SFTP Interconnection

1. Introduction

FTP creation
Before going ahead, we need to create a FTP to host the files. The FTP is a secured one (sFTP) so we need <u>the list of your server IP addresses</u> to white list. This list is our first need to start working on the flows. The fastest we receive them the fastest the flows will be ready to use. Please get in touch with your Accengage Project manager for more information.

Import flows specifications
Incase of import flows into Accengage, we need to define the matching key (device ID or customer ID). For device data imported in the Accengage Database, we need a sample file including the details of new fields to create in our Database: name, label, type (text, decimal, integer, date), size. Please also provide us a data sample.

Fields protection
For each file we export, we protect data between double quotes to prevent an error. For the files you upload to import in our database you need to do the same to guarantee a safe transfert.

Data flow limit
For each flow we will estimate the weight of the generated files based on the number of columns and the number of profiles in the app. If the weight is too high, the delay of development can pass from two weeks to six.
If some information (eg. The device model) in the devices data export is not mandatory, please tell us so we can reduce the weight of the generated files.

⚠️ Beyond a certain volumetry, you will have to qualify your users in order to only transfer profiles registered in the Accengage DataBase.

2. Statistics export per message

This flow enable you to get the daily statistics of the Accengage campaigns. You will get the statistics of all the message sent within the previous day.

General information	
Type:	Exported from Accengage
Description:	Used to get daily statistics of messages updated the day before
Batch frequency :	Daily basis between 1:00 am and 4:00 am (GMT+1)
Field separator :	Semi-colon ";"
Document name	
Nomenclature :	exportMessagesStatistics_{app-id}_{date}.csv
AppID :	App ID in Accengage interface
Date :	Reference date for document content with "YYYYMMDD" format YYYY : Year MM : Month DD : Day

Document columns		
NAME IN THE DOCUMENT	**DETAIL**	**EXAMPLE OR POSSIBLE VALUES**
message_id	message ID	3156
message_name	message name	Christmas promotion message
message_type	message type	- push notification - in-app message - automated message - daily message - scheduled alarm
campaign_id	campaign ID (if push notification)	234

campaign_name	campaign name (if push notification)	Christmas promotion campaign
send_date	message send date / in-app display date	2014-11-13 18:30:00
number_of_targets	number of targets (optin)	54000
number_of_bounces	bounces / feedbacks	4000
number_of_messages_sent	number of targets minus bounces	50000
number_of_reactions	number of reactions to the message	25000

Additional information

- This file only contains data for the day specified in the document name between 00:00 am and 11:59 pm (GMT+1).

Example: If a message gets 50 reactions the day after the send date, the related line will have "0" in the "number_of_messages_sent" column, and "50" in the "number_of_reactions" column.

- Accengage will compress the files in a .csv.gz format after 24 hours. The files will be removed after 7 days.

Download the example file : exportMessagesStatistics_6_20151209.csv

3. Devices reactions export

The flow enable you to track all the user targeted by an Accengage campaigns during the previous day and his reactions.

General information	
Type	Exported from Accengage
Description	Used to get all reactions from the previous day at device level
Batch frequency :	Daily basis between 1:00 am and 4:00 am (GMT+1)
Field separator :	Semi-colon ";"
Document name	
Nomenclature :	exportDevicesReactions_{app-id}_{date}.csv
AppID :	App ID in Accengage interface
Date :	Reference date for document content with "YYYYMMDD" format YYYY : Year MM : Month DD : Day

Document columns

NAME IN THE DOCUMENT	DETAIL	EXAMPLE OR POSSIBLE VALUES
[member_id]	client ID	1425
device_id	device ID	0291725A-BB67-4EB9- 8914-EE14B283EC0C
message_id	message ID	3072
message_name	message label	Hello user !
campaign_id	campaign ID (if push notification)	323
campaign_name	name of the campaign (if push notification)	Hello all
optin	was the device optin during the last session	- 0 (no) - 1 (yes)

bounce	feedback received the device uninstalled the app	- 0 (no) - 1 (yes)
reaction	did the target react ?	- 0 (no) - 1 (yes)
sending_date	date the message was sent	2016-12-11 08:15:43
reaction_date	date the user reacted to the message	2016-12-11 09:02:01
Additional information		
- This file only contains data for the day specified in the document name between 00:00 am and 11:59 pm (GMT+1).		
- Accengage will compress the files in a .csv.gz format after 24 hours. The files will be removed after 7 days.		
Download the example file exportDevicesReactions_6_20151209_example.csv		

4. Devices data export

General information	
Type	Exported from Accengage
Description	Used to retrieve devices information for all the users that opened the application the day before.
Batch frequency :	Daily basis between 1:00 am and 4:00 am (GMT+1)
Field separator :	Semi-colon ";"
Document name	
Nomenclature :	exportDevices_{app-id}_{date}.csv
AppID :	App ID in Accengage interface
Date :	Reference date for document content with "YYYYMMDD" format YYYY : Year MM : Month DD : Day

Document columns		
NAME IN THE DOCUMENT	**DETAIL**	**EXAMPLE OR POSSIBLE VALUES**
device_id	device ID	0291725A-BB67-4EB9- 8914-EE14B283EC0C
IDFA	IDFA	d271ba55c6c1407492744a93ccbdccad
token	token for push notifications	ADADD6444709E6F5B5F65F698B95EE39B16D62E1E3B6F472510C1B3523E2AB0F
number_of_visits	number of visits in the app	34
install_date	first open date of the app	2014-11-13 18:30:00
last_opened	last open date of the app	2014-11-13 18:30:00
device_model	device model	iPhone4,1
os_version	device OS version	8.1
language	app language	fr
bundle_version	app version	1.2
latitude	last latitude known	48,869

longitude	last longitude known	14,298
altitude	last altitude known	2587
geolocation_date	last geolocation update	2014-11-13 18:30:00
sdk_version	Accengage SDK version used in the app	4.1.2
feedback	Number of messages we sent to the user where we received an invalid token in response	1
timezone	timezone	Europe/Paris
system_push_opt-in	system optin for push notifications	- 0 (no) - 1 (yes)
enabled_push	app optin for push notifications	- 0 (no) - 1 (yes)
enabled_inapps	app optin for in-app messages	- 0 (no) - 1 (yes)
country_code	country code	FR
[member_id]	client ID (the name can be different, you can see it in the Accengage interface and he can be different for each application)	1232
[custom_data]	custom field added in the Accengage database	-
Additional information		

- This file only contains data for the day specified in the document name between 00:00 am and 11:59 pm (GMT+1).
- Columns listed above are available by default but we can add custom fields added in the Accengage database for the export.
- **If some fields are useless thank you for telling us so we can remove them and generate smaller files.**

- Accengage will compress the files in a .csv.gz format after 24 hours. The files will be removed after 7 days.

Download the example file exportDevices_6_20151209_example.csv

5. Static list importation

General information	
Type	Imported in Accengage
Description	Used to import static lists of DeviceIDs/UserIDs in Accengage in order to use it for segmentation purposes.
Batch frequency :	Local or external FTP: Every 10 minutes
Field separator :	Semi-colon ";" (may be another character)
Matching key :	You need to confirm if the matching key is "member_id" or "device_id"
Document name	
Nomenclature :	staticlist_{static-list-name}_{app-id}_{date}.csv
Static list name :	Static list name wanted
AppID :	App ID in Accengage interface

Date :	Reference date for document content with "YYYYMMDDhhmmss" format YYYY : Year, MM : Month, DD : Day, hh : hours, mm : minutes, ss : seconds

Document columns		
NAME IN THE DOCUMENT	**DETAIL**	**EXAMPLE OR POSSIBLE VALUES**
[member_id] or device_id	client ID or device ID	1425
(customization fields) perso1, perso2, customA...	customization fields added in the Accengage Database (optional) You can add up to 10 custom fields with each 255 characters max	1234, hello, 2016-11-20 15:43:18...
expiry_date	expiration date (optional)	2016-12-13 20:00:00

Additional information
- The static list creation is on a truncate-insert mode. This means that if the static list name specified in the document name already exists, it will be replace by this one. If the static list name doesn't exist, a new static list will be created. - We need you to give us an example file following this documentation. - When the upload of the csv file is completed you need to upload an empty txt file with the same name in order to confirm that the upload is finished and we can treat the file. - After treating the csv file, we transfer it to our historic system and delete the files. - In order to use a custom-field inside your your message, you need to use **${a4p_fieldname}** in the title, text or short text field of the push form. Note that the customization fields will only be available if the list is directly targeted. If you combine the list with other criterions in a segment, the personnalization will no longer be available.
Download the example file staticlist_christmas_6_20151207_example.csv

6. Devices update information

General information	
Type	Imported in Accengage
Description	Updates Accengage devices information with your data.
Batch frequency :	Local FTP: Every 10 minutes External FTP: Daily basis between 1:00 am and 4:00 am (GMT+1)
Field separator :	Semi-colon ";"
Matching key :	You need to confirm if the matching key is "member_id" or "device_id"
Document name	
Nomenclature :	updateDevices_{app-id}_{date}.csv
AppID :	App ID in Accengage interface
Date :	Reference date for document content with "YYYYMMDD" format YYYY : Year MM : Month DD : Day

Document columns		
NAME IN THE DOCUMENT	**DETAIL**	**EXAMPLE OR POSSIBLE VALUES**
device_id	device ID	0291725A-BB67-4EB9-8914-EE14B283EC0C

[member_id]	client ID (the name can be different, you can see it in the Accengage interface and he can be different for each application)	1232
[custom_data]	custom field added in the Accengage database	-
Additional information		

- Columns listed above are available by default but we can add custom fields added in the Accengage database for the update.
- If in the file one value is empty and we have it in our database, **the value in the database will be set to empty**.
- We need you give us an example file following this documentation.
- When the upload of the csv file is completed you need to upload an empty txt file with the same name in order to confirm that the upload is finished and we can treat the file.
- After treating the csv file, we transfer it to our historic system and delete the txt file.

Download the example file updateDevices_6_20151207_example.csv