Importing call logs

Historical information must be imported alongside date and time, in 15-minute intervals.
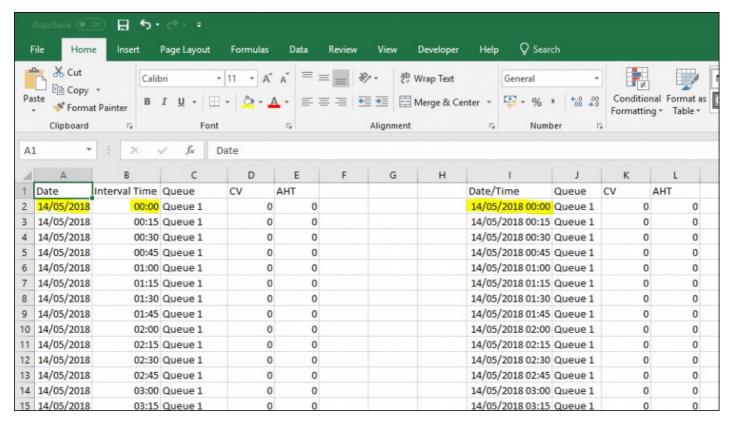
Up to one year can be imported.

Data can be imported in one of two ways (see example below):

- Time and Date separated
- Time and Date combined

Only one of these can be used.

The file must be a text file (for an example email: **support@u-wfm.com).**

1. Click on '**Forecasting**' in the top menu, then **Import Call Logs**' in the left menu.

2. Choose the campaign from the dropdown list.

3. Choose Yes or No (default = no) to state if the data is in a different time zone to the campaign.

4. If you are only importing one queue, choose it from the dropdown list, if you are importing multiple queues in to a single campaign, lease as '**Defined in File**'.

5. Click on '**Choose File'** Navigate to the file to be uploaded and click **Open**'.

6. Choose the delimiter, in this case as from excel the delimiter is Tab. Click on **Try Settings**'.

7. If the file is setup correctly, an example will be shown.

8. Click '**My columns are correct**'.

9. Then choose if the uploaded file has **combined** or **separate** Date and Time fields.

10. Choose the correct headings from the dropdown boxes and ensure the correct date and time format is selected. See the below example.

11. Click '**Attempt Import**'.

12. If successful, the message '**Import Success**' will be displayed.