## Instructions to Load Echopass Daily Data Export

1. Download data files to a local directory from Echopass FTP site.
   1. Host: sftp://transfer.us2.echopass.com
   2. Username: es2.echopass.com\maxhihix\_transfer
   3. Password: \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*
   4. Destination: [LOCAL\_ECHOPASS\_DIRECTORY]\DailyDataDump\[MMDDYY]
   5. Fileset:
      1. MAXHIHIX\_CC\_S\_ACD\_AGENT\_ACTIVITY\_[MMDDYYHHMMSS].csv
      2. MAXHIHIX\_CC\_S\_ACD\_INTERVAL\_[MMDDYYHHMMSS].csv
      3. MAXHIHIX\_CC\_S\_AGENT\_[MMDDYYHHMMSS].csv
      4. MAXHIHIX\_CC\_S\_CALL\_DETAIL\_[MMDDYYHHMMSS].csv
      5. MAXHIHIX\_CC\_S\_CONTACT\_QUEUE\_[MMDDYYHHMMSS].csv
      6. MAXHIHIX\_CC\_S\_IVR\_INTERVAL\_[MMDDYYHHMMSS].csv
      7. MAXHIHIX\_CC\_S\_IVR\_STEP\_[MMDDYYHHMMSS].csv
2. Zip data files in local directory.
   1. cd [LOCAL\_ECHOPASS\_DIRECTORY]\DailyDataDump\[MMDDYY]
   2. zip -r [MMDDYY].zip \*.csv
3. Connect to Aventail VPN.
4. Upload data files from local directory to HI DEV App Server.
   1. Host: 10.200.90.78
   2. Username: etladmin
   3. Password: \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*
   4. Destination: /home/etladmin/cctmp
   5. pscp [MMDDYY].zip [etladmin@10.200.90.78:/home/etladmin/cctmp/Echopass/Inbound/](mailto:etladmin@10.200.90.78:/home/etladmin/cctmp/Echopass/Inbound/) [MMDDYY].zip
5. Move data files into HI DEV App Server Echopass Inbound directory for ETL processing.cd cctmp
   1. Host: 10.200.90.78
   2. Username: etladmin
   3. Password: \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*
   4. Destination: /u01/maximus/maxdat-dev/HCCHIX/Echopass/Inbound
   5. Login to HI DEV App Server using putty.
   6. Verify that the upload succeeded
      1. cd cctmp/Echopass/Inbound
      2. ls –al
      3. verify that [MMDDYY].zip is in the directory, if not go back to step 4.
   7. Unzip data files into Echopass Inbound directory
      1. unzip [MMDDYY].zip –d $ECHOPASS\_PATH/Inbound
6. Run load\_Contact\_Center script to process data files
   1. cd $MAXDAT\_ETL\_PATH/ContactCenter/implementation/HIHIX/bin
   2. run\_load\_contact\_center.sh > run.log
7. Review run.log for any errors.
   1. less run.log
   2. /ERROR
   3. Press “n” to N”ext” through the text and review all instances of “ERROR”
      1. Any instances of the following are benign, “INSERT INTO CC\_L\_TRANSFORMATION (ID\_BATCH, CHANNEL\_ID, TRANSNAME, STATUS, LINES\_READ, LINES\_WRITTEN, LINES\_UPDATED, LINES\_INPUT, LINES\_OUTPUT, LINES\_REJECTED, ERRORS, STARTDATE, ENDDATE, LOGDATE, DEPDATE, REPLAYDATE, LOG\_FIELD) VALUES ( ?, ?, ?”
      2. Log lines that begin with ERROR indicate a problem.
   4. Press “q” to Q”uit” the less