CSV file format PI

> The .csv file for dialers uploads telephone numbers en masse, which the system has to call. This file itself has a specific format in order to be valid when uploading it to the system.

basic format

For Progressive type dialers:
1CampaignName;Phone;AdditionalInformation;AlternatePhones;Priority;AgentPhone

Other types of dialers:
1Campaign name;telephone;Additional information;Alternative telephones;priority

Values

nameCampaign
Details the name of the campaign as it is created in the portal.

Phone
A single telephone is detailed, which will be the main one for the contact. If the user wishes, he can detail what type of phone it is, using the initials M, W, H, which will be detailed later.

Additional Information
Additional information will be detailed that will later be used by the agent when interacting with the client, loading all this information in the displayed form. This information must be detailed with the name of the variable, the equal symbol "=" and its value. For example, name=Mario. If there is more than one variable or additional information to be detailed, they must be separated by the colon symbol ":".

alternativephones
In this division will be the additional telephone numbers of the contact. If the user wishes, he can detail what type of phone it is, using the initials M, W, H that will be detailed later; If this is detailed, it is mandatory for the user to indicate another field that is the retries field, this would be, for example, M=0=098447120. If there is more than one telephone number to list, they must be separated by the colon symbol ":".

Priority
It is the priority that the call will have in the queue. The highest priority is 1 and the lowest is 9999. If we want a call to be made before any other call, we give it priority 1. If we have several contacts with the same priority, what it does is take randomly, respecting the levels of priority.

phoneAgent
Parameter used only for Progressive dialers, this customer telephone number is assigned to that special agent. Or it can be the name of the agent (user in uContact).

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