AUTOMATED DATA IMPORT

For integration and consolidation of the information, third party data file can be automatically uploaded to ScheduleInterpreter® portal, or scheduled, and fully automated download process, can be configured.

ScheduleInterpreter preferred format is JSON, tabular files with TAB character separating the data fields is the second best option. CSV files are also accepted when other two formats can't be utilized.

EVENT KEY


```
{
 "event": [{
  "id": 123,
  "description": "Surgery follow up",
  "bill_code": 123456,
  "vendor_id": "15469ABC",
  "vendor_country_code": "US",
  "type": "phone",
  "bill_time": {
   "primary": "00:26:00",
   "secondary": "00:21:00"
  },
  "service": {
   "id": 14,
   "name": "Spanish"
  },
  "incoming": {
   "start": {
    "date": "2021-01-01",
    "time": "11:01:59"
   },
   "end": {
    "date": "2021-01-01",
    "time": "11:27:36"
   }
  },
  "responding": {
   "start": {
    "date": "2021-01-01",
    "time": "11:02:15"
   },
   "end": {
    "date": "2021-01-01",
    "time": "11:27:38"
   }
  },
  "outgoing": {
   "start": {
    "date": "2021-01-01",
    "time": "11:06:14"
   },
   "end": {
    "date": "2021-01-01",
    "time": "11:26:19"
   }
  },
  "consumer": {
   "first_name": "John",
   "last_name": "Doe",
   "dob": "1985-10-10"
  },
  "requester": {
   "first_name": "Jane",
   "last_name": "Doe"
  }
```

```
  }]
 }
```

The following event keys are available

Key	Description	Type
id	ID assigned to a service call by the third party provider.	integer
type	Type of event: `phone|video`	string
description	Description of the event optional	string
bill_code	Code assigned to a caller's account. Used for authentication.	integer
bill_time	Billable time details	dictionary
service	Reference information for the type of service provided	dictionary
incoming	Connection time details of the calling party (client)	dictionary
responding	Connection time details of the responding party (vendor)	dictionary
outgoing	Connection time details of the outgoing call (3rd party)	dictionary
consumer	Details of a consumer using the services	dictionary
requester	Details of a requester/provider	dictionary
vendor_id	ID assigned to a vendor by the third party provider	string
vendor_country_code	Two letter ISO country code where vendor is located	string

BILL TIME KEY

Bill time service key provides billable time details. Bill time is a level 3 key.

Key	Description	Type
primary	Total billable time in HH:MM:SS format	time
secondary	Total billable time in HH:MM:SS format. Used when 3rd party is joining the call optional	time

SERVICE KEY

Service key provides details about the service provided. Service is a level 3 key.

Key	Description	Type
name	Name of the service provided	string
id	Id of the service provided. Often used in the selectin menu optional	integer

START/END KEYS

Start and end keys provide date and time when each party joined and disconnected the call. Start and end are level 3 keys.

Key	Description	Type
start	Contains date and time a party joined the event.	dictionary
end	Contains date and time a party left the event. When not provided, event is consider in-progress.	dictionary

PARTICPATING PARTY KEYS

Participating party keys contain information about participants of the events. Start and end are level 3 keys.

Key	Description	Type
first_name	First name of the participant optional	string
last_name	Last name of the participant optional	dictionary
dob	Date of birth of the participant in YYYY-MM-DD format optional	date

All times must be provided in the time zone of the clients' headquarters, unless specified otherwise.

BEST PRACTICES

To ensure accuracy and reliability of the data transfer, ScheduleInterpreter® recommends to include last 24 hours of the calls in the data file. Compression of the files is recommended using zip or gz formats. 250 calls compressed in either format should account to approximately 10Kb of data.

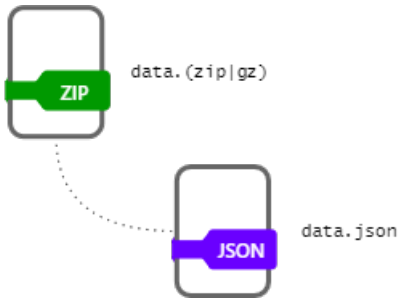
ACCESS CODES

To enable fully automated customer account activation for over the phone services, ScheduleInterpreter® is using preset blocks of access codes, also referred as authorization pin. The access codes can have various length and are generated by the service provider. The file format is plain text with each code separated by the comma. The file containing the codes is named code_bank.csv and can contain unlimited number of preapproved codes.

The codes should be protected and not to be disclosed as they enable authorized access to the services, regardless of their account association.

NAMING CONVENTION

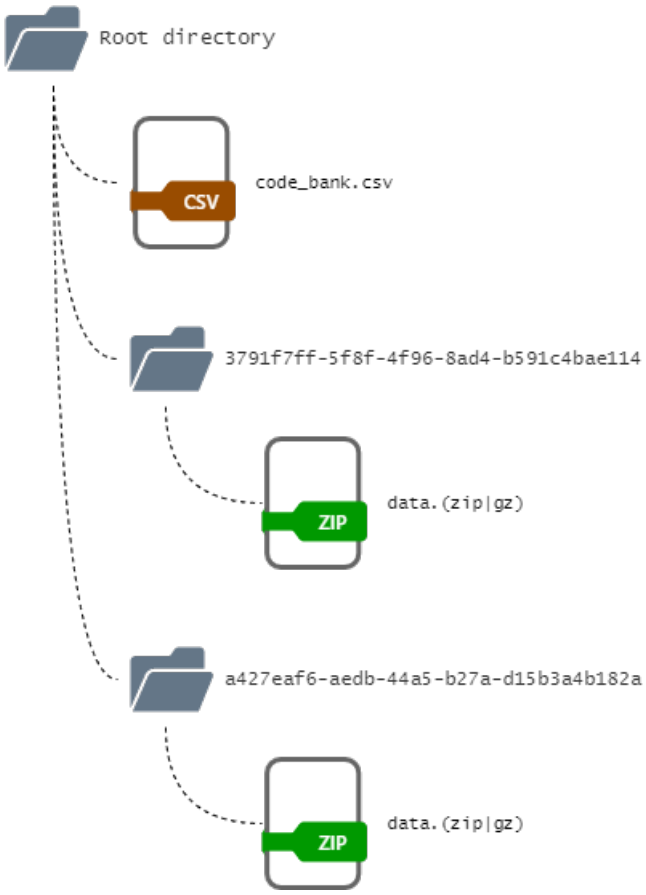
ScheduleInterpreter® follows strict naming convention to operate data imports. File containing the json data should be named as data.json. Container, containing data.json file, should be named data.zip or data.gz. Unless specified, there should be no additional files inside data.zip or data.gz container.



FILE AND FOLDER STRUCTURE

All accounts' and access code data is stored using the following file structure. A non-functioning codes are used for

demonstration purpose only.



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