

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.

Message_Threads										
#	thread_id	created_at	#	message_id	comment_timestamp	#	recipient_id	role	msg	resolved_at
	31092670	2023-10-31 23:58:27		28077234	2023-11-01 9:47:46		6703773395	customer	<Message 1>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		22902107	2023-11-01 10:58:27		6703643395	agent	<Message 2>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		26003587	2023-11-01 12:59:55		1992968979	customer	<Message 3>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		26659616	2023-11-01 13:22:50		6703153395	customer	<Message 4>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		26047522	2023-11-01 13:43:15		6703154795	agent	<Message 5>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		21534985	2023-11-01 14:02:18		6703153395	customer	<Message 6>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		26722481	2023-11-01 14:23:36		4144732212	agent	<Message 7>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		26592854	2023-11-01 14:30:17		6703173395	customer	<Message 8>	2023-11-01 14:59:55
	31092670	2023-10-31 23:58:27		24751548	2023-11-01 14:52:15		1912994545	agent	<Message 9>	2023-11-01 14:59:55
	31092597	2023-10-31 23:46:25		21824531	2023-11-01 0:59:50		1814766831	agent	<Message 1>	2023-11-01 2:48:50
	31092597	2023-10-31 23:46:25		24134905	2023-11-01 1:26:23		2242543695	customer	<Message 2>	2023-11-01 2:48:50
	31092597	2023-10-31 23:46:25		25896922	2023-11-01 1:51:53		1814766955	agent	<Message 3>	2023-11-01 2:48:50
	31092597	2023-10-31 23:46:25		21836924	2023-11-01 1:53:44		1814766835	agent	<Message 4>	2023-11-01 2:48:50
	31092597	2023-10-31 23:46:25		23981650	2023-11-01 1:59:59		2246931475	customer	<Message 5>	2023-11-01 2:48:50
	31092597	2023-10-31 23:46:25		26625465	2023-11-01 2:13:59		1814766836	agent	<Message 6>	2023-11-01 2:48:50
	31092597	2023-10-31 23:46:25		24145731	2023-11-01 2:45:00		2242543075	customer	<Message 7>	2023-11-01 2:48:50

https://docs.google.com/spreadsheets/d/1waZseUsEMCD_4RjNZkGmoW7Za0cKN4V1X0du2J87z1k/edit?usp=sharing