

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).

| | A | B | C | D | E | F | G | H | I | J | K | L |
|----|------------|---------------|---------|----|-----|---|---|---|------------------|---------|----|-----|
| 1 | Date | Interval Time | Queue | CV | AHT | | | | Date/Time | Queue | CV | AHT |
| 2 | 14/05/2018 | 00:00 | Queue 1 | | 0 | 0 | | | 14/05/2018 00:00 | Queue 1 | | 0 |
| 3 | 14/05/2018 | 00:15 | Queue 1 | | 0 | 0 | | | 14/05/2018 00:15 | Queue 1 | | 0 |
| 4 | 14/05/2018 | 00:30 | Queue 1 | | 0 | 0 | | | 14/05/2018 00:30 | Queue 1 | | 0 |
| 5 | 14/05/2018 | 00:45 | Queue 1 | | 0 | 0 | | | 14/05/2018 00:45 | Queue 1 | | 0 |
| 6 | 14/05/2018 | 01:00 | Queue 1 | | 0 | 0 | | | 14/05/2018 01:00 | Queue 1 | | 0 |
| 7 | 14/05/2018 | 01:15 | Queue 1 | | 0 | 0 | | | 14/05/2018 01:15 | Queue 1 | | 0 |
| 8 | 14/05/2018 | 01:30 | Queue 1 | | 0 | 0 | | | 14/05/2018 01:30 | Queue 1 | | 0 |
| 9 | 14/05/2018 | 01:45 | Queue 1 | | 0 | 0 | | | 14/05/2018 01:45 | Queue 1 | | 0 |
| 10 | 14/05/2018 | 02:00 | Queue 1 | | 0 | 0 | | | 14/05/2018 02:00 | Queue 1 | | 0 |
| 11 | 14/05/2018 | 02:15 | Queue 1 | | 0 | 0 | | | 14/05/2018 02:15 | Queue 1 | | 0 |
| 12 | 14/05/2018 | 02:30 | Queue 1 | | 0 | 0 | | | 14/05/2018 02:30 | Queue 1 | | 0 |
| 13 | 14/05/2018 | 02:45 | Queue 1 | | 0 | 0 | | | 14/05/2018 02:45 | Queue 1 | | 0 |
| 14 | 14/05/2018 | 03:00 | Queue 1 | | 0 | 0 | | | 14/05/2018 03:00 | Queue 1 | | 0 |
| 15 | 14/05/2018 | 03:15 | Queue 1 | | 0 | 0 | | | 14/05/2018 03:15 | Queue 1 | | 0 |

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.

