



# CSAT CSV Export Specification

This export specification is available for exporting DigiDesk CSV files and importing into third party applications. Data mapping is required to ensure that the data output from DigiDesk matches the external data source.

## Rules for CSV imports

1) Field labels need to be specified in the first row of the CSV file. The first row of the CSV file will not be parsed for data, only for field names.

2) The standard DigiDesk field names and descriptions are detailed below:

<b>Date</b>	Date of the survey: dd/mm/yyyy
<b>Time</b>	Time of the survey: hh:mm:ss
<b>Team</b>	Team name (text string)
<b>Agent</b>	Agent name (text string)
<b>Campaign</b>	Campaign name (text string)
<b>Origin</b>	For voice surveys, this is the standard ECT CLI variable
<b>Q1</b>	For Samsung, q1 = CSS Question [multiple choice answer]
<b>Q2 (optional)</b>	For Samsung, q2 = DSAT Reason [multiple choice answer]
<b>Q3</b>	For Samsung, q3 = FCR Question [multiple choice answer]
<b>Q4</b>	For Samsung, q4 = NPS Question [1-5]
<b>AVG</b>	Is the average of any rating questions [1-5]
<b>Sentiment</b>	No comment = 5. With comment, calculated sentiment score [1-10]
<b>Comment</b>	Verbatim comment (text string)

3) All CSV export file names will be unique. Our standard format is detailed below:

<b>Format</b>	[Report_Name]-[Date]-[Time].CSV
<b>Example</b>	csat_analysis-record_breakdown-report-24-11-2021-11-09-25

4) An example CSV export file, with dummy data, will be provided for review 'before' and proposed campaign launch date. The example file will need to be checked for adherence to the above rules before a campaign launch date can be agreed.