

## Forcing .csv to request formatting

### Scope:

This is for situations where a csv file opens automatically in excel and results in some information displaying incorrectly due to excel changing the column format to number and so scientific notation.

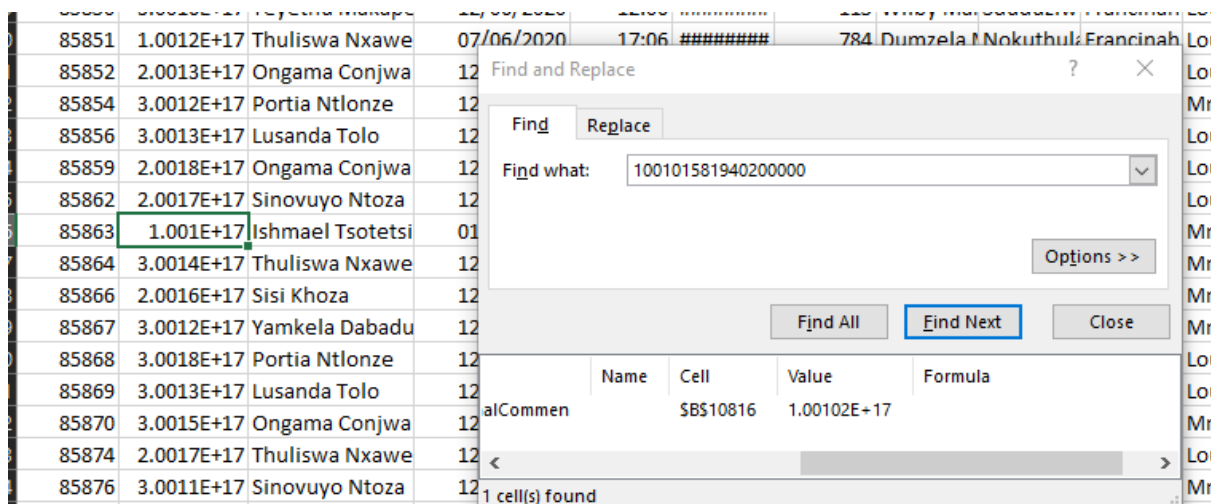
Example of error as provided by a client:

When I export the assessments using the Assessments with additional commentary report I get connection IDs numbers that are not the right number captured.

The ID on the report shows 100101581940200000 while the correct ID is 100101581940200528

In this scenario, excel automatically formatted the connection id to a number and then a scientific notation as it is an extremely long number.

Example of what scientific notation looks like, with respect to our scenario.



	Connection ID	Name	Cell	Value	Formula
85851	1.0012E+17	Thuliswa Nxawe			
85852	2.0013E+17	Ongama Conjwa			
85854	3.0012E+17	Portia Ntlonze			
85856	3.0013E+17	Lusanda Tolo			
85859	2.0018E+17	Ongama Conjwa			
85862	2.0017E+17	Sinovuyo Ntoza			
85863	1.001E+17	Ishmael Tsotetsi			
85864	3.0014E+17	Thuliswa Nxawe			
85866	2.0016E+17	Sisi Khoza			
85867	3.0012E+17	Yamkela Dabadu			
85868	3.0018E+17	Portia Ntlonze			
85869	3.0013E+17	Lusanda Tolo			
85870	3.0015E+17	Ongama Conjwa			
85874	2.0017E+17	Thuliswa Nxawe			
85876	3.0011E+17	Sinovuyo Ntoza			

Name	Cell	Value	Formula
alCommen	\$B\$10816	1.00102E+17	

1 cell(s) found

At this point the connection id has now been saved incorrectly and even if you change the formatting of the column it will say as the incorrect number.

To Fix:

Download Notepad++

Download the file as per normal from the app

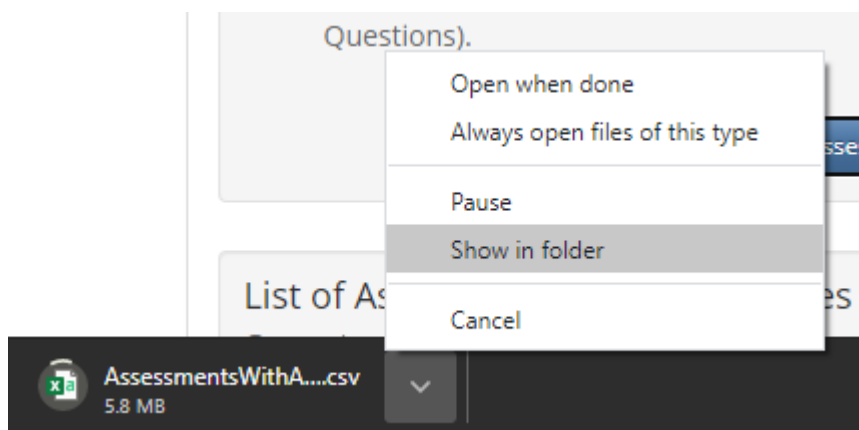
### List of Assessment with Additional Commentary

Generate a CSV file with a list of Assessments with the following additional information:

- Call ConnectionID, Call Date, Duration, Assessor, Service Line, AssessmentType and Assessment unique ID
- Call Reasons 1, 2 and 3
- Team Details: Call Agent, Team Leader, Department and Manager.
- Include Customer UserDefined Fields if set.
- Question Summary and Additional Commentary ("CommentBox" Questions).

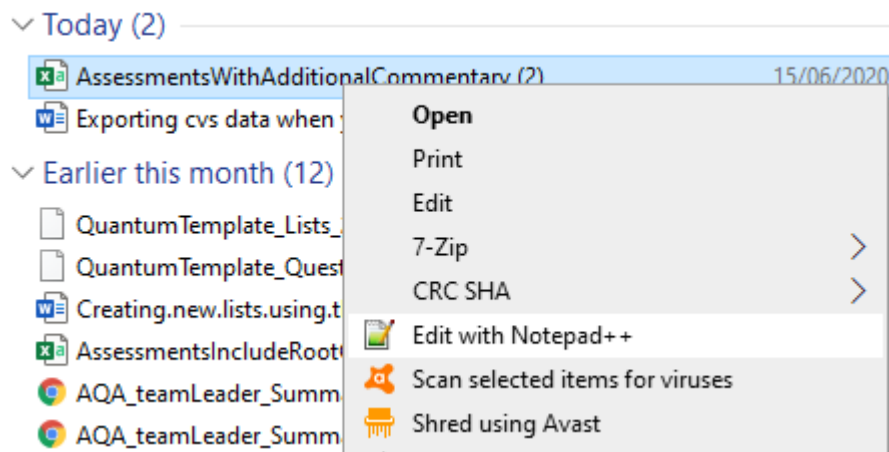
Assessments with Additional Commentary

Show in Folder once done

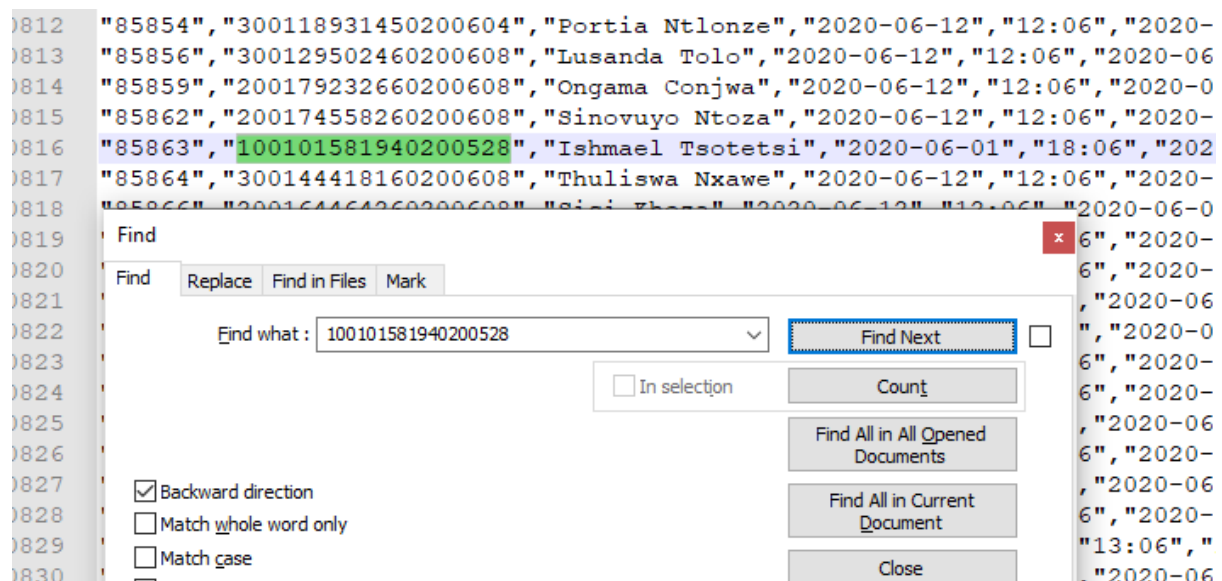


» This PC » Local Disk (C:) » Users » lynn » Downloads »				
▲	Name	Date modified ▼	Type	Size
▼	Today (2)			
▼	AssessmentsWithAdditionalCommentary (2)	15/06/2020 15:25	Microsoft Excel C...	11,518 KB

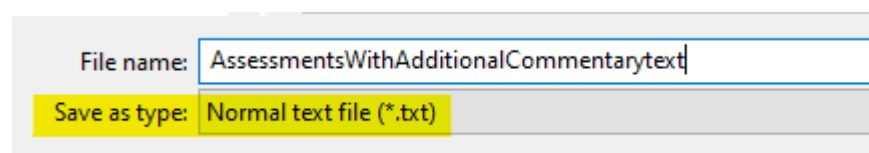
Right click and open file using Notepad++



Here our number in our example displays correctly



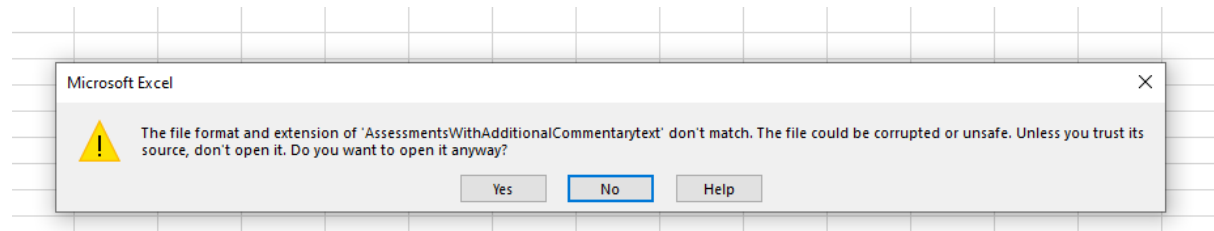
Save this file as a .txt file



Open an excel workbook and browse to this file and open it.

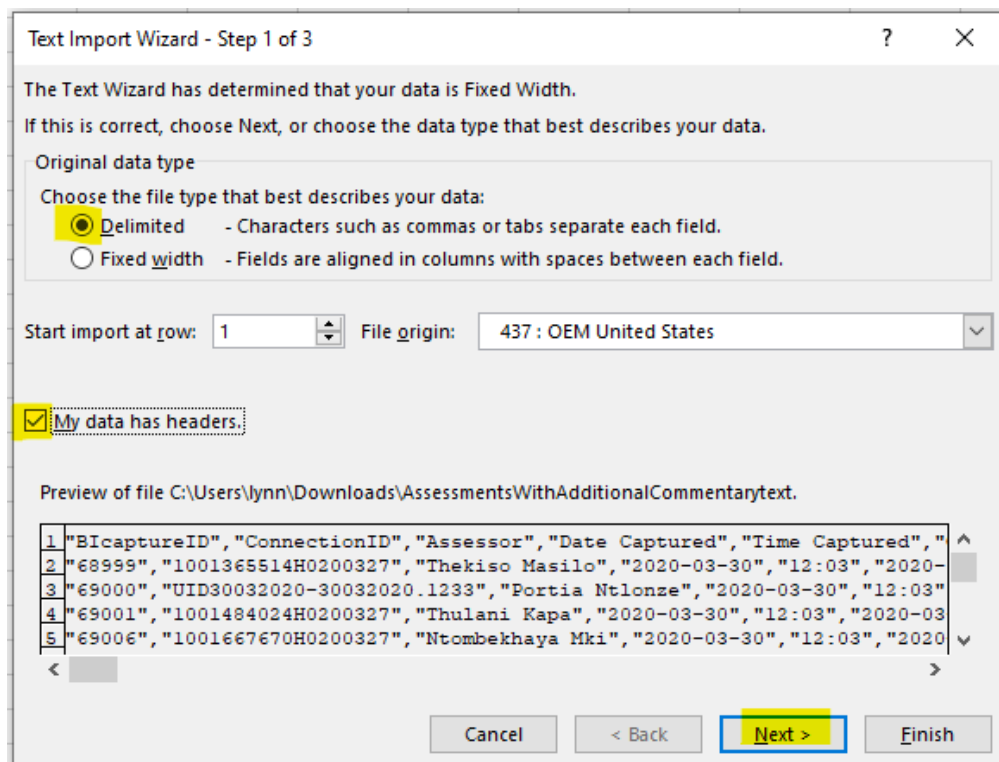
You made get the following message.

Select Yes



You will then get the Text import Wizard.

Select *Delimited* and *My data has headings* before selecting *Next*



Select *Comma* and *Next*

Text Import Wizard - Step 2 of 3

This screen lets you set the delimiters your data contains. You can see how your text is affected in the preview below.

**Delimiters**

☒ Tab  
☐ Semicolon  
☒ Comma  
☐ Space  
☐ Other:

☐ Treat consecutive delimiters as one

Text qualifier:

**Data preview**

BIcaptureID	ConnectionID	Assessor	Date Captured	Time Ca
68999	1001365514H0200327	Thekiso Masilo	2020-03-30	12:03
69000	UID30032020-30032020.1233	Portia Ntlonze	2020-03-30	12:03
69001	1001484024H0200327	Thulani Kapa	2020-03-30	12:03
69006	1001667670H0200327	Ntombekhaya Mki	2020-03-30	12:03

Cancel < Back **Next >** Finish

On step 3 of the wizard change the formatting of the ConnectionID column to *Text* and the *Finish*

Text Import Wizard - Step 3 of 3

This screen lets you select each column and set the Data Format.

**Column data format**

☐ General  
☒ Text  
☐ Date: DMY  
☐ Do not import column (skip)

'General' converts numeric values to numbers, date values to dates, and all remaining values to text.

Advanced...

**Data preview**

General	Text	General	General	General
BIcaptureID	ConnectionID	Assessor	Date Captured	Time Ca
68999	1001365514H0200327	Thekiso Masilo	2020-03-30	12:03
69000	UID30032020-30032020.1233	Portia Ntlonze	2020-03-30	12:03
69001	1001484024H0200327	Thulani Kapa	2020-03-30	12:03
69006	1001667670H0200327	Ntombekhaya Mki	2020-03-30	12:03

Cancel < Back Next > **Finish**

The id will now show correctly in excel

85856	300129502460200608	Lusanda Tolo	#####	12:06	:
85859	200179232660200608	Ongama Conjw	#####	12:06	:
85862	200174558260200608	Sinovuyo Ntozi	#####	12:06	:
85863	100101581940200528	Ishmael Tsotet	#####	18:06	:
85864	300144418160200608	Thuliswa Nxaw	#####	12:06	:
85866	200164464260200608	Sisi Khoza	#####	12:06	:
85867	300119371960200608	Vamkela Dabane	#####	12:06	: