questback

INTEGRATION UTILITY
ESSENTIALS

Instructions for using the integration utility with Essentials. This tool allows you to import invitees with their respondent data using Excel files, as well as download results from quests in Excel format. This document outlines the basic instructions on using this tool.

Contents

Document revision list

Author:	Version:	Revision	Date:	Approved by:
Stefan Söderberg	1.0	Language support	27DEC16	
Sami Siekkinen	1.0	Finalize document	02OCT16	
Stefan Söderberg	n/a	Contents	28AUG16	
Stefan Söderberg	n/a	Support for delimiter in exports	29SEP17	
Stefan Söderberg	n/a	Support for Distribution Prioritization for invitees	04DEC17	
Stefan Söderberg	n/a	Support for include email and split multiselect answers in exports	12DEC17	
Torbjørn Andresen		Added time to exported filenames. Added section in the config file for setting timeout interval. Exporting of responses; added automatic retry attempt when export fails.	29AUG18	
Torbjørn Andresen		Fixed usage of parameter FromNDaysAgo and ToNDaysAgo. Added new key VerboseLogging.	09NOV18	
Torbjørn Andresen		TLS 1.2. Updated to .net framework 4.7.2 https://dotnet.microsoft.com/download/dotnet-framework-runtime	21DEC18	
Torbjørn Andresen		ExportCommand. Added new parameter -DisplayOtherFreeText. Exit code is now 1 or 255 when failing. Import Of respondents slightly faster for quests with a lot of respondentdata.	05MAR19	

Introduction

The integration utility is a command line application that has the capability of importing invitees from local files and extracting results to local files. The utility imports and exports the same file formats that normally would be used to import invitees or export raw data in the service.

The application is a console application (Windows) and it uses the Questback Integration API. In order to use this utility you must have set up access to the integration web service. If not, please contact integration@questback.com to provide you with access.

System Requirements
The host executing the Integration Utility needs to support and have Microsoft .NET Framework 4 installed, and have internet access to https://integration.questback.com/ (port 443 outbound).

Configuration and Execution

The application can be executed manually from the command line or scheduled as a backend job. The application can be configured using keys in the appSettings section of the application configuration file (IntegrationUtility.exe.config), but all keys can also be passed as command line arguments to the application. Typically, keys common to all commands are set in the configuration file and other keys are passed as arguments. Below is an example of how to set the credentials used to access the web service API.

```
<appSettings>
  <add key="UserName" value="yourusername"/>
  <add key="Password" value="yourpassword"/>
</appSettings>
```

Passing Keys as Command Line Arguments

Keys can be passed as command line arguments to the application using the format: -KeyName:KeyValue

Example
IntegrationUtility.exe –Command:ImportInvitees –Email:Email -QuestId:1234 –SecurityLock:abcd –

ImportDirectory:"c:\questback-imports"

Logging

When logging is enabled the application outputs a log to a text file with information about the process. If no path is specified, the log is written to the same directory as the application is executed from. Logging is enabled by default but can be disabled by setting the key EnableLogging to false. However, even if logging is disabled, errors are always logged. The path of the log file is specified by the key OutputLog.

Now also possible to set VerboseLogging to true, this will give even more logging if you are struggling with the setup. Enabling VerboseLogging before sending it to Questback Support is beneficial in most cases.

Key	Mandatory	Description
EnableLogging	No	If logging enabled (true|false)
VerboseLogging	No	Write extra logging information. E.g. handy for debugging when setting up ESS Integration utility for the first time. (true|false)

Importing Invitees

The import invitees command reads files in the format xlsx (Microsoft Open Office format), xls (Excel 2003-2007) and csv (semicolon separated text file) and imports them into a quest in the service. You can specify an ImportDirectory or an ImportFile to read. If an ImportFile is specified, then that specific file is imported into the service and if an ImportDirectory is specified then all files in the directory will be read and imported. Please note that by default, imported files are deleted after successful import. It is also possible to have the files moved to another directory after import. That is done via the parameter TransferDirectory.

Key	Mandatory	Description
UserName	Yes	The user name used to access the web service API
Password	Yes	The password used to access the web service API
TimeZone	No	The timezone to use. For examples of valid values see the TZ column in the following table: https://en.wikipedia.org/wiki/List_of_tz_database_time_zones
Command	Yes	The name of the command to execute. Set to: ImportInvitees
ImportFile	Yes, if not ImportDirectory specified	The full path to the file that should be imported
ImportDelimiter	No	The delimiter to use when importing csv or txt files. Allowed values are **comma**, **semicolon** or **tab.** Default is **semicolon**.
Email	No	The column header of the email column. Default is Email
SMS	Yes, for SMS enabled quests	The column header of the mobile phone number column.
DistributionPrioritization	No	Determines if email or sms is the preferred distribution method. Possible values are **sms** and **email**. Email is the default value.
ImportDirectory	Yes, if not ImportFile specified	The full path to the directory that contains the files to be imported. Only files with the extension .xlsx, .xlsm, .xls or .csv will be processed. Please note that when using this option, processed files WILL BE DELETED on successful import. *Note: if TransferDirectory is set, files will be moved to the transfer directory instead of being deleted.*
TransferDirectory	No	Path to a directory to which imported files are transferred after import. If not set, the files are deleted after import.

QuestId	Yes	The QuestId can be found by clicking on "preview quest" button in Questback http://web.questback.com/isa/qbv.dll/ShowQuest?Preview=True&QuestID=4403257&sid=MNCX4vRnEb
SecurityLock	Yes	The Security can be found by clicking on "preview quest" button in Questback http://web.questback.com/isa/qbv.dll/ShowQuest?Preview=True&QuestID=4403257&sid=MNCX4vRnEb where sid is "SecurityLock"
AllowDuplicates	No	When not set or set to false the existing invitees will be matched on the email address. If there are matches, the data for the matching recipients are updated with the data from the file. When set to true, this matching is disabled and duplicate emails are allowed. Default is false.
SendEmail	No	When set to true, emails are sent to new invitees after import completes. Default is false.

Respondent Data
If you wish to add respondent data with the invitations you need to "bootstrap" the quest. At the time of writing this document this is accomplished by adding one dummy invitee using the "Add Invitees" and file import in "Distribution" section. With this dummy invitee you define the available respondent data fields. The field names have to match the column headers in the file you are looking to import with the Integration Utility.

Multilingual quests and respondent language
If you wish to import language for your invitees you add a column named "Language" to your file. This column should contain a language code, i.e. the short name, ISO639-1 or ISO639-3 code found in the table "Supported Languages" at the end of this document.

Example
To import invitees to the quest with Id 1234 and security lock abcd from files in a directory: c:\questback-imports, use the following command:

IntegrationUtility.exe -Command:ImportInvitees -Email:Email -QuestId:1234 -SecurityLock:abcd -ImportDirectory:"c:\questback-imports"

Exporting Responses

The export responses command exports the raw data of the specified report to a local file in the desired format.
Supported formats are xls (Excel 2003-2007), csv (semicolon separated text file) and spss (IBM SPSS Software).

Key	Mandatory	Description
UserName	Yes	The user name used to access the web service API
Password	Yes	The password used to access the web service API
Command	Yes	The name of the command to execute. To export responses use the value ExportResponses
ExportFile	Yes, if not ExportDirectory specified	The full path to the file that should be written to. Note that existing files will be overwritten.
ExportFormat	No	The format of the exported file. Supported values are xls, csv and spss. Default is xls.
ExportDelimiter	No	The delimiter to use when exporting csv or txt files. Allowed values are **comma**, **semicolon** or **tab.** Default is **comma**.
IncludeEmailOrPhone	No	Determines if email (or phone) is included in the export. Default is false.
SplitMultiSelectAnswer	No	Determines if multi select questions should be split into multiple columns in the export. Default is false.
DisplayOtherFreeText	No	It the export should return what the respondent actually answered on an "other" type alternative. Default is true.
DataFormat	No	The data format to use in the exported file. There are three formats and they determine which data is written to the file. Text – uses the text of the response option Numeric – uses the numerical code of the response option Weight – uses the weight of the response option The default value is numeric.
ExportDirectory	Yes, if not ExportFile specified	The full path to the directory that contains the files to be exported. Export file names will contain the quest id and time of export.
QuestId	Yes	The Id of the quest.
SecurityLock	Yes	The security lock of the quest.
FromDate	No	Used to filter the output data to a specific time interval.
ToDate	No	Used to filter the output data to a specific time interval.
FromNDaysAgo	No	Computes the start date relative to the current date. Entered as the number of days (integer) to subtract from the current date. Please note that any StartDate parameter is ignored if FromNDaysAgo is specified.
ToNDaysAgo	No	Computes the end date relative to the current date. Entered as the number of days (integer) to subtract from the current date. Please note that any EndDate parameter is ignored if ToNDaysAgo is specified.

Example

To export responses from the quest with Id 1234, security lock abcd to a directory: c:\questback-exports, use the following command:

```
IntegrationUtility.exe -Command:ExportResponses -QuestId:1234 -SecurityLock:abcd -ExportDirectory:"c:\questback-exports"
```

Supported Languages

Below is a list of the languages supported when importing invitees. You can use the standard ISO639-1 or ISO639-3 codes but the Short name as listed below will give you the most specific match.

Language	Short name	ISO639-1	ISO639-3
Afrikaans	afr	af	afr
Akan	aka	ak	aka
Albanian	alb		
Arabic	ara	ar	ara
Aramaic	arc		arc
Armenian	arm		aen
Avar	ava	av	ava
Azerbaijani	aze	az	aze
Bangla	ben	bn	ben
Basque	baq	eu	baq
Berber	ber		ber
Bosnian	bos	bs	bos
Breton	bre	br	bre
Bulgarian	bul	bg	bul
Buriat	bua		bua
Burmese	mya	my	mya
Catalan	cat	ca	cat
Cebuano	ceb		ceb
Chamorro	cha	ch	cha
Chinese (Simplified)	chs	zh	zho
Chinese (Taïwan)	cht	zh	zho
Chinese (Traditional)	zho	zh	zho
Cornish	cor	kw	cor
Corsican	cos	co	cos
Cree	cre	cr	cre
Creek	mus		
Croatian	hr	hr	hrv
Czech	cze	cs	ces
Danish	dan	da	dan
Dutch	ned	nl	nld
Dutch (Belgian)	bfl	nl	nld
Egyptian Arabic	egy		arz
English	eng	en	eng
English (Australia)	aus	en	eng

Language	Short name	ISO639-1	ISO639-3
English (Canada)	eca	en	eng
English (Ireland)	irl	en	eng
English (New Zealand)	nzl	en	eng

English (US)	usa	en	eng
Esperanto	epo	eo	epo
Estonian	est	et	est
Fante	fat		
Faroese	fao	fo	fao
Filipino	fil		fil
Finnish	suo	fi	fin
French	fra	fr	fra
French (Belgian)	bfr	fr	fra
French (Canada)	fca	fr	fra
French (Switzerland)	fsw	fr	fra
Galibi Carid	car		car
Gayo	gay		gay
Georgian	kat	ka	kat
German	ger	de	deu
German (Austria)	gat	de	deu
German (Switzerland)	gsw		gsw
Gondi	gon		gon
Greek	gre	el	ell
Greek (Cyprus)	cyp	el	ell
Greenlandic	kal	kl	kal
Guarani	grn	gn	grn
Gujarati	guj	gu	guj
Hawaiian	haw		haw
Hebrew	heb	he	heb
Hungarian	hun	hu	hun
Icelandic	isl	is	isl
Indonesian	ind	id	ind
Inupiaq	ipk	ik	ipk
Irish	cel	ga	gle
Italian	ita	it	ita
Italian (Switzerland)	isw	it	ita
Japanese	jpn	ja	jpn
Kabyle	kab		kab
Kara-Kalpak	kaa		kaa

Kazakh	kaz		
Khmer	khm	km	khm
Kongo	kon	kg	kon
Korean	kor	ko	kor
Kurdish	kur	ku	kur
Latvian	lat	lv	lav
Lithuanian	lit	lt	lit
Macedonian	mac	mk	mkd
Madurese	mad		mad
Malagasy	mlg	mg	mlg
Malaysian Bahasa	msa	ms	msa
Maltese	mlt	mt	mlt
Maori	mao	mi	mri
Mongolian	mon	mn	mon
Montenegrin	mne	me	mne
Nepali	nep	ne	nep
Norwegian (Bokmål)	nor	nb	nob
Norwegian (Nynorsk)	non	nn	nno
Pangasinan	pag		pag
Persian	fas	fa	fas
Polish	pol	pl	pol
Portuguese	por	pt	por
Portuguese (Brasil)	bra	pt	por
Punjabi (Gurmukhi script)	gur		
Punjabi (Shahmukhi script)	sha		
Romani	rom	ro	ron
Romanian	ron	ro	ron
Russian	rus	ru	rus
Sami	sam	se	sme
Sami, Lule	smj	se	smj
Sami, Northern	sme	se	sme
Sami, Southern	sma	se	sma
Samoan	smo	sm	som
Sardinian	srd	sc	srd
Serbian	sr	sr	srs
Sindhi	snd	sd	sin
Sinhala	sin	si	sin
Slavic	sla	cu	chu

Slovac	slk	sk	slk
Slovenian	slv	sl	slv
Somali	som	so	som
Sorbian	wen		hsb

Sotho	soh		nso
Spanish	esp	es	spa
Spanish (Argentine)	arg	es	spa
Spanish (Bolivia)	bol	es	spa
Spanish (Chile)	chl	es	spa
Spanish (Colombia)	col	es	spa
Spanish (Costa Rica)	cri	es	spa
Spanish (Cuba)	cuw	es	spa
Spanish (Dominican Republic)	dom	es	spa
Spanish (Ecuador)	ecu	es	spa
Spanish (El Salvador)	els	es	spa
Spanish (Guatemala)	gtm	es	spa
Spanish (Honduras)	hnd	es	spa
Spanish (Mexico)	mex	es	spa
Spanish (Nicaragua)	nic	es	spa
Spanish (Panama)	pan	es	spa
Spanish (Paraguay)	pry	es	spa
Spanish (Peru)	per	es	spa
Spanish (Puerto Rico)	pri	es	spa
Spanish (Uruguay)	ury	es	spa
Spanish (Venezuela)	vez	es	spa
Standard Hindi	hin	hi	hin
Swahili	swa	sw	swa
Swazi	ssw		
Swedish	swe	sv	swe
Syriac	syr		syr
Tajiki	tgk		
Tamil	tam	ta	tam
Thai	tha	th	tha
Tongan	ton		
Turkish	tur	tr	tur
Ukrainian	ukr	uk	ukr
Umbundu	umb		umb
Urdu	urd	ur	urd
Uzbek	uzb		
Waray	war		war
Welsh	cym	cy	cym
Venda	ven	ve	ven
West Frisian	fry	fy	fry
Vietnamese	vie	vi	vie
Xhosa	xho	xh	xho
Yiddish	yid	yi	yid
Zulu	zul	zu	zul