



Spok Go® - File Upload Specifications
Forwarding Status Info

Version 2.0

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Introduction

This document is intended to be a guide to help the reader understand the Spok Go Forwarding Status Info Upload.

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 Forwarding Status data) as well as the users of the Spok Go system to which the uploaded Forwarding Status data will be inserted or updated. 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 Device Info File Upload.

System Requirements

The following are system requirements.

- A comma separated file called `forwardingstatusdataload.[CCYYMMDDHHMMSS].csv` (where [CCYYMMDDHHMMSS] is the date/time of the file's creation by the source system) with fields in the order that is defined later in this document.
- 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 Device Info File Upload:

- A Customer's Source System Data Administrator - this resource is responsible for the creation of the previously mentioned `forwardingstatusdataload.[CCYYMMDDHHMMSS].csv` 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 Forwarding Status extract file.

Connection Requirements

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

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 Forwarding Status Info record. The v2.0 version of the Spok Go Forwarding Status Info File Upload specifications supports a maximum of 13 fields and therefore expects 12 “,” commas to delimit the first 12 fields.

Then, instead of a “,” comma, the 13th 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 `forwardingstatusdataload.[CCYYMMDDHHMMSS].csv` file 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.

Other Considerations

1. Pre-loaded users with external IDs

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.

Field Mapping

The following table shows which Device Info details can be loaded into the Spok database in the field order that follows.

Fields in this table are both numbered and lettered (ex: 5(E)) 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 | Format | Required for FULL Operation | Spok attribute |
|----------------------------|--|--|-----------------------------|-------------------------|
| 1(A) Targeted Spec Version | Version of the specs that the provided file is targeting | Expected value: 2.0 | ✓ | |
| 2(B) File Type | Specifies the file's purpose for subsequent processing within Spok Go | Expected value: FORWARDING | ✓ | |
| 3(C) Operation | Indicates whether the import will be a full metadata import or status only | Expected value: "FULL" | ✓ | |
| 4(D) UserExternalId | A unique ID for the user from file's source system | ExternalID | ✓ | |
| 5(E) ScheduleType | | | ✓ | SCHEDULED or INDEFINITE |
| 6(F) StartOn | If ScheduleType is Scheduled then required | DateTime in UTC (2008-09-22T14:01:54.9571247Z) | | |
| 7(G) EndOn | If ScheduleType is Scheduled then required | DateTime in UTC (2008-09-22T14:01:54.9571247Z) | | |
| 8(H) AdditionalNotes | | | | |

| Field | Description | Format | Required for FULL Operation | Spok attribute |
|--------------------------|--|-----------------------|-----------------------------|----------------|
| 9(I) ForwardeeExternalId | A unique ID for the user from file's source system | | ✓ | |
| 10(J) ForwardeeType | | Expected value : User | ✓ | |
| 11(K) Forwardee Name | | | ✓ | Free text |
| 12(L) TimeStamp | Date and time the record was written to the file | CCYYMMD DHHMMSS | ✓ | |

Data Upload Details

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

Fields and/or sub-fields that are **grayed-out** are reserved for future use and will not be used when adding or updating a Spok Go user's info at this time. However, these fields and sub-fields can still be populated in preparation for their planned purpose without negatively impacting the processing of a user record.

- 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.

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 Device Info file uploads (ex: incorrect device classification name)

Integration Success Criteria

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

- The Spok Go Forwarding Status Info File Upload is implemented per the specifications in this document and Device Info for both shared and personal devices have been added to Spok Go as expected.