Steps involved in moving the abandoned contacts from CSV to Cisco UCCX Outbound Campaign

# Steps involved

1. Configure CUIC scheduler to collect the abandoned contacts in the CSV file format
2. Spring boot java service1 – to move the contacts from CSV to DB

Note: CUIC scheduler has the data appended to the previous data. So only the new data will be moved to the contacts DB

1. Push the required [ The CSQ defined by customer] contacts from DB to UCCX outbound Campaign and change the update status as “Y”. hence the contacts already added will not be added again.

# Detailed steps in each service

## 1.DB upload service

1. Move the abandonedList to the local folder rename it as “AbandonedContacts.csv”
   1. Copy the file from the shared location, rename it as “AbandonedContacts.csv” and place it in the tomcat location
   2. After copy is successful, the source file will be deleted [Hence at any point of time there will be only one file available in this directory to make the file handling easier]
   3. Within this service, DB method to insert the csv file data to DB with status “N” will be invoked.
   4. For the first Time Tomcat destination location will have no files
      1. Files copied from source say 10 contacts
      2. Upload all contacts to DB
      3. And rename the file as “Temp.csv”
2. For the next time
   1. Check for availability of temp.csv
   2. Compare new file with temp.csv
   3. New file is assumed to have more data than csv if its been called for same day
   4. Copy only extra data to DB and replace the old temp file with new file
3. Read from this csv and upload to DB
4. If(upload to DB success)
   1. Delete the CSV

## **2.** AddContactToCampaign

**1.** Read each contact whose upload status is “N” and change to “Y” once uploaded to campaign successful

1. Read the contacts from DB with updateStatus as “N”, and add this to configured campaign
2. Once success response received from “addCampaign Rest URL” the updatestatus will be set us “Y”
3. AllowDuplicate contacts Set to “false” so if the contacts received from CUIC scheduler is having duplicate data it wont be added into the campaign.

**Configurations done for CUIC scheduler**

1. CUIC Scheduler will be configured to move the AbandonedContacts.csv file to the SFTP location of the appserver every 30 minutes from 9:00 AM

**Note:**

1. All these 3 scheduler will run on every 2 hours but minimum 5 minutes interval between each of the scheduler. Example, CUIC scheduler starts at 9:00 AM, uploadToDB service will be invoked by 9:05 AM and 9:10 the addToCampaign will be invoked. The timing intervals will be finetuned during our testing.
2. The code is been developed to add the contacts to single campaign [Campaign name and URI details or configurable]. If contacts to be added into different campaigns code update is required accordingly.