Support Data Export Requirements

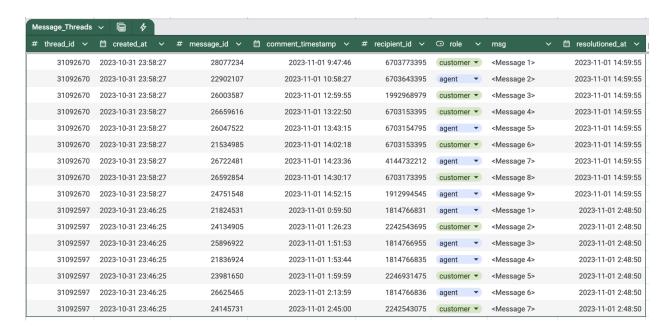
When sending Chattermill a sample of your support data, please provide a CSV export with the following fields included;

- Recipient ID
- Thread ID
- Individual message ID
- User role (Agent / Bot / Customer)
- Timestamp by individual message

If there are multiple support types, these should be in individual files (i.e. an export for SMS, an export for Chat, etc...). If this is not the case, please provide a field indicating what type of support data the message is.

Any attribution data (for example, demographics of the customer, purchase information) should also be included with clear column headings.

Attached below is an example of what the export should include.



 $\frac{https://docs.google.com/spreadsheets/d/1waZseUsEMCD_4RjNZkGmoW7Za0cKN4V1X0du2J}{87z1k/edit?usp=sharing}$