

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).

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1	Date	Interval Time	Queue	CV	AHT				Date/1	Time	Queue	CV	AHT	
2	14/05/2018	00:00	Queue 1	0	0				14/05	/2018 00:00	Queue 1	0	0	
3	14/05/2018	00:15	Queue 1	0	0				14/05	/2018 00:15	Queue 1	0	0	
4	14/05/2018	00:30	Queue 1	0	0				14/05	2018 00:30	Queue 1	0	0	
5	14/05/2018	00:45	Queue 1	0	0				14/05	/2018 00:45	Queue 1	0	0	
6	14/05/2018	01:00	Queue 1	0	0				14/05	2018 01:00	Queue 1	0	0	
7	14/05/2018	01:15	Queue 1	0	0				14/05	2018 01:15	Queue 1	0	0	
8	14/05/2018	01:30	Queue 1	0	0				14/05	2018 01:30	Queue 1	0	0	
9	14/05/2018	01:45	Queue 1	0	0				14/05	2018 01:45	Queue 1	0	0	
10	14/05/2018	02:00	Queue 1	0	0				14/05	2018 02:00	Queue 1	0	0	
11	14/05/2018	02:15	Queue 1	0	0				14/05	2018 02:15	Queue 1	0	0	
12	14/05/2018	02:30	Queue 1	0	0				14/05	2018 02:30	Queue 1	0	0	
13	14/05/2018	02:45	Queue 1	0	0				14/05	2018 02:45	Queue 1	0	0	
14	14/05/2018	03:00	Queue 1	0	0				14/05	/2018 03:00	Queue 1	0	0	
15	14/05/2018	03:15	Queue 1	0	0				14/05	2018 03:15	Queue 1	0	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.

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	Please ensure that your file conforms to the options above