

Vergic Statistics Export

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Document ID: Vergic Statistics Export v1

Date: 2016-05-16

Revised:

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1 Introduction

The Vergic Engage Platform includes comprehensive statistics and metrics on visitor and agent data. This data is available for manual download via the agent interface. Advanced customers that do machine interpretation and data mining need an automated interface for access to the data. The Statistics Export interface is such an automated means of access, not only for current data, but also for up to three or more months of historical data.

This document is a technical description of the Statistics Export feature.

2 System access

Access to the automated statistics service is done through fully encrypted communication using the **SFTP**-protocol. *Note: There is a similarly named but unrelated file transfer protocol called FTPS; do not confuse the two!* Access is granted through asymmetric cryptography keys (i.e. public-private key-pairs) rather than passwords.

2.1 Key exchange

The private key may be generated by two methods:

- 1) Customer generates key-pair. In this case the public-key part of the customer-generated key-pair is simply emailed to Vergic, with a following fingerprint validation.
- 2) Vergic generates key-pair. In this case, an encrypted private key is transmitted to the customer, along with an out-of-band password communication (usually SMS) for the private-key encryption password.

2.2 Server access

The Statistics Export server is accessed via the following parameters:

Host name: statsexport.vergic.com
Port number: 22
Account name: An account name will be assigned
Password: Asymmetric key pair

3 File structure

The metrics data are delivered as csv-files containing the data, each file containing the same structure as the files reachable through the Vergic Engage Platform Web GUI. There are two types of data files: daily statistics and hourly statistics. Since there are a very large number of hourly statistics files, considering that more than three months' worth of files may be available at the same time, the files are organised in a directory structure for easy access.

The daily statistics are placed in a daily directory hierarchy, and the hourly statistics are placed in hourly directories within each day's directory. The top of the hierarchy is a directory named '**Metrics**'.

Daily directory structure: Metrics/<year>/<month>/<day>/<daily statistics file>.csv

Hourly directory structure: Metrics/<year>/<month>/<day>/<hour>/<hourly statistics file>.csv

All times are in UTC. For any time period (day or hour) where there is no data for a file, the file is omitted from the corresponding directory.