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User Data Management Administrator's Guide

Contact History Export Reference

Contents

- 1 Interactions
 - 1.1 .json format
 - 1.2 -Attachment.json format
 - 1.3 List of available mimetypes
- 2 Contacts

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

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 contact 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 UDM 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

The Interactions export zip file includes separate JSON files for each interaction selected. If there are attachments available, they are also included as separate JSON files.

.json format

```
{  
  "ixnId"  
  "status"  
  "entityTypeId"  
  "mediaTypeId"  
  "typeId"  
  "subTypeId"  
  "externalId"  
  "ownerId"  
  "contactId"  
  "parentId"  
  "startDate"  
  "modifiedDate"  
  "endDate"
```

```
"threadId"  
"categoryId"  
"timeShift"  
"subject"  
"text"  
"structuredText"  
"structTextMimetype"  
"theComment"  
"tenantId"  
"subtenantId"  
"threadHash"  
"canBeParent"  
"creatorAppId"  
"queueName"  
"allAttributes"  
"isSpam"  
"webSafeEmailStatus"  
"isCategoryApproved"  
"stoppedReason"  
"lang"  
"fromAddress"  
"fromPersonal"  
"replyToAddress"  
"toAddresses"  
"ccAddresses"  
"bccAddresses"  
"sentDate"  
"mailbox"  
"whichRuleMatched"  
"emailOutId"  
"header"  
"fromAddressEmailOut"  
"fromPersonalEmailOut"  
"replyToAddressEmailOut"  
"toAddressesEmailOut"  
"ccAddressesEmailOut"  
"bccAddressesEmailOut"  
"sentDateEmailOut"  
"forward"  
"referenceId"  
"reviewerId"  
"standardResponseId"  
"establishedDate"  
"releasedDate"  
"duration"  
"outcome"  
"phoneNumber"  
"tConnectionId"  
"callbackStatus"  
"detailedDescription"  
"customData"  
"desiredResponseType"  
"startTime"  
"endTime"  
"customerNumber"  
"attempts"  
"dn"  
"location"  
"callbackServerId"  
"callResult"  
"theType"  
"mimeType"  
"theSize"
```

```
"content"  
"subscriberId"  
}
```

-Attachment.json format

```
{  
  "id"  
  "mimeType"  
  "theName"  
  "description"  
  "theSize"  
  "documentId"  
  "entityID"  
  "entityTypeId"  
  "content"  
}
```

List of available mimetypes

- "image",
- "audio",
- "video",
- "text/plain",
- "text/html",
- "text/json",
- "text/csv",
- "application/pdf",
- "application/msword",
- "application/vnd.ms-powerpoint",
- "application/vnd.ms-excel",
- "application/vnd.ms-powerpoint",
- "application/vnd.ms-asf",
- "application/vnd.oasis.opendocument.text",
- "application/vnd.openxmlformats-officedocument.presentationml.presentation",
- "application/vnd.openxmlformats-officedocument.presentationml.slideshow",
- "application/vnd.openxmlformats-officedocument.spreadsheetml.sheet",
- "application/vnd.openxmlformats-officedocument.wordprocessingml.document",
- "application/json",
- "application/zip",
- "application/octet-stream",

-
- "application/x-cfb",
 - "message/rfc822"

Contacts

The Contacts export zip file includes two separate JSON files. The **contact-...json** file includes a list of contacts where each item is of the format:

```
{
  "contactId"
  "tenantId"
  "createdDate"
  "modifiedDate"
  "mergeId"
}
```

The **contact-attributes-...json** files includes a list of contact attributes where each item contains:

```
{
  "id"
  "contactId"
  "attributeId"
  "attributeName"
  "mimeType"
  "description"
  "isPrimary"
  "tenantId"
  "strValue"
  "strValueLowercase"
}
```