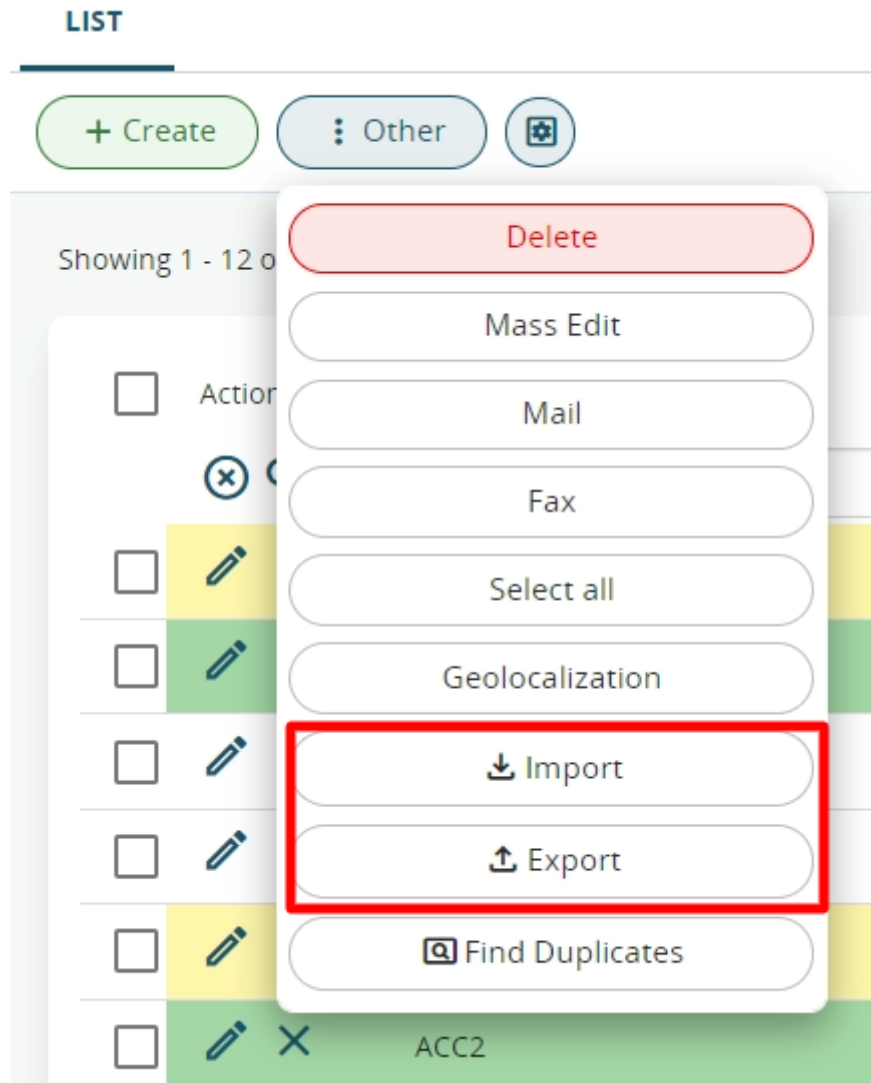


3.5.1 Imports

In all modules that involve master data, is possible to import data from CSV files, clicking on the button Other and then the button Import. The import is available in list view of the module.



Before uploading new data through the importation procedure, always:

- Check the match between column names in the csv files and the ones in vtenext;
- Perform a duplicates check according to the data already in vtenext.

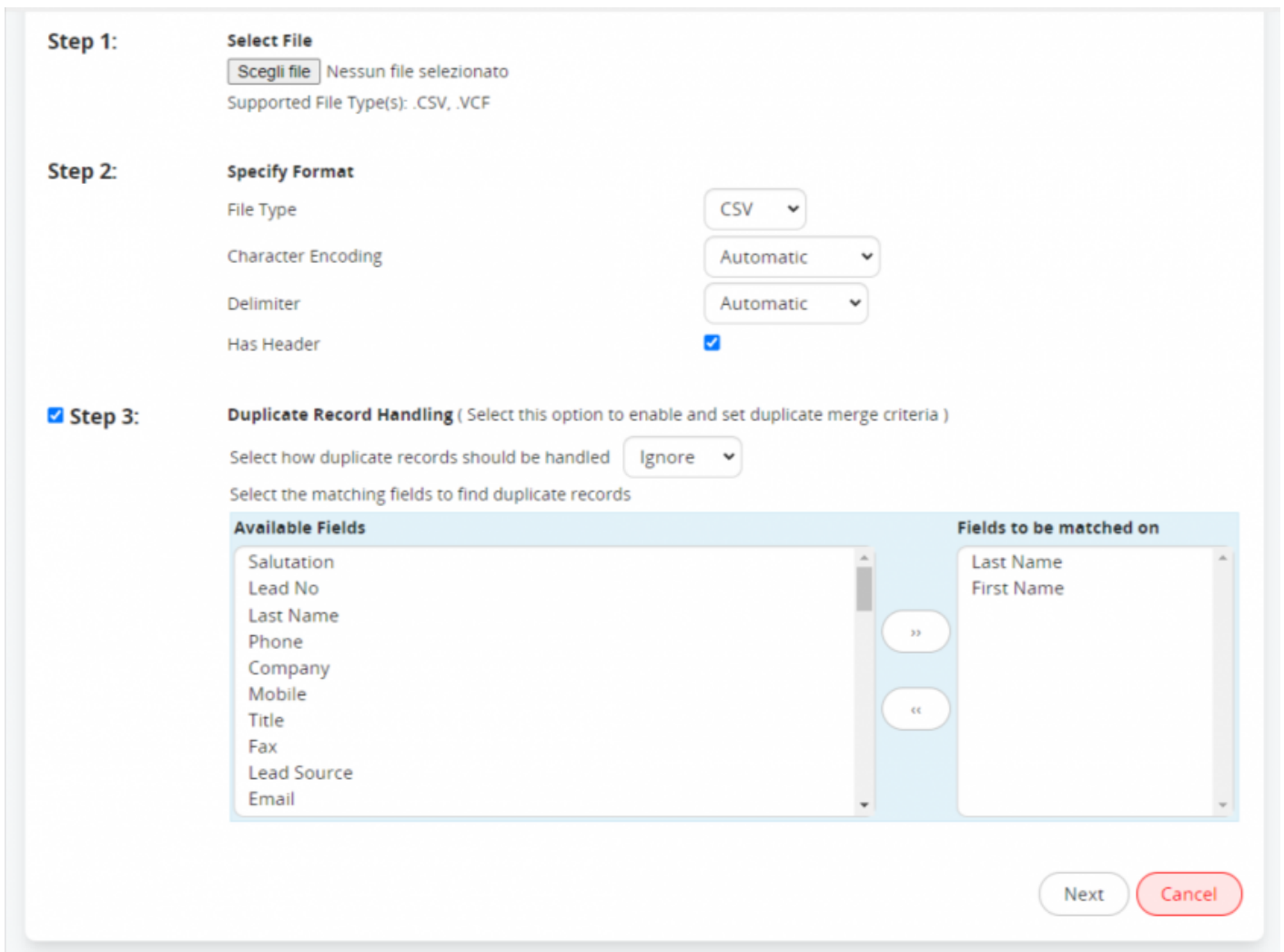
Warning! It is advisable to import files of up to 950 lines. If your databases has more lines, divide it into different files. This is a safety measure to avoid server overloads.

How to import:

STEP 1: Select the previously set csv file;

STEP 2: Specify the file type, the character encoding, the delimiter and whether it contains the column header in the first line. (We recommend maintaining the proposed settings).;

STEP 3: Select the mode for managing possible duplicate records between csv and vtenext from among the following modes present in the screen;



The screenshot shows a three-step configuration window for importing a file.
Step 1: Select File includes a button 'Scegli file' and the text 'Nessun file selezionato' and 'Supported File Type(s): .CSV, .VCF'.
Step 2: Specify Format includes dropdowns for 'File Type' (set to CSV), 'Character Encoding' (set to Automatic), and 'Delimiter' (set to Automatic), plus a checked checkbox for 'Has Header'.
Step 3: Duplicate Record Handling is selected with a blue checkmark. It includes a dropdown for 'Select how duplicate records should be handled' (set to Ignore) and a section for 'Select the matching fields to find duplicate records'. This section has two lists: 'Available Fields' (Salutation, Lead No, Last Name, Phone, Company, Mobile, Title, Fax, Lead Source, Email) and 'Fields to be matched on' (Last Name, First Name), with double arrow buttons between them.
At the bottom right are 'Next' and 'Cancel' buttons.

Ignore: the records present in vtenext will be maintained and the csv file data will not be imported;

Replace: the records present in vtenext will be deleted and new records will be created corresponding to those of the csv file.

Update: updates the records as follows: if the target field in the CRM is empty, it will be updated as indicated in the csv file; if the field is already filled in the CRM, the values indicated in the csv will be disregarded.

Next, define the fields that will constitute the duplicates recognition key. A practical example is given below.

vtenext contains the following leads:

Name	Surname	Account	Email	Creation Date	Relations
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	01.01.2018	1 calendar activity
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	02.12.2018	1 Email

A data import from a csv file containing the following record is carried out 03-12-2018, mapping the name, surname and company.

Name	Surname	Account	Email	Phone
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	3331234567

Option 1: management of duplicates by means of the Skip (**Ignore**) option.

The situation remains unchanged:

Nome	Surname	Account	Email	Creation Date	Relations
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	01.12.2018	1 calendar activity
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	02.12.2018	1 Email

Option 2: duplicates management by means of the Replace option.

The records in vtenext are deleted and the csv file data remain valid:

Name	Surname	Account	Email	Phone	Creation Date	Relations
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	3331234567	03.12.2018	

Option 3: duplicates management by means of the Update option.

Among duplicated records in vtenext the most recent record is kept and merged with the csv file record:

Name	Surname	Account	Email	Phone	Creation Date	Relations
Giorgio	Rossi	Rossi SPA	grossi@rossispa.it	3331234567	03.01.2018	1 Email

Proceeding with the NEXT button, you must now map your data according to the vtenext fields (whether standard fields or customised fields).

Import Leads

Step 4: Map the Columns to Module Fields

Detected encoding: UTF-8 Use Saved Mapping: --Select--

Header	Row 1	CRM Fields	Default Value	Format
uid	200000764	None		
codiceAgenzia	C075	None		
tipo	AG	None		
nome	AGENZIA DI BUSSOLENO-Siv. Aba	None		
indirizzo	VIA TORINO 2	None		
cap	10053	None		
localita	BUSSOLENO	None		
comune	Bussoleno	None		
provincia	TO	None		
telefono	012248029	None		
fax	0122640968	None		
email	age075@divisioneitalia.sara.it	None		

☐ Save as Custom Mapping :

CRM field	Proposes the standard and customised fields in the module in which you are working.
Default Value	You can define the default value to set if the cell is empty in the csv file.

Note. To carry out multiple imports, you can save the mappings for a future use by flagging “Save as Customised mapping” and assigning a name. In future imports the Mapping will be available in the upper right in the popup menu.

Once you have finished mapping, click on Import to transfer your data to vtenext. In the last step the result of the importation will be shown.

Order to be respected in importing data related to other modules.

In case we have to import data that has relations with other modules, for examples accounts and contacts, we will import firstly the data of the module with the relation 1-N (an account has N contacts) and then the data with the relation N -1 (N contacts for each account) during the importing process we will associate contacts and accounts.

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