4	0	16528	8707	8707	23

FIGURE 1. IMPORT FILE SCREEN

Click **Import** button to open import pop-up

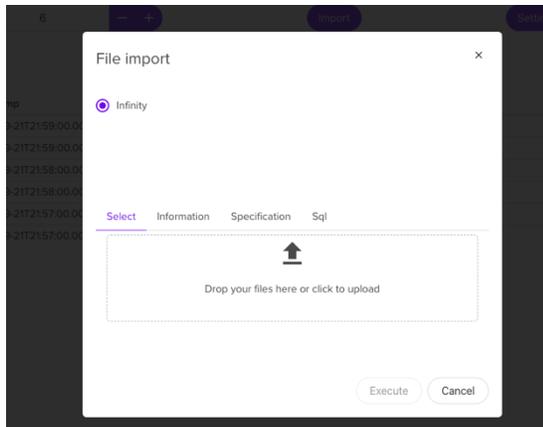


FIGURE 2. FILE IMPORT POP-UP

Choose files in proper format to import

	A	B	C	D	E	F	G	H
1	CallID	timestamp_utc	wrap	talk	tag1	tag2	tag3	Abandons
2	85976243	64273892	0	0	25163	25163	70	1
3	85976210	64273892	0	47809	44140	44140	60	0
4	85975827	64273892	0	0	8000000135	0	0	0
5	85976197	64273892	7891	0	13	800	4	0
6	85976231	64273892	4229	30519	3376	3376	12	0
7	85976248	64273892	5981	2960	25196	25196	71	0
8	85976158	64273892	78546	29294	24584	24584	25	0
9	85976198	64273892	10787	0	17	800	4	0
10	85976247	64273892	0	0	25228	25228	70	1
11	85976250	64273892	0	0	25632	25632	70	1
12	85976222	64273892	2954	25184	25632	25632	70	0
13	85976218	64273892	15134	104715	87594	87594	82	0
14	85976235	64273892	0	64445	88455	88455	79	0
15	85976240	64273892	0	0	25683	25683	70	1
16	85976151	64273892	27629	0	2789	2789	12	0
17	85976259	64273892	0	0	25632	25632	70	1
18	85976228	64273892	0	24707	1048	1048	12	0
19	85976145	64273892	0	27543	1048	1048	12	0

FIGURE 3. SAMPLE OF CSV FILE'S FORMAT

Click **Execute** to start importing file

During the import process, there will be notifications if it is succeeded or there is error

II. SEND DATA THROUGH THE SIMTREE API

1. USER AUTHENTICATION:

Using POST method

URL: <https://api-dot-secure-ripple-312910.nw.r.appspot.com/authentication/user>

Request body in JSON format

```
{  
  "strategy":"local",  
  "email":<your email>,  
  "password":<your password>  
}
```

Result contains "accessToken" and a "refreshToken". The refreshToken is valid for a year and the accessToken for a day.

To get a new accessToken call POST to the same URL with the body:

```
{  
  "strategy":"local",  
  "action":"refresh",  
  "refresh_token":your refreshToken string  
}
```

2. IMPORT CALLS

URL: <https://api-dot-secure-ripple-312910.nw.r.appspot.com/import-calls>

Method:POST

Headers

Authorization: Bearer <your accessToken>

dn-customer-schema: < name of your schema>

Body

List of calls data in JSON format:

```
{
  "callid": 85976182,
  "timestamp": "2022-03-15T22:33:00.000Z",
  "wrap":247584,
  "talk":202447,
  "tag1":25647,
  "tag2":25647,
  "tag3":70,
  "abandon":0
},
{
  "callid": 85976183,
  "timestamp": "2022-03-15T22:33:00.000+00:00",
  "wrap":247584,
  "talk":202447,
  "tag1":25647,
  "tag2":25647,
  "tag3":70,
  "abandon":1
}
```

Type: array

Item type: object

Properties specification:

- callid: unique 32bit integer (if callid already exists the record will be ignored)

- timestamp: ISO 8601 datetime string. If no time zone is given, a time zone specified on the server is used
- wrap: 32bit integer of the wrap time in milliseconds
- talk: 32bit integer of the talk time in milliseconds
- tag1: 64bit integer used in call grouping
- tag2: 64bit integer used in call grouping
- tag3: 32bit integer used in call grouping
- abandon: 1 if call was abandoned, otherwise 0

Limit to max 10000 calls so that the request size limit is not reached.
Duplicate calls are ignored.

Result

successful: {"ok": true} /failure: fail message

NOTE!

You can verify the import by logging in to the application with the same credentials as for the api.

URL: <https://frontend-dot-secure-ripple-312910.nw.r.appspot.com/#/login>

Under settings/Import statistics you can see the latest imported calls.

3. RETRIEVE THE LAST IMPORTED CALL

1. Headers

Authorization: Bearer <your accessToken>

dn-customer-schema: < name of your schema>

2. GET method to URL: <https://api-dot-secure-ripple-312910.nw.r.appspot.com/calls?limit=1>

3. Result example (calltype 3 corresponds to abandon :

```
[{"callid":280431,"calltype":4,"timestamp_utc":"2022-11-30T15:59:00.000Z","talk":0,"wrap":0,"tag1":"99999","tag2":"800","tag3":2}]
```

4. If no calls exist in database an empty array is returned