Spok Go® - File Upload Specifications
Departments

Version 2.1

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Introduction

This document is intended to be a guide to help the reader understand the Spok Go File Upload for Departments.

Scope

This document describes the requirements and technical specifications for the proper use of the data file upload.

Intended Audience & Use

This document is intended for all personnel involved in the administration and support of the data file upload (specific to Department data) as well as the users of the Spok Go system to which the uploaded data will be inserted. The document has the following intended uses:

- Validation of data to be loaded and understanding of the processes and requirements/business rules for the data file upload.

- Understanding by Spok's Professional Services Group (PSG) as well as the Spok Go customer regarding the technical specification and supported layout of the data file upload.

- A development specification and reference for the data file upload.

Requirements

The following sections will outline the various requirements for the success of the Spok Go File Upload for Department info.

System Requirements

The following are system requirements.

- Comma separated file(s), with fields in the order that is defined later in this document, using one of the following file names…

  `departmentinfodataload.[CCYYMMDDHHMMSS].csv`
  Where `[CCYYMMDDHHMMSS]` is the date/time of the file's creation by the source system.

- An SFTP client (SFTP enables file transfers over SSH) that is capable of transferring files to Spok Go's on-premises Gateway.

Resource Requirements

The following resources will be required for implementation of the Spok Go File Upload for Departments.

A Customer's Source System Data Administrator - this resource is responsible for the creation of the previously mentioned build data CSV file(s) as well as for the data integrity of the file.

- Spok Professional Service Group (PSG) resource - this resource is responsible for enabling the Spok Go File Upload connector for the Customer's Spok Go system as well as for guiding the Customer through using these specifications for the creation and transfer of the data file for Department info.

Connection Requirements

The following are the connection parameters to the on-premise Gateway for the Spok Go File Upload for Department info:

GATEWAY   : [FQDN or IP address of the Gateway's Load Balancer]

USERNAME   : [Auto-generated during setup, provided by PSG resource]

PASSWORD   : [Auto-generated during setup, provided by PSG resource]

PORT   : 22

File Formatting Expectations

Each row in the CSV file represents one Department record and each file should represent one type of build data – Department.

The v2.1 version of the Spok Go File Upload specifications for Departments supports a maximum of 14 fields and therefore expects 13 "," commas to delimit the first 13 fields.

Then, instead of a "," comma, the 14th or last field for each record should be terminated with a carriage return/line feed combo (CRLF) unless it is the last or only record in a file in which case the terminating CRLF is optional.

Field Formatting Expectations

The build data CSV file(s) will utilize a simple set of three characters to separate fields, sub-fields separators and repetitions within fields.

- A "," comma is used to separate fields
- A ";" semi-colon is used to separate sub-fields within a single field
- A "|" pipe character is used to separate one-to-many repetitions of data in a single field

The use of any of these characters as actual data within any of the fields that are defined below is not supported.

Operation Expectations

This file supports two types of operations. This can be specified in column 3 (C):

- 'FULL' = This operation will process all supported fields in the specification.
- 'STATUS' = This operation will only process the 'Status' field for an existing record. All other fields will be ignored. This operation looks at entities by unique ID first, if no unique ID is provided, data exchange will look up entity by name. If no record is found, an error is logged.
  - Refer to column Operation STATUS Required

Field Mapping

The following tables show how to load Department records into the Spok database in the ordered fields that follow.

Fields in these tables are both numbered and lettered (ex: 2(B)) to aid in counting and referring to specific fields as well as for providing an easy cross-reference to alpha column headers if the file is viewed in a spreadsheet application.

Field	Description	Required for FULL Operation	Supports Repeats for FULL Operation	Required for STATUS Operation	Format	Spok attribute
1(A) Targeted Spec Version	Version of the specs that the provided file is targeting	✓		✓	Expected value: 2.1	
2(B) File Type	Specifies the file's purpose for subsequent processing within Spok Go	✓		✓	Expected value: DEPARTMENTS	
3(C) Operation	Indicates whether the import will be a full metadata import or status update only	✓		✓	Expected value: "FULL" or "STATUS"	
4(D) Unique ID	A unique ID for an employee from the file's source system			✓ If not available, the name will suffice in 5(E)	uniqueID	External reference ID(s) and Attribute(s)
5(E) Department Name	Unique name of each of a customer's possible departments	✓			Free text, spaces allowed	New record inserts only based on case-insensitive searches.
6(F) Status	Sets the record's active v. inactive status	✓		✓	"ACTIVE" or "INACTIVE"	
7(G) Address Line 1	Address line 1 for the department				Free text, spaces allowed	
8(H) Address Line 2	Address line 2 for the department				Free text, spaces allowed	
9(I) City	City for the department				Free text, spaces allowed	
10(J) State/Province	State/Province for the department				Free text, spaces allowed	
11(K) Postal/Zip Code	Postal or Zip code for the department				Free text, spaces allowed	

Field	Description	Required for FULL Operation	Supports Repeats for FULL Operation	Required for STATUS Operation	Format	Spok attribute
12(L) Country	Country for the department				Free text, spaces allowed	
13(M) Phone Numbers	Phone numbers, phone type for the department		✓ Snapshot Update 2		phoneNumber;phoneType	The phone number should be between 3 and 32 characters. Phone type can be one of these values: Main, Office, Administrator, Emergency, DepartmentHead, ServiceLine
14(N) Timestamp	Date and time the department record was written to the file	✓			CCYYMMDDHHMMSS	

Data Upload Details

The following section explains field-level specifics that should help ensure the successful implementation of the Spok Go File Upload for Departments.

1) Note that if this file is viewed in a spreadsheet application, these fields may not display as intended due to the application's default field formatting. Changing the displayed format of these fields' columns should allow a reviewer to see the column's contents as expected.

2) Repeating fields noted with "Snapshot Update" will replace a user's existing values with new values as they are received in one of these fields. This handling also applies to the receipt of empty fields which will remove any existing data for a previously populated field.

Integration Risks

The following are possible risks that have been identified:

- Non-curated source data with duplicates or inaccurate data.

- Irregular or inconsistent output of files from source system.

- Poorly formatted CSV files

- Inclusion of incorrect data that cannot be corrected by subsequent Department file uploads (ex: unused records or incorrect spelling)

Integration Success Criteria

The integration will be considered successful if the following criteria are met:

- The Spok Go File Upload for Departments per the specifications in this document and Departments have been added to Spok Go as expected.

Revision History

The table that follows will provide a history of changes that are made to this document.

Date	Comment(s)	Author
2021.02.23	V2.1 of these specs (department address and phone numbers)	Sunil Bhujle