GENESYS™

Cloud Data Download Service Administrator's Guide

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Cloud Data Download Service

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Cloud Data Download Service (CDDS) enables you to securely export and download your contact center data.

The exported data files are encrypted with your public encryption key and stored for 30 days, during which time you can download the files and decrypt them using your private encryption key.

After 30 days, the data files are deleted.

Related documentation:
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Requirements

CDDS requires public/private keys for the encryption and decryption of data files and a valid X.509 RSA-compliant certificate. Before you can export data, you must have a valid encryption certificate specified in your user preferences.

General Data Protection Regulation (GDPR) compliance

In general, Genesys support for GDPR compliance is based on default configuration settings and typical application usage. Cloud Data Download Service, like other underlying components within Genesys Multicloud CX, does not store sensitive information beyond 30 days. Users who download their data using this tool are responsible for GDPR compliance in regards to any data that they have downloaded.

For more information, see Genesys Multicloud CX Support for GDPR.

Logging in
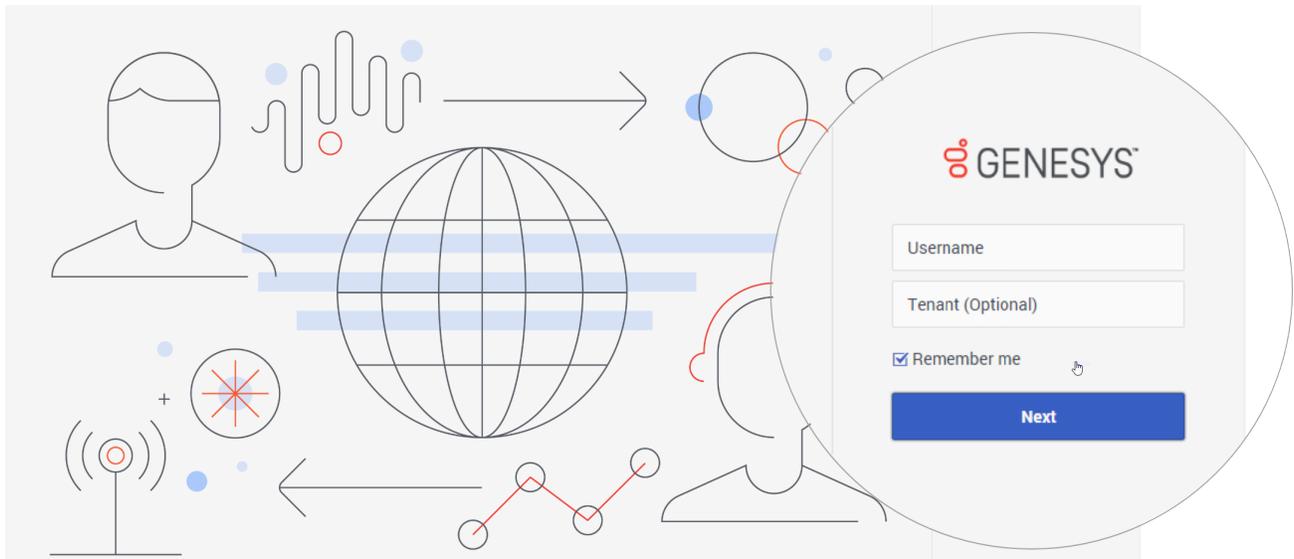
To log in to CDDS, enter your **Username**. You can also specify the **Tenant** name, but this is optional.

If you want your details to be saved for the next time you log in, select **Remember me**.

Click **Next**.

Enter your **password** and click **Sign in**.

> ### Important
>
> If you don't have the permissions required to access CDDS, you'll be taken to an **Access Denied** page. If you feel this is in error, ask your administrator to check your permissions.

Importing an encryption certificate
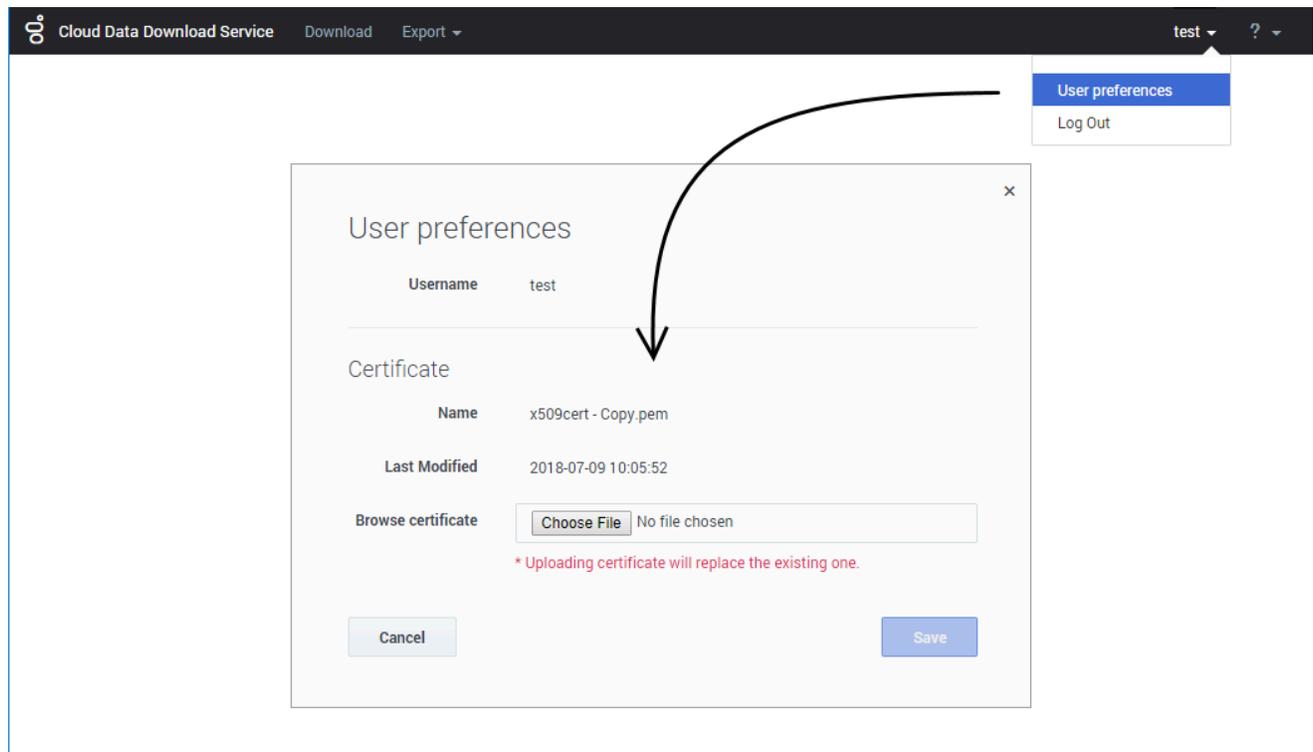
Before you can export data, a valid encryption certificate must be specified in your user preferences.

To add (or change) your encryption certificate, click your user name and select **User preferences**. Choose the certificate file you want to use and save your changes.

> ### Important
> When you upload a certificate, it replaces any certificate that is currently specified.

Logging out

To log out, click your user name to open the drop-down and select **Log Out**.

Administration

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From the **Administration** menu, you can access the **Jobs** page to set up, modify, and monitor your data export jobs.

Related documentation:
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Jobs page

The **Jobs** page displays a list of your data export jobs. From here, you can create a new data export job or monitor and manage existing ones.

> ## Tip
> You can view full details for all active and completed jobs on the History page, which you can access from the Export menu.

The page provides details about each job, such as data source, job type, latest status, and date when each job last ran. If a job is still running, the **Latest Status** column features a status bar to indicate the progress of the active data export job. If you hover your mouse over the bar, it displays the estimated time remaining until the job completes.

Adding a new job

To create a new job, click the **Add new job** button:

This opens the job settings editor, where you can specify the settings for the new job. Mandatory fields are marked with an asterisk (*).

You must give the job a **Title**. You can also add a **Description**, but this is optional.

Select **Contact History** as the data **Source**. Then you can choose either **Interaction** or **Contact** as the data **Type**.

> ## Important
>
> **Info Mart** exports are not supported. Do not select **Info Mart** as the data source for your job.

By default, **Media Types** is enabled for **all**. If you turn the slider off, you must select at least one media type (for example, **Chat**). You can add multiple media types.

Use the **Run** setting to specify how often to run the job. You can then choose to run the job immediately or schedule it to start at a specific date and time.

> ## Important

- If you select **Hourly**, the start time is calculated based on 00:00 UTC (Coordinated Universal Time) and not the local timezone. For example, let's say you want the job to run every 4 hours. The first run of the job will be at 00:00 UTC, the next at 04:00 UTC, then 08:00 UTC, and so on.

- Also, note that CDDS uses Coordinated Universal Time (UTC) to calculate the start time for scheduled jobs and not the local timezone. As a result, job start times are not automatically adjusted to align with changes to the local timezone, such as for Daylight Savings Time. After a local timezone change, review the start times for your scheduled jobs and adjust accordingly.

The **Export Timeframe** setting lets you export all data or just the data for a specific time period. If you select **Fixed interval**, you can then specify the **Start** and **End** dates for the export.

By default, the data is exported as a single file. If you want to break the exported data into a set of smaller files, use the **File Split Size** setting to specify the size of each file.

When you are finished setting up the job, click **Save**.

Cloning a job

This option is useful if you want to create a new job based on the settings of an existing job.

Select the job you want to clone and choose **Clone selected** from the **Add new** button dropdown menu:
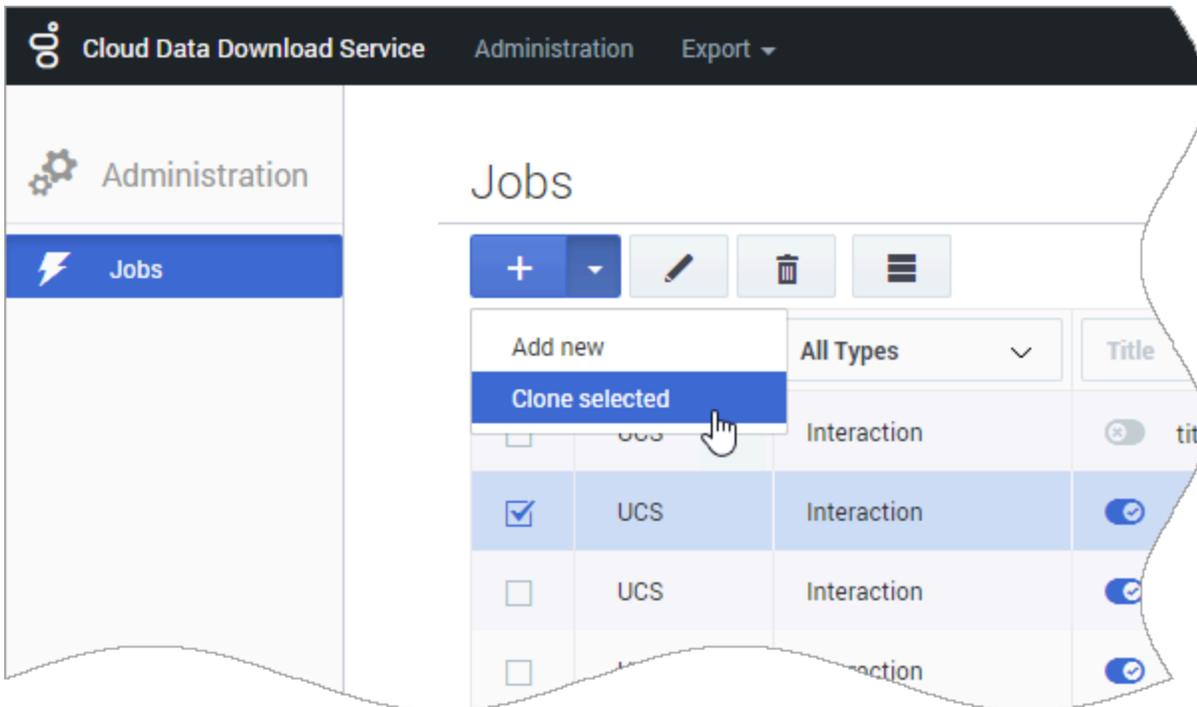
This opens the job settings editor. You can keep the existing job settings, or make any desired changes. For example, you might want to give the job a different **Title** or adjust the range of the **Export Start/End** dates.

When you are finished, click **Save**.

Suspending (and resuming) a job

Use the slider to change the state of a job to **suspended** or **active**.

> ### Important
>
> If you create a one-time data export job (i.e. a job you intend to only run once) and submit it to run immediately, it is automatically added in a suspended state and can't be resumed. If you create and submit a one-time job with a delayed (i.e. scheduled) start time, it automatically changes to a suspended state when the job starts.

Editing a job

Select the job you want to edit and click the pencil icon:

When you are finished making changes, click **Save**.

> **Important**
>
> If the data export job is only going to be run once, you won't be able to edit it after it is submitted.

Deleting a job

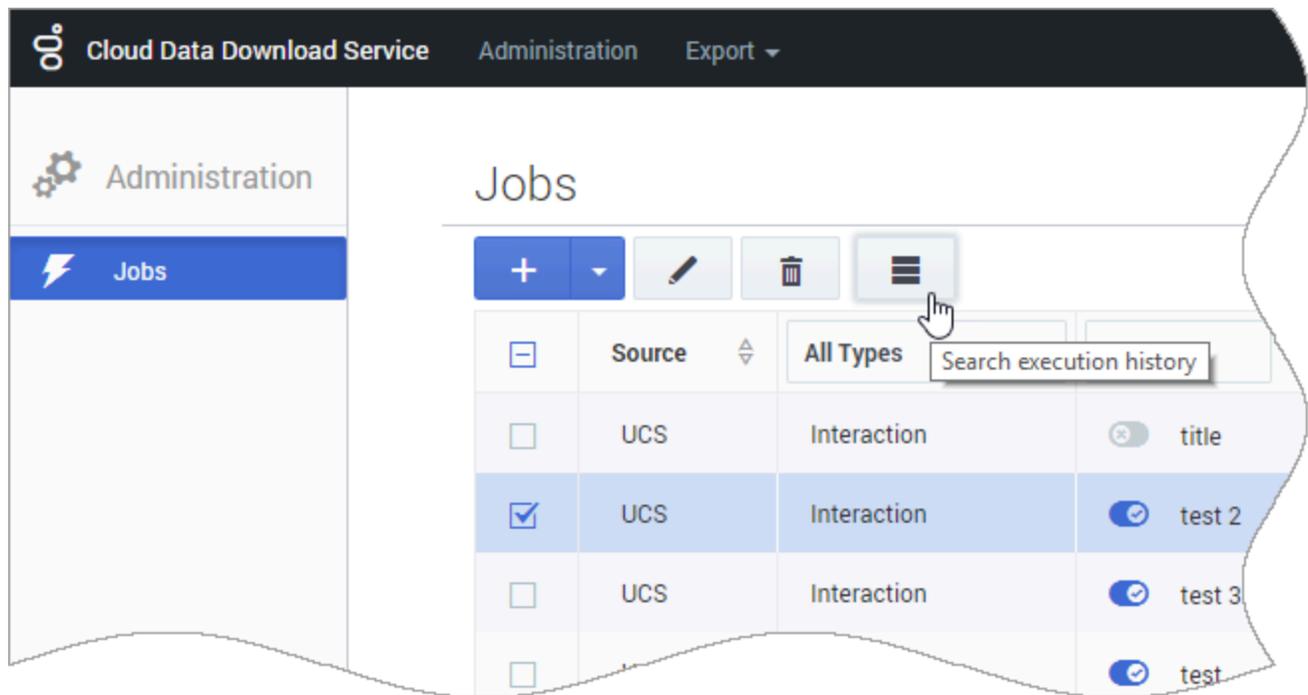Select the job you want to delete and click the trash icon:

> **Important**
>
> You can't delete a job that is still in progress.

Viewing the job history

If you select a job and click the collapsed (or "hamburger") button, it will take you to the History page, where the results will be filtered to show the history of the selected job.

Export

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From the **Export** menu, you can review and access your exported data files.

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History page

The **History** page shows a list of active and completed export jobs, with details such as the data source, job type, the current status of the job, when the job started, and the resulting file name. You can use the column headers to select, sort, or filter the files in the list.

For jobs with a status of **In Progress**, a progress bar indicates that the data export is currently active. If you hover your mouse over the bar, it will show you the estimated remaining time for the job to complete.

From this page, you can select a job and use the buttons to view additional details about the job, delete the job, clone that particular instance of the job, or locate the related file(s) on the **Artifacts** page.

Artifacts page

The **Artifacts** page shows the exported data files that are available for download. You can see additional details about each file, such as the data type, when it was created, and how many days are remaining in the 30-day storage limit. You can use the column headers to select, sort, or filter the files in the list.

From this page, you can select a file(s) and then use the buttons to **download** or **delete** the selected file(s). You can select up to a maximum of 100 files, but note that each download opens in a separate browser window. Depending on your browser settings, you might need to disable any pop-up

blockers.

Alternatively, you can also download a single file by clicking its download icon (⬇). This sends the file directly to your specified download location.

> ## Important
>
> Files are stored for a maximum of 30 days. When the **Remaining Days** value reaches zero (0), the file is removed from storage and no longer available for download.

Downloading split files

If a job was set up using the **File Split Size** option, you must download all of the files associated with that job before extracting the data.

You can tell if a file belongs to a split job by the filename — it will indicate that the file is part of a numbered set. For example, **export-2b710a2c-0e7f-4918-983c-c02d108eaeb0.z12.smime** indicates that this file is part 12 of a compressed data file.

When you have downloaded all of the split files for a job, you just need to initiate the extraction for one of the files. The extraction utility will automatically locate and extract the other pieces that belong to the data file.

Decrypting downloaded data files

To obtain exported data files, you must have a valid encryption certificate specified in your CDDS user preferences. During the generation of data files, the original files are zip-compressed and packaged in an S/MIME message with an enveloped-data content type that is encrypted using the public key of the certificate you provided. Once you download the data files, you can decrypt them by using the private key associated with the certificate.

You can use OpenSSL to decrypt your data export files. You can download the software by following the instructions here. If you are working with Windows, the OpenSSL binaries can be downloaded here.

To decrypt a downloaded data file, use the following OpenSSL command:

```
openssl smime -decrypt -binary -inkey .key -in .zip.smime -out .zip
```

where:

is the file to be decrypted

is the private key you used to initially configure file encryption, so that the exported files can be decrypted

is the file that would be written after decryption

After the file is decrypted, you can extract the contents of the zip file. Typically, the extracted files and folders are arranged in a hierarchical structure.

For more information about the formats and schemas used for data export files, see the Contact History Export Reference page.

If you want to decrypt your data files using a Java program, you can leverage code from this repository.

Contact History Export Reference

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This page contains information about how the data files for Contact History export jobs are formatted and structured.

Related documentation:
-

The exported data files are formatted in JSON (JavaScript Object Notation) Lines format. In this type of format, each line in the file corresponds to one interaction or contacts attribute, represented as a JSON object with keys and values.

For example, an entry in a contact export might look like this:

```
{"ContactId":"00001a57JGQ00A8TZSA","tenantid":101,"createddate":"2015-08-05 08:31:20.78"}
```

The way that the data fields and values are organized in each export file is controlled by a *schema*. The schemas used by CDDS are based on **JSON Schema** (draft 7). You can learn more about JSON Schema by visiting their website.

The following sections provide the schemas used for each type of export job and include some examples of exported data.

> Important
>
> The examples provided for each export file have been formatted for easier viewing. In an actual export file, the data is displayed as a single-line, with each key-value pair separated by a comma.

Interactions

Interaction data contains details about interactions that were processed during the time period specified in the job settings, such as voice calls, chats, and emails. When CDDS exports this data, all of the data records for each interaction type are merged into a single export file:

EntityType>-jobId>.json

The exported interaction data includes several details about the interaction, such as when it took place, the contact ID, disposition code, and any notes that the agent might have made during the interaction. You can see an example of exported interaction data here.

In addition to data values, interaction data may also include attached files (such as attachments in email interactions). The contents of these file attachments are exported in a separate file that uses a document schema:

EntityType>-Attachment-jobId>.json

You can associate interactions with their file attachments by cross-referencing the **id** field in the interaction export with the **entityid** field in the related document export file.

> ### Important
>
> Schema files are created only if there is corresponding data being exported. For example, if there are no documents being exported, no document schema is generated.

Interaction schema

[+] Click to show

```
{
  "definitions": {},
  "$schema": "http://json-schema.org/draft-07/schema#",
  "$id": "http://genesys.com/gdps/schema/9.0.001.07/interaction.json",
  "type": "object",
  "title": "Interaction schema",
  "required": [
    "IXNID"
  ],
  "properties": {
    "IXNID": {
      "$id": "#/properties/IXNID",
      "type": "string",
      "title": "The IXNID Schema",
      "default": "16 characters",
      "examples": [
        {
          "example of interaction Id": "17PKMJG4K82TRGG1"
        },
        {
          "Length": "16 characters"
        }
      ]
    },
    "STATUS": {
      "$id": "#/properties/STATUS",
      "type": "integer",
      "title": "The STATUS Schema",
      "default": "null",
      "examples": [
        {
          "values": "0: New, 1: Pending, 2: InProcess, 3: Stopped"
        },
        {
          "definition": "Interaction state available through a set of enums"
        }
      ]
```

```
      },
      "ENTITYTYPEID": {
        "$id": "#/properties/ENTITYTYPEID",
        "type": "integer",
        "title": "The ENTITYTYPEID Schema",
        "default": "null",
        "examples": [
          {
            "values": "0: EmailIn, 1: EmailOut, 2: Chat, 3: PhoneCall, 5: Callback, 6:
CoBrowse, 7: Interaction"
          },
          {
            "definition": "Interaction type available through a set of enums"
          }
        ]
      },
      "MEDIATYPEID": {
        "$id": "#/properties/MEDIATYPEID",
        "type": "string",
        "title": "The MEDIATYPEID Schema",
        "default": "",
        "examples": []
      },
      "TYPEID": {
        "$id": "#/properties/TYPEID",
        "type": "string",
        "title": "The TYPEID Schema",
        "default": "",
        "examples": []
      },
      "SUBTYPEID": {
        "$id": "#/properties/SUBTYPEID",
        "type": "string",
        "title": "The SUBTYPEID Schema",
        "default": "",
        "examples": []
      },
      "EXTERNALID": {
        "$id": "#/properties/EXTERNALID",
        "type": "string",
        "title": "The EXTERNALID Schema",
        "default": "",
        "examples": []
      },
      "OWNERID": {
        "$id": "#/properties/OWNERID",
        "type": "integer",
        "title": "The OWNERID Schema",
        "default": "",
        "examples": []
      },
      "CONTACTID": {
        "$id": "#/properties/CONTACTID",
        "type": "string",
        "title": "The CONTACTID Schema",
        "default": "",
        "examples": []
      },
      "PARENTID": {
        "$id": "#/properties/PARENTID",
        "type": "string",
        "title": "The PARENTID Schema",
        "default": "",
```

```
      "examples": []
    },
    "STARTDATE": {
      "$id": "#/properties/STARTDATE",
      "type": "string",
      "title": "The STARTDATE Schema",
      "default": "Date and time of creation",
      "examples": [
        {
          "StartDate": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 standard when interaction starts"
        }
      ]
    },
    "MODIFIEDDATE": {
      "$id": "#/properties/MODIFIEDDATE",
      "type": "string",
      "title": "The MODIFIEDDATE Schema",
      "default": "null",
      "examples": [
        {
          "ModifiedDate": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 standard when interaction is updated"
        }
      ]
    },
    "ENDDATE": {
      "$id": "#/properties/ENDDATE",
      "type": "string",
      "title": "The ENDDATE Schema",
      "default": "null",
      "examples": [
        {
          "EndDate": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 when interaction is stopped"
        }
      ]
    },
    "THREADID": {
      "$id": "#/properties/THREADID",
      "type": "string",
      "title": "The THREADID Schema",
      "default": "",
      "examples": []
    },
    "CATEGORYID": {
      "$id": "#/properties/CATEGORYID",
      "type": "string",
      "title": "The CATEGORYID Schema",
      "default": "",
      "examples": []
    },
    "TIMESHIFT": {
      "$id": "#/properties/TIMESHIFT",
      "type": "integer",
      "title": "The TIMESHIFT Schema",
      "default": "",
```

```
    "examples": []
},
"SUBJECT": {
  "$id": "#/properties/SUBJECT",
  "type": "string",
  "title": "The SUBJECT Schema",
  "default": "",
  "examples": []
},
"TEXT": {
  "$id": "#/properties/TEXT",
  "type": "string",
  "title": "The TEXT Schema",
  "default": "",
  "examples": []
},
"STRUCTUREDTEXT": {
  "$id": "#/properties/STRUCTUREDTEXT",
  "type": "string",
  "title": "The STRUCTUREDTEXT Schema",
  "default": "",
  "examples": []
},
"STRUCTTEXTMIMETYPE": {
  "$id": "#/properties/STRUCTTEXTMIMETYPE",
  "type": "string",
  "title": "The STRUCTTEXTMIMETYPE Schema",
  "default": "",
  "examples": []
},
"THECOMMENT": {
  "$id": "#/properties/THECOMMENT",
  "type": "string",
  "title": "The THECOMMENT Schema",
  "default": "",
  "examples": []
},
"TENANTID": {
  "$id": "#/properties/TENANTID",
  "type": "integer",
  "title": "The TENANTID Schema",
  "default": "",
  "examples": []
},
"SUBTENANTID": {
  "$id": "#/properties/SUBTENANTID",
  "type": "integer",
  "title": "The SUBTENANTID Schema",
  "default": "",
  "examples": []
},
"THREADHASH": {
  "$id": "#/properties/THREADHASH",
  "type": "integer",
  "title": "The THREADHASH Schema",
  "default": "",
  "examples": []
},
"CANBEPARENT": {
  "$id": "#/properties/CANBEPARENT",
  "type": "integer",
  "title": "The CANBEPARENT Schema",
  "default": "",
```

```
      "examples": []
    },
    "CREATORAPPID": {
      "$id": "#/properties/CREATORAPPID",
      "type": "integer",
      "title": "The CREATORAPPID Schema",
      "default": "",
      "examples": []
    },
    "QUEUENAME": {
      "$id": "#/properties/QUEUENAME",
      "type": "string",
      "title": "The QUEUENAME Schema",
      "default": "",
      "examples": []
    },
    "ALLATTRIBUTES": {
      "$id": "#/properties/ALLATTRIBUTES",
      "type": "object",
      "title": "The ALLATTRIBUTES Schema",
      "default": "null",
      "examples": [
        {
          "example of AllAttributes data":
"\"AllAttributes\":{\"LastName\":\"WALLACE\",\"RStrategyDBID\":\"252\",\"RVQDBID\":\",\"ServiceObjective\":0,\"
Scheduled\"}}\""
        },
        {
          "definition": "Userdata key/value pairs"
        },
        {
          "format": "{\"\": } where key is a string and data either a string, an integer or
another valid json object. Format allows nested structures."
        }
      ]
    },
    "STRATTRIBUTE1": {
      "$id": "#/properties/STRATTRIBUTE1",
      "type": "string",
      "title": "The STRATTRIBUTE1 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE2": {
      "$id": "#/properties/STRATTRIBUTE2",
      "type": "string",
      "title": "The STRATTRIBUTE2 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE3": {
      "$id": "#/properties/STRATTRIBUTE3",
      "type": "string",
      "title": "The STRATTRIBUTE3 Schema",
      "default": "",
      "examples": []
    },
    "STRATTRIBUTE4": {
      "$id": "#/properties/STRATTRIBUTE4",
      "type": "string",
      "title": "The STRATTRIBUTE4 Schema",
      "default": "",
      "examples": []
```

```
        },
        "STRATTRIBUTE5": {
          "$id": "#/properties/STRATTRIBUTE5",
          "type": "string",
          "title": "The STRATTRIBUTE5 Schema",
          "default": "",
          "examples": []
        },
        "STRATTRIBUTE6": {
          "$id": "#/properties/STRATTRIBUTE6",
          "type": "string",
          "title": "The STRATTRIBUTE6 Schema",
          "default": "",
          "examples": []
        },
        "STRATTRIBUTE7": {
          "$id": "#/properties/STRATTRIBUTE7",
          "type": "string",
          "title": "The STRATTRIBUTE7 Schema",
          "default": "",
          "examples": []
        },
        "STRATTRIBUTE8": {
          "$id": "#/properties/STRATTRIBUTE8",
          "type": "string",
          "title": "The STRATTRIBUTE8 Schema",
          "default": "",
          "examples": []
        },
        "STRATTRIBUTE9": {
          "$id": "#/properties/STRATTRIBUTE9",
          "type": "string",
          "title": "The STRATTRIBUTE9 Schema",
          "default": "",
          "examples": []
        },
        "STRATTRIBUTE10": {
          "$id": "#/properties/STRATTRIBUTE10",
          "type": "string",
          "title": "The STRATTRIBUTE10 Schema",
          "default": "",
          "examples": []
        },
        "INTATTRIBUTE1": {
          "$id": "#/properties/INTATTRIBUTE1",
          "type": "integer",
          "title": "The INTATTRIBUTE1 Schema",
          "default": "",
          "examples": []
        },
        "INTATTRIBUTE2": {
          "$id": "#/properties/INTATTRIBUTE2",
          "type": "integer",
          "title": "The INTATTRIBUTE2 Schema",
          "default": "",
          "examples": []
        },
        "INTATTRIBUTE3": {
          "$id": "#/properties/INTATTRIBUTE3",
          "type": "integer",
          "title": "The INTATTRIBUTE3 Schema",
          "default": "",
          "examples": []
```

```
    },
    "INTATTRIBUTE4": {
      "$id": "#/properties/INTATTRIBUTE4",
      "type": "integer",
      "title": "The INTATTRIBUTE4 Schema",
      "default": "",
      "examples": []
    },
    "INTATTRIBUTE5": {
      "$id": "#/properties/INTATTRIBUTE5",
      "type": "integer",
      "title": "The INTATTRIBUTE5 Schema",
      "default": "",
      "examples": []
    },
    "ISSPAM": {
      "$id": "#/properties/ISSPAM",
      "type": "integer",
      "title": "The ISSPAM Schema",
      "default": "",
      "examples": []
    },
    "WEBSAFEEMAILSTATUS": {
      "$id": "#/properties/WEBSAFEEMAILSTATUS",
      "type": "string",
      "title": "The WEBSAFEEMAILSTATUS Schema",
      "default": "",
      "examples": []
    },
    "ISCATEGORYAPPROVED": {
      "$id": "#/properties/ISCATEGORYAPPROVED",
      "type": "integer",
      "title": "The ISCATEGORYAPPROVED Schema",
      "default": "",
      "examples": []
    },
    "STOPPEDREASON": {
      "$id": "#/properties/STOPPEDREASON",
      "type": "string",
      "title": "The STOPPEDREASON Schema",
      "default": "",
      "examples": []
    },
    "LANG": {
      "$id": "#/properties/LANG",
      "type": "string",
      "title": "The LANG Schema",
      "default": "",
      "examples": []
    },
    "FROMADDRESS": {
      "$id": "#/properties/FROMADDRESS",
      "type": "string",
      "title": "The FROMADDRESS Schema",
      "default": "",
      "examples": []
    },
    "FROMPERSONAL": {
      "$id": "#/properties/FROMPERSONAL",
      "type": "string",
      "title": "The FROMPERSONAL Schema",
      "default": "",
      "examples": []
```

```
      },
      "REPLYTOADDRESS": {
        "$id": "#/properties/REPLYTOADDRESS",
        "type": "string",
        "title": "The REPLYTOADDRESS Schema",
        "default": "",
        "examples": []
      },
      "TOADDRESSES": {
        "$id": "#/properties/TOADDRESSES",
        "type": "string",
        "title": "The TOADDRESSES Schema",
        "default": "",
        "examples": []
      },
      "CCADDRESSES": {
        "$id": "#/properties/CCADDRESSES",
        "type": "string",
        "title": "The CCADDRESSES Schema",
        "default": "",
        "examples": []
      },
      "BCCADDRESSES": {
        "$id": "#/properties/BCCADDRESSES",
        "type": "string",
        "title": "The BCCADDRESSES Schema",
        "default": "",
        "examples": []
      },
      "SENTDATE": {
        "$id": "#/properties/SENTDATE",
        "type": "string",
        "title": "The SENTDATE Schema",
        "default": "null",
        "examples": [
          {
            "SentDate": "2010-04-30T12:03:30.133Z"
          },
          {
            "definition": "Date and time in ISO 8601 standard"
          }
        ]
      },
      "MAILBOX": {
        "$id": "#/properties/MAILBOX",
        "type": "string",
        "title": "The MAILBOX Schema",
        "default": "",
        "examples": []
      },
      "WHICHRULEMATCHED": {
        "$id": "#/properties/WHICHRULEMATCHED",
        "type": "string",
        "title": "The WHICHRULEMATCHED Schema",
        "default": "",
        "examples": []
      },
      "EMAILOUTID": {
        "$id": "#/properties/EMAILOUTID",
        "type": "string",
        "title": "The EMAILOUTID Schema",
        "default": "",
        "examples": []
```

```
  },
  "HEADER": {
    "$id": "#/properties/HEADER",
    "type": "string",
    "title": "The HEADER Schema",
    "default": "null",
    "examples": [
      {
        "definition": "Encoded mail header in Binary64 format"
      }
    ]
  },
  "FromAddressEmailOut": {
    "$id": "#/properties/FromAddressEmailOut",
    "type": "string",
    "title": "The FromAddressEmailOut Schema",
    "default": "",
    "examples": []
  },
  "FromPersonalEmailOut": {
    "$id": "#/properties/FromPersonalEmailOut",
    "type": "string",
    "title": "The FromPersonalEmailOut Schema",
    "default": "",
    "examples": []
  },
  "ReplyToAddressEmailOut": {
    "$id": "#/properties/ReplyToAddressEmailOut",
    "type": "string",
    "title": "The ReplyToAddressEmailOut Schema",
    "default": "",
    "examples": []
  },
  "ToAddressesEmailOut": {
    "$id": "#/properties/ToAddressesEmailOut",
    "type": "string",
    "title": "The ToAddressesEmailOut Schema",
    "default": "",
    "examples": []
  },
  "CcAddressesEmailOut": {
    "$id": "#/properties/CcAddressesEmailOut",
    "type": "string",
    "title": "The CcAddressesEmailOut Schema",
    "default": "",
    "examples": []
  },
  "BccAddressesEmailOut": {
    "$id": "#/properties/BccAddressesEmailOut",
    "type": "string",
    "title": "The BccAddressesEmailOut Schema",
    "default": "",
    "examples": []
  },
  "SentDateEmailOut": {
    "$id": "#/properties/SentDateEmailOut",
    "type": "string",
    "title": "The SentDateEmailOut Schema",
    "default": "null",
    "examples": [
      {
        "SentDateEmailOut": "2010-04-30T12:03:30.133Z"
      },
```

```
    {
      "definition": "Date and time in ISO 8601 standard"
    }
  ]
},
"FORWARD": {
  "$id": "#/properties/FORWARD",
  "type": "integer",
  "title": "The FORWARD Schema",
  "default": "",
  "examples": []
},
"REFERENCEID": {
  "$id": "#/properties/REFERENCEID",
  "type": "string",
  "title": "The REFERENCEID Schema",
  "default": "",
  "examples": []
},
"REVIEWERID": {
  "$id": "#/properties/REVIEWERID",
  "type": "integer",
  "title": "The REVIEWERID Schema",
  "default": "",
  "examples": []
},
"STANDARDRESPONSEID": {
  "$id": "#/properties/STANDARDRESPONSEID",
  "type": "string",
  "title": "The STANDARDRESPONSEID Schema",
  "default": "",
  "examples": []
},
"ESTABLISHEDDATE": {
  "$id": "#/properties/ESTABLISHEDDATE",
  "type": "string",
  "title": "The ESTABLISHEDDATE Schema",
  "default": "null",
  "examples": [
    {
      "EstablishedDate": "2010-04-30T12:03:30.133Z"
    },
    {
      "definition": "Date and time in ISO 8601 standard"
    }
  ]
},
"RELEASEDDATE": {
  "$id": "#/properties/RELEASEDDATE",
  "type": "string",
  "title": "The RELEASEDDATE Schema",
  "default": "null",
  "examples": [
    {
      "definition": "Date and time in ISO 8601 standard"
    },
    {
      "ReleasedDate": "2010-04-30T12:03:30.133Z"
    }
  ]
},
"DURATION": {
  "$id": "#/properties/DURATION",
```

```
          "type": "integer",
          "title": "The DURATION Schema",
          "default": "",
          "examples": []
        },
        "OUTCOME": {
          "$id": "#/properties/OUTCOME",
          "type": "string",
          "title": "The OUTCOME Schema",
          "default": "",
          "examples": []
        },
        "PHONENUMBER": {
          "$id": "#/properties/PHONENUMBER",
          "type": "string",
          "title": "The PHONENUMBER Schema",
          "default": "",
          "examples": []
        },
        "TCONNECTIONID": {
          "$id": "#/properties/TCONNECTIONID",
          "type": "string",
          "title": "The TCONNECTIONID Schema",
          "default": "",
          "examples": []
        },
        "CALLBACKSTATUS": {
          "$id": "#/properties/CALLBACKSTATUS",
          "type": "integer",
          "title": "The CALLBACKSTATUS Schema",
          "default": "",
          "examples": []
        },
        "DETAILEDDESCRIPTION": {
          "$id": "#/properties/DETAILEDDESCRIPTION",
          "type": "string",
          "title": "The DETAILEDDESCRIPTION Schema",
          "default": "",
          "examples": []
        },
        "CUSTOMDATA": {
          "$id": "#/properties/CUSTOMDATA",
          "type": "string",
          "title": "The CUSTOMDATA Schema",
          "default": "",
          "examples": []
        },
        "DESIREDRESPONSETYPE": {
          "$id": "#/properties/DESIREDRESPONSETYPE",
          "type": "integer",
          "title": "The DESIREDRESPONSETYPE Schema",
          "default": "",
          "examples": []
        },
        "STARTTIME": {
          "$id": "#/properties/STARTTIME",
          "type": "string",
          "title": "The STARTTIME Schema",
          "default": "null",
          "examples": [
            {
              "StartTime": "2010-04-30T12:03:30.133Z"
            },
```

```
    {
      "definition": "Date and time in ISO 8601 standard"
    }
  ]
},
"ENDTIME": {
  "$id": "#/properties/ENDTIME",
  "type": "string",
  "title": "The ENDTIME Schema",
  "default": "null",
  "examples": [
    {
      "EndTime": "2010-04-30T12:03:30.133Z"
    },
    {
      "definition": "Date and time in ISO 8601 standard"
    }
  ]
},
"CUSTOMERNUMBER": {
  "$id": "#/properties/CUSTOMERNUMBER",
  "type": "string",
  "title": "The CUSTOMERNUMBER Schema",
  "default": "",
  "examples": []
},
"ATTEMPTS": {
  "$id": "#/properties/ATTEMPTS",
  "type": "integer",
  "title": "The ATTEMPTS Schema",
  "default": "",
  "examples": []
},
"DN": {
  "$id": "#/properties/DN",
  "type": "string",
  "title": "The DN Schema",
  "default": "",
  "examples": []
},
"LOCATION": {
  "$id": "#/properties/LOCATION",
  "type": "string",
  "title": "The LOCATION Schema",
  "default": "",
  "examples": []
},
"CALLBACKSERVERID": {
  "$id": "#/properties/CALLBACKSERVERID",
  "type": "string",
  "title": "The CALLBACKSERVERID Schema",
  "default": "",
  "examples": []
},
"CALLRESULT": {
  "$id": "#/properties/CALLRESULT",
  "type": "integer",
  "title": "The CALLRESULT Schema",
  "default": "",
  "examples": []
},
"THETYPE": {
  "$id": "#/properties/THETYPE",
```

```
        "type": "integer",
        "title": "The THETYPE Schema",
        "default": "",
        "examples": []
    },
    "MIMETYPE": {
      "$id": "#/properties/MIMETYPE",
      "type": "string",
      "title": "The MIMETYPE Schema",
      "default": "",
      "examples": []
    },
    "THESIZE": {
      "$id": "#/properties/THESIZE",
      "type": "integer",
      "title": "The THESIZE Schema",
      "default": "",
      "examples": []
    },
    "CONTENT": {
      "$id": "#/properties/CONTENT",
      "type": "string",
      "title": "The CONTENT Schema",
      "default": "null",
      "examples": [
        {
          "definition": "Encoded mail content in Binary64 format"
        }
      ]
    },
    "SUBSCRIBERID": {
      "$id": "#/properties/SUBSCRIBERID",
      "type": "string",
      "title": "The SUBSCRIBERID Schema",
      "default": "null",
      "examples": [
        {
          "definition": "Name of the business line, when defined"
        }
      ]
    }
  }
}
```

Example of an Interaction export

[+] Click to show

```
{
  "STARTDATE": "2012-03-30T10:29:50.407Z",
  "MIMETYPE": "message/rfc822",
  "HEADER":
"UmV0dXJuLVBhdGg6IENsaWVudDFAY3VzdC5kZXYNClJlY2VpdmVkOiBmcm9tIGJzZ2VueHA0Y2lpdyAoWzE3Mi4yNS4xNTcuNzddKQ0KCWJ5IG...
  "ENTITYTYPEID": 0,
  "CONTENT":
"UmV0dXJuLVBhdGg6IENsaWVudDFAY3VzdC5kZXYNClJlY2VpdmVkOiBmcm9tIGJzZ2VueHA0Y2lpdyAoWzE3Mi4yNS4xNTcuNzddKQ0KCWJ5IG...
  "SUBTYPEID": "InboundNew",
  "CONTACTID": "0000Xa6VJTWV000M",
  "OWNERID": 126,
  "MAILBOX": "\"Contact Center\"
",
  "CREATORAPPID": 171,
```

```
"MEDIATYPEID": "email",
"STATUS": 3,
"TENANTID": 101,
"IXNID": "0002Ha7QB2MX000R",
"FROMADDRESS": "Client1@cust.dev",
"CANBEPARENT": 1,
"TEXT": " 0 Test memory leak ",
"TOADDRESSES": "main@mcr.dev",
"ENDDATE": "2012-03-30T10:29:32.957Z",
"THREADHASH": 20772491,
"EXTERNALID": "",
"ALLATTRIBUTES": {
  "CBR-actual_volume": "",
  "Ctg_0000Ra6J43AQ00AQ": "60",
  "RStrategyDBID": "252",
  "RVQDBID": "",
  "_ackDone": "1",
  "ServiceObjective": 0,
  "_ContainsAttachment": "false",
  "RTargetAgentSelected": "1004",
  "Ctg_0002Fa13WJWS0AU0": "50",
  "RVQID": "",
  "CustomerSegment": "default",
  "CBR-IT-path_DBIDs": "",
  "_AutoReplyCount": 0,
  "Subject": "Automatic tests via Sikuli - Check memory leak",
  "Mailbox": "\"Contact Center\"
",
  "CtgId": "0002Fa13WJWS0AUH",
  "FirstName": "Client1",
  "ContactId": "0000Xa6VJTWV000M",
  "CBR-Interaction_cost": "",
  "FromPersonal": "",
  "RStrategyName": "email-routing-inbound",
  "RTargetRequested": "Agent Group 80001",
  "RTargetObjSelDBID": "116",
  "RTargetAgentGroup": "Agent Group 80001",
  "IW_CaseUid": "bd04cb63-3eb8-42b1-8dc8-893271de62bf",
  "IW_BundleUid": "497f696f-159a-4682-a8cd-30f78bc1b147",
  "RRequestedSkillCombination": "",
  "RTargetRuleSelected": "",
  "RTargetObjectSelected": "Agent Group 80001",
  "Header_Content-Type": "multipart/mixed; boundary=\"----=_Part_0_8026323.1333103294535\"",
  "RTargetTypeSelected": "2",
  "FromAddress": "Client1@cust.dev",
  "Header_Date": "Fri, 30 Mar 2012 12:28:14 +0200 (CEST)",
  "Header_Mime-Version": "1.0",
  "Header_Message-ID": "",
  "RTenant": "defaultTenant",
  "ServiceType": "default",
  "To": "main@mcr.dev",
  "Origination_Source": "Email",
  "_AttachmentsSize": "0",
  "IWAttachedDataInformation": {
    "DispositionCodeValues.DC_Accepted": "Accepted",
    "CaseDataOrder": "",
    "CaseData.URL1": "URL1",
    "CaseData.Segment": "Segment",
    "CaseData.CallType": "Call Type",
    "DispositionCode.Key": "DispositionCode",
    "DispositionCodeValues.DC_Transferred": "Transferred",
    "Option.interaction.case-data.header-foreground-color": "#FF15428B",
    "Option.expression.url": "(?#Protocol)(?:(?:ht|f)tp(?:s?)\\:\\/\\/|~/|
```

```
/)?(?#Username:Password)(?:\\w+:\\w+@)?(?#Subdomains)(?:(?:[-\\w]+\\.)+(?#TopLevel
Domains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-
z]{2}))(?#Port)(?::[\\d]{1,5})?(?#Directories)(?:(?:(?:/(?:[-\\w~!$+|.,=]|%[a-f\\d]{2})+)+|
/)+|\\?|#)?(?#Query)(?:(?:\\?(?:[-\\w~!$+|.,*:]|%[a-f\\d]{2}])+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)(?:&(?:[-\\w~!$+|.,*:]|%[a-f\\d]{2}])+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)*)*(?#Anchor)(?:#(?:[-\\w~!$+|.,*:=]|%[a-f\\d]{2})*)?",
        "CaseData.URL2": "URL2",
        "Option.interaction.case-data.frame-color": "#FFFFBA00",
        "DispositionCode.Label": "Disposition Code",
        "DispositionCodeValues.DC_Rejected": "Rejected",
        "CaseData.Priority": "Priority",
        "CaseData.Reason": "Reason"
    },
    "PegAGAgent Group 80001": 1,
    "RRequestedSkills": {},
    "RTargetPlaceSelected": "Place_1004",
    "Ctg_0000Ra6J43AQ00A4": "12",
    "CBR-contract_DBIDs": "",
    "CtgRelevancy": "84",
    "EmailAddress": "Client1@cust.dev"
  },
  "TIMESHIFT": 120,
  "SENTDATE": "2012-03-30T10:28:14.000Z",
  "THESIZE": 622,
  "SUBJECT": "Automatic tests via Sikuli - Check memory leak",
  "THREADID": "0002Ha7QB2MX000S",
  "TYPEID": "Inbound"
}
```

Document schema

[+] Click to show

```
{
  "definitions": {},
  "$schema": "http://json-schema.org/draft-07/schema#",
  "$id": "http://genesys.com/gdps/schema/9.0.001.07/document.json",
  "type": "object",
  "title": "Document schema",
  "required": [],
  "properties": {
    "ID": {
      "$id": "#/properties/ID",
      "type": "string",
      "title": "The ID Schema",
      "default": "",
      "examples": []
    },
    "MIMETYPE": {
      "$id": "#/properties/MIMETYPE",
      "type": "string",
      "title": "The MIMETYPE Schema",
      "default": "",
      "examples": []
    },
    "THENAME": {
      "$id": "#/properties/THENAME",
```

```
      "type": "string",
      "title": "The THENAME Schema",
      "default": "",
      "examples": []
    },
    "DESCRIPTION": {
      "$id": "#/properties/DESCRIPTION",
      "type": "string",
      "title": "The DESCRIPTION Schema",
      "default": "",
      "examples": []
    },
    "THESIZE": {
      "$id": "#/properties/THESIZE",
      "type": "integer",
      "title": "The THESIZE Schema",
      "default": "",
      "examples": []
    },
    "CONTENT": {
      "$id": "#/properties/CONTENT",
      "type": "string",
      "title": "The CONTENT Schema",
      "default": "null",
      "examples": [
        {
          "definition": "Encoded mail content in Binary64 format"
        }
      ]
    },
    "DOCUMENTID": {
      "$id": "#/properties/DOCUMENTID",
      "type": "string",
      "title": "The DOCUMENTID Schema",
      "default": "",
      "examples": []
    },
    "ENTITYID": {
      "$id": "#/properties/ENTITYID",
      "type": "string",
      "title": "The ENTITYID Schema",
      "default": "",
      "examples": []
    },
    "ENTITYTYPEID": {
      "$id": "#/properties/ENTITYTYPEID",
      "type": "integer",
      "title": "The ENTITYTYPEID Schema",
      "default": "null",
      "examples": [
        {
          "values": "0: EmailIn, 1: EmailOut, 2: Chat, 3: PhoneCall, 5: Callback, 6:
CoBrowse, 7: Interaction"
        },
        {
          "definition": "Interaction type available through a set of enums"
        }
      ]
    }
  }
}
```

Example of a Document export

[+] Click to show

```
{
  "ID": "0003Ra7VSTDP03H0",
  "MIMETYPE": "message/rfc822",
  "DESCRIPTION": "",
  "ENTITYTYPEID": 0,
  "CONTENT":
"UmV0dXJuLVBhdGg6IENsaWVudDFAY3VzdC5kZXYNClJlY2VpdmVkOiBmcm9tIGJzZ2VueHA0Y2lppdyAoWzE3Mi4yyNS4xNTcuNzddKQ0KCWJ5IG
  "THENAME": "OriginalMsg.eml",
  "DOCUMENTID": "0003Ra7VSTDP03H0",
  "ENTITYID": "0003Ra7VSTDP03FU",
  "THESIZE": 628
}
```

AllAttributes field format

The **AllAttributes** field is part of the interactions export data and contains a special collection of key-value pairs. The field holds a list of objects in the following format, where **key** is a string identifier and **data** is a JSON type (such as string, integer, or other valid JSON object).

```
{ "" :  }
```

Example of AllAttributes export

[+] Click to show

```
"ALLATTRIBUTES" : {
  "CBR-actual_volume": "",
  "Ctg_0000Ra6J43AQ00AQ": "60",
  "RStrategyDBID": "252",
  "RVQDBID": "",
  "_ackDone": "1",
  "ServiceObjective": 0,
  "_ContainsAttachment": "false",
  "RTargetAgentSelected": "1004",
  "Ctg_0002Fa13WJWS0AU0": "50",
  "RVQID": "",
  "CustomerSegment": "default",
  "CBR-IT-path_DBIDs": "",
  "_AutoReplyCount": 0,
  "Subject": "Automatic tests via Sikuli - Check memory leak",
  "Mailbox": "\"Contact Center\"
",
  "CtgId": "0002Fa13WJWS0AUH",
  "FirstName": "Client1",
  "ContactId": "0000Xa6VJTWV000M",
  "CBR-Interaction_cost": "",
  "FromPersonal": "",
  "RStrategyName": "email-routing-inbound",
  "RTargetRequested": "Agent Group 80001",
  "RTargetObjSelDBID": "116",
  "RTargetAgentGroup": "Agent Group 80001",
  "IW_CaseUid": "bd04cb63-3eb8-42b1-8dc8-893271de62bf",
  "IW_BundleUid": "497f696f-159a-4682-a8cd-30f78bc1b147",
  "RRequestedSkillCombination": "",
  "RTargetRuleSelected": "",
```

```
  "RTargetObjectSelected": "Agent Group 80001",
  "Header_Content-Type": "multipart/mixed; boundary=\"----=_Part_0_8026323.1333103294535\"",
  "RTargetTypeSelected": "2",
  "FromAddress": "Client1@cust.dev",
  "Header_Date": "Fri, 30 Mar 2012 12:28:14 +0200 (CEST)",
  "Header_Mime-Version": "1.0",
  "Header_Message-ID": "",
  "RTenant": "defaultTenant",
  "ServiceType": "default",
  "To": "main@mcr.dev",
  "Origination_Source": "Email",
  "_AttachmentsSize": "0",
  "IWAttachedDataInformation": {
    "DispositionCodeValues.DC_Accepted": "Accepted",
    "CaseDataOrder": "",
    "CaseData.URL1": "URL1",
    "CaseData.Segment": "Segment",
    "CaseData.CallType": "Call Type",
    "DispositionCode.Key": "DispositionCode",
    "DispositionCodeValues.DC_Transferred": "Transferred",
    "Option.interaction.case-data.header-foreground-color": "#FF15428B",
    "Option.expression.url": "(?#Protocol)(?:(?:ht|f)tp(?:s?)\\:\\/\\/|~/|
/)?(?#Username:Password)(?:\\w+:\\w+@)?(?#Subdomains)(?:(?:[-\\w]+\\.)+(?#TopLevel
Domains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-
z]{2}))(?#Port)(?::[\\d]{1,5})?(?#Directories)(?:(?:(?:/(?:[-\\w~!$+|.,=]|%[a-f\\d]{2})+)+|
/)+|\\?|#)?(?#Query)(?:(?:\\?(?:[-\\w~!$+|.,*:]|%[a-f\\d{2}])+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)(?:&(?:[-\\w~!$+|.,*:]|%[a-f\\d{2}])+=(?:[-\\w~!$+|.,*:=]|%[a-
f\\d]{2})*)*)*(?#Anchor)(?:#(?:[-\\w~!$+|.,*:=]|%[a-f\\d]{2})*)?",
    "CaseData.URL2": "URL2",
    "Option.interaction.case-data.frame-color": "#FFFFBA00",
    "DispositionCode.Label": "Disposition Code",
    "DispositionCodeValues.DC_Rejected": "Rejected",
    "CaseData.Priority": "Priority",
    "CaseData.Reason": "Reason"
  },
  "PegAGAgent Group 80001": 1,
  "RRequestedSkills": {},
  "RTargetPlaceSelected": "Place_1004",
  "Ctg_0000Ra6J43AQ00A4": "12",
  "CBR-contract_DBIDs": "",
  "CtgRelevancy": "84",
  "EmailAddress": "Client1@cust.dev"
}
```

Contacts

Contact data export files contain details about each customer, such as their name, customer ID, email address, and the date that their contact information was created or modified.

Contact Attributes are associated with a particular contact and, like documents (i.e. attachments) for interactions, are exported in a separate file that uses a different schema.

Contact schema

[+] Click to show

```
{
```

```
"definitions": {},
"$schema": "http://json-schema.org/draft-07/schema#",
"$id": "http://genesys.com/gdps/schema/9.0.001.07/contact.json",
"type": "object",
"title": "Contact schema",
"required": [
  "CONTACTID"
],
"properties": {
  "CONTACTID": {
    "$id": "#/properties/CONTACTID",
    "type": "string",
    "title": "The CONTACTID Schema",
    "default": "16 characters",
    "examples": [
      {
        "example of contactId": "18PKMJG3K82TRGG1"
      },
      {
        "Length": "16 characters"
      }
    ]
  },
  "TENANTID": {
    "$id": "#/properties/TENANTID",
    "type": "integer",
    "title": "The TENANTID Schema",
    "default": "",
    "examples": []
  },
  "SUBTENANTID": {
    "$id": "#/properties/SUBTENANTID",
    "type": "integer",
    "title": "The SUBTENANTID Schema",
    "default": "",
    "examples": []
  },
  "ISEXTERNALRESOURCE": {
    "$id": "#/properties/ISEXTERNALRESOURCE",
    "type": "integer",
    "title": "The ISEXTERNALRESOURCE Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE1": {
    "$id": "#/properties/STRATTRIBUTE1",
    "type": "string",
    "title": "The STRATTRIBUTE1 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE2": {
    "$id": "#/properties/STRATTRIBUTE2",
    "type": "string",
    "title": "The STRATTRIBUTE2 Schema",
    "default": "",
    "examples": []
  },
  "STRATTRIBUTE3": {
    "$id": "#/properties/STRATTRIBUTE3",
    "type": "string",
    "title": "The STRATTRIBUTE3 Schema",
    "default": "",
```

```
        "examples": []
      },
      "STRATTRIBUTE4": {
        "$id": "#/properties/STRATTRIBUTE4",
        "type": "string",
        "title": "The STRATTRIBUTE4 Schema",
        "default": "",
        "examples": []
      },
      "STRATTRIBUTE5": {
        "$id": "#/properties/STRATTRIBUTE5",
        "type": "string",
        "title": "The STRATTRIBUTE5 Schema",
        "default": "",
        "examples": []
      },
      "STRATTRIBUTE6": {
        "$id": "#/properties/STRATTRIBUTE6",
        "type": "string",
        "title": "The STRATTRIBUTE6 Schema",
        "default": "",
        "examples": []
      },
      "STRATTRIBUTE7": {
        "$id": "#/properties/STRATTRIBUTE7",
        "type": "string",
        "title": "The STRATTRIBUTE7 Schema",
        "default": "",
        "examples": []
      },
      "STRATTRIBUTE8": {
        "$id": "#/properties/STRATTRIBUTE8",
        "type": "string",
        "title": "The STRATTRIBUTE8 Schema",
        "default": "",
        "examples": []
      },
      "STRATTRIBUTE9": {
        "$id": "#/properties/STRATTRIBUTE9",
        "type": "string",
        "title": "The STRATTRIBUTE9 Schema",
        "default": "",
        "examples": []
      },
      "STRATTRIBUTE10": {
        "$id": "#/properties/STRATTRIBUTE10",
        "type": "string",
        "title": "The STRATTRIBUTE10 Schema",
        "default": "",
        "examples": []
      },
      "DATEATTRIBUTE1": {
        "$id": "#/properties/DATEATTRIBUTE1",
        "type": "string",
        "format": "int64",
        "title": "The DATEATTRIBUTE1 Schema",
        "default": "",
        "examples": []
      },
      "DATEATTRIBUTE2": {
        "$id": "#/properties/DATEATTRIBUTE2",
        "type": "string",
        "format": "int64",
```

```
        "title": "The DATEATTRIBUTE2 Schema",
        "default": "",
        "examples": []
    },
    "DATEATTRIBUTE3": {
        "$id": "#/properties/DATEATTRIBUTE3",
        "type": "string",
        "format": "int64",
        "title": "The DATEATTRIBUTE3 Schema",
        "default": "",
        "examples": []
    },
    "CREATEDDATE": {
        "$id": "#/properties/CREATEDDATE",
        "type": "string",
        "title": "The CREATEDDATE Schema",
        "default": "null",
        "examples": [
            {
                "CreatedDate": "2010-04-30T12:03:30.133Z"
            },
            {
                "definition": "Date and time in ISO 8601 standard"
            }
        ]
    },
    "MODIFIEDDATE": {
        "$id": "#/properties/MODIFIEDDATE",
        "type": "string",
        "title": "The MODIFIEDDATE Schema",
        "default": "null",
        "examples": [
            {
                "ModifiedDate": "2010-04-30T12:03:30.133Z"
            },
            {
                "definition": "Date and time in ISO 8601 standard"
            }
        ]
    },
    "MERGEID": {
        "$id": "#/properties/MERGEID",
        "type": "string",
        "title": "The MERGEID Schema",
        "default": "",
        "examples": []
    },
    "SUBSCRIBERID": {
        "$id": "#/properties/SUBSCRIBERID",
        "type": "string",
        "title": "The SUBSCRIBERID Schema",
        "default": "",
        "examples": []
    }
  }
}
```

Example of a Contact export

[+] Click to show

```
{
```

```
  "CONTACTID": "00001a57JGQ00039",
  "STRATTRIBUTE4": "Joseph",
  "TENANTID": 101,
  "CREATEDDATE": "2009-08-05T08:30:25.467Z",
  "STRATTRIBUTE2": "A.Joseph@mycompany.com",
  "MODIFIEDDATE": "2009-08-05T08:30:25.513Z",
  "STRATTRIBUTE5": "A"
}
```

Contact Attributes schema

[+] Click to show

```
{
  "definitions": {},
  "$schema": "http://json-schema.org/draft-07/schema#",
  "$id": "http://genesys.com/gdps/schema/9.0.001.07/contactattribute.json",
  "type": "object",
  "title": "ContactAttribute schema",
  "required": [],
  "properties": {
    "ID": {
      "$id": "#/properties/ID",
      "type": "string",
      "title": "The ID Schema",
      "default": "",
      "examples": []
    },
    "CONTACTID": {
      "$id": "#/properties/CONTACTID",
      "type": "string",
      "title": "The CONTACTID Schema",
      "default": "",
      "examples": []
    },
    "ATTRIBUTEID": {
      "$id": "#/properties/ATTRIBUTEID",
      "type": "string",
      "title": "The ATTRIBUTEID Schema",
      "default": "",
      "examples": []
    },
    "ATTRIBUTENAME": {
      "$id": "#/properties/ATTRIBUTENAME",
      "type": "string",
      "title": "The ATTRIBUTENAME Schema",
      "default": "",
      "examples": []
    },
    "MIMETYPE": {
      "$id": "#/properties/MIMETYPE",
      "type": "string",
      "title": "The MIMETYPE Schema",
      "default": "",
      "examples": []
    },
    "STRVALUE": {
      "$id": "#/properties/STRVALUE",
      "type": "string",
      "title": "The STRVALUE Schema",
      "default": "",
```

```
      "examples": []
    },
    "STRVALUELOWERCASE": {
      "$id": "#/properties/STRVALUELOWERCASE",
      "type": "string",
      "title": "The STRVALUELOWERCASE Schema",
      "default": "",
      "examples": []
    },
    "BINVALUE": {
      "$id": "#/properties/BINVALUE",
      "type": "string",
      "title": "The BINVALUE Schema",
      "default": "null",
      "examples": [
        {
          "definition": "Binary content (png, jpg,...) encoded as base64"
        }
      ]
    },
    "DATEVALUE": {
      "$id": "#/properties/DATEVALUE",
      "type": "string",
      "title": "The DATEVALUE Schema",
      "default": "null",
      "examples": [
        {
          "DateValue": "2010-04-30T12:03:30.133Z"
        },
        {
          "definition": "Date and time in ISO 8601 standard"
        }
      ]
    },
    "DESCRIPTION": {
      "$id": "#/properties/DESCRIPTION",
      "type": "string",
      "title": "The DESCRIPTION Schema",
      "default": "",
      "examples": []
    },
    "ISPRIMARY": {
      "$id": "#/properties/ISPRIMARY",
      "type": "integer",
      "title": "The ISPRIMARY Schema",
      "default": "",
      "examples": []
    },
    "TENANTID": {
      "$id": "#/properties/TENANTID",
      "type": "integer",
      "title": "The TENANTID Schema",
      "default": "",
      "examples": []
    },
    "SUBTENANTID": {
      "$id": "#/properties/SUBTENANTID",
      "type": "integer",
      "title": "The SUBTENANTID Schema",
      "default": "",
      "examples": []
    }
  }
}
```

}

Example of a Contact Attributes export

[+] Click to show

```
{
  "ID": "00001a57JGQ0003A",
  "CONTACTID": "00001a57JGQ00039",
  "STRVALUELOWERCASE": "joseph",
  "ISPRIMARY": 1,
  "ATTRIBUTEID": "00001a57JGQ00008",
  "STRVALUE": "Joseph",
  "ATTRIBUTENAME": "LastName"
}
```