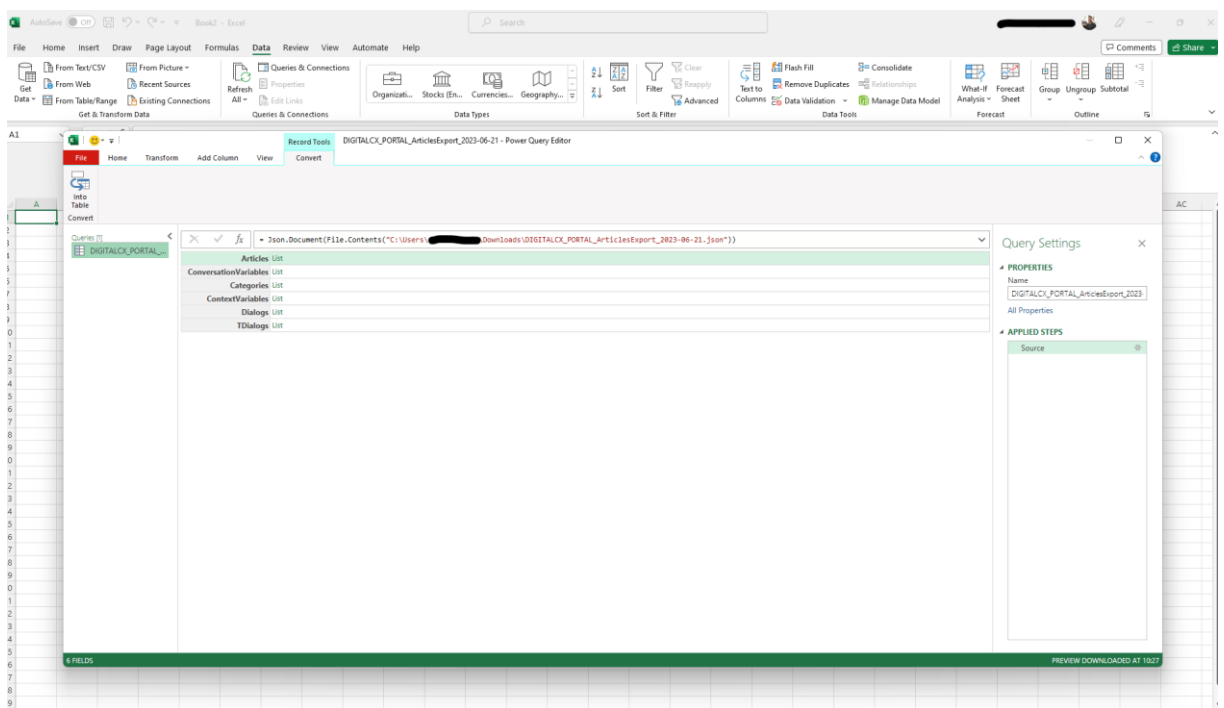
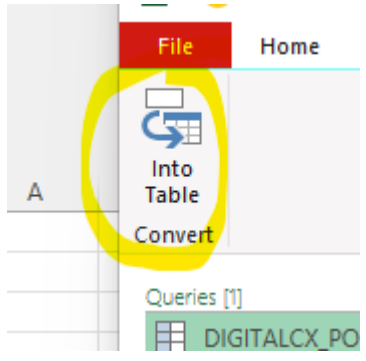


Convert JSON Export into an Excel file

- Download a file with the desired Articles you wish to export. This will be a JSON file.
- Open a new blank file in Excel
- Go to the Data tab
- Click Get Data -> From File -> From JSON
- Open the downloaded JSON Articles file
- The following pop up window will open:



- Click on Into Table



- You should now see a converted table. Click on the following icon in the top right corner of the table.

Queries [1]
DIGITALCX_PORTAL_...

`= Record.ToTable(Source)`

	Name	Value
1	Articles	List
2	ConversationVariables	List
3	Categories	List
4	ContextVariables	List
5	Dialogs	List
6	TDialogs	List

- Click on **Expand to New Rows**
- The table will be filled with data but to display the desired data. Click the expand button again:

Queries [1]
DIGITALCX_PORTAL_...

`= Table.ExpandListColumn(#"Converted to Table", "Value")`

	Name	Value
1	Articles	Record
2	Articles	Record
3	Articles	Record
4	Articles	Record
5	Articles	Record
6	Articles	Record
7	Articles	Record
8	Articles	Record
9	Articles	Record
10	Articles	Record

- In the opened pop up, click on **Load more**. (do this to make sure all columns are exported in the file)

`= Table.ExpandListColumn(#"Converted t`

(Select All Columns)

Culture

Id

Outputs

Questions

Categories

Use original column name as prefix

⚠ List may be incomplete. **Load more**

OK Cancel

	Name	Value
13	Articles	Record
14	Articles	Record
15	Articles	Record

- After this click on OK
- The table will now be updated with the expanded data.

ARc Name	Value.Culture	Value.Id	Value.Outputs	Value.Questions	Value.Categories
1 Articles	en	16946	List	List	List
2 Articles	en	16947	List	List	List
3 Articles	en	16901	List	List	List
4 Articles	en	12835	List	List	List
5 Articles	en	16895	List	List	List
6 Articles	en	16892	List	List	List
7 Articles	en	16893	List	List	List
8 Articles	en	14274	List	List	List
9 Articles	en	16890	List	List	List
10 Articles	en	16891	List	List	List
11 Articles	en	16889	List	List	List
12 Articles	en	16943	List	List	List
13 Articles	en	13060	List	List	List
14 Articles	en	13027	List	List	List
15 Articles	en	12996	List	List	List
16 Articles	en	8964	List	List	List
17 Articles	en	3907	List	List	List
18 Articles	en	2849	List	List	List
19 Articles	en	1332	List	List	List
20 Articles	en	1319	List	List	List
21 Articles	en	1303	List	List	List
22 Articles	en	1288	List	List	List
23 Articles	en	1130	List	List	List

Meaning of coloms:

Value Culture: *shows the culture of the Article*

Value Id: *the id of the Article*

Value Outputs: *Answers of articles and attached meta data, videos, images etc.*

Value Questions: *Questions in the Article*

Value Categories: *The attached categories of an Article*

- Click on the expand icon again to expand the table with the desired data
- Click **Expand to New Rows**
- Click **Load more** to make sure all the data is exported

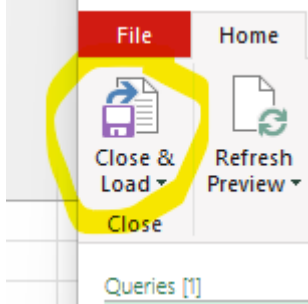
The following data can be found and expanded for these Values:

Value Outputs	Type	Tells you the type of Output
	Text	Text from the Answer
	Links	Information related to URLs used in the Answer
	Images	Information related to images used in the Answer
	Videos	Information related to videos used in the Answer
	is Default	Shows if the Answer is the default answer (TRUE) or not (FALSE)
	OutputMetaData	Metadata information
	Channel	Channel information
	ContextVariables	Context information attached to Answers

Questions	Type	Tells you the type of Output
	Text	The text of the Questions
	IsFaq	Tells you whether the Question is a FAQ (TRUE) or not (FALSE)

Categories	Id	The ID of the category this Article is attached to
	SortOrder	The order of the ID in the category

- Once all the columns are expanded you click Close & Load



- The updated table will now display all the data from the export

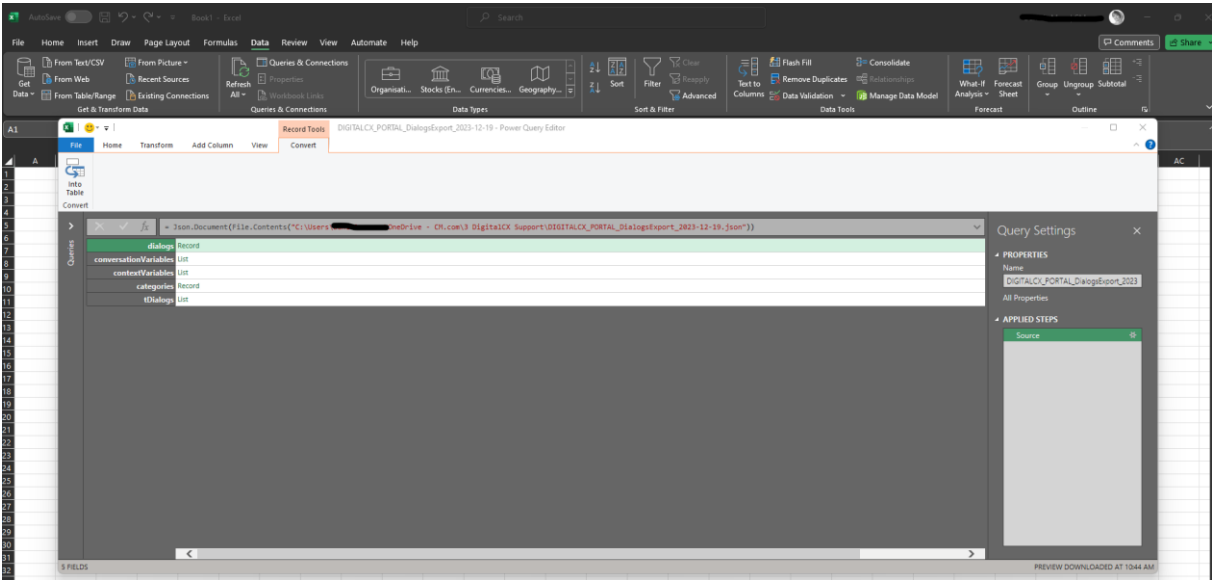
Footnotes:

- If you wish to update this table at a later stage, you can click the file on the right in **Queries & Connections** to edit the table again.
- You can move columns around before expanding them. So if you wish to have the Questions column before the Outputs (Answers) you can move it before creating the updated table or after.
- The same process can be repeated when making exports for **T-Dialogs**. The provided data might differ a bit from what was specified in this file but the process to create the Excel overview file stays the same.

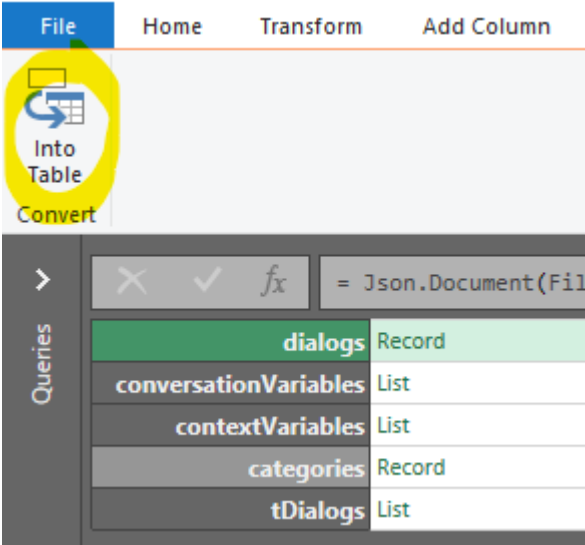
When making exports for **Dialogs**, the start of the conversion process differs slightly from that for Articles and T-dialogs. To convert a dialogs export please find the steps below:

Convert JSON Dialogs Export into an Excel file

- Download a file with the desired Dialogs you wish to export. This will be a JSON file.
- Open a new blank file in Excel
- Go to the Data tab
- Click Get Data -> From File -> From JSON
- Open the downloaded JSON Dialogs file
- The following pop up window will open:



- Click on Into Table



- You should now see a converted table:

	Name	Value
1	dialogs	Record
2	conversationVariables	List
3	contextVariables	List
4	categories	Record
5	tDialogs	List

- In the dropdown menu of column 'Name', unselect all items except 'dialogs' and click OK.

	Name	Value
1	dialogs	Record
2	conversationVariables	List
3	contextVariables	List
4	categories	Record
5	tDialogs	List

Sort Ascending

Sort Descending

Clear Sort

Clear Filter

Remove Empty

Text Filters

Search

(Select All)

categories

contextVariables

conversationVariables

dialogs

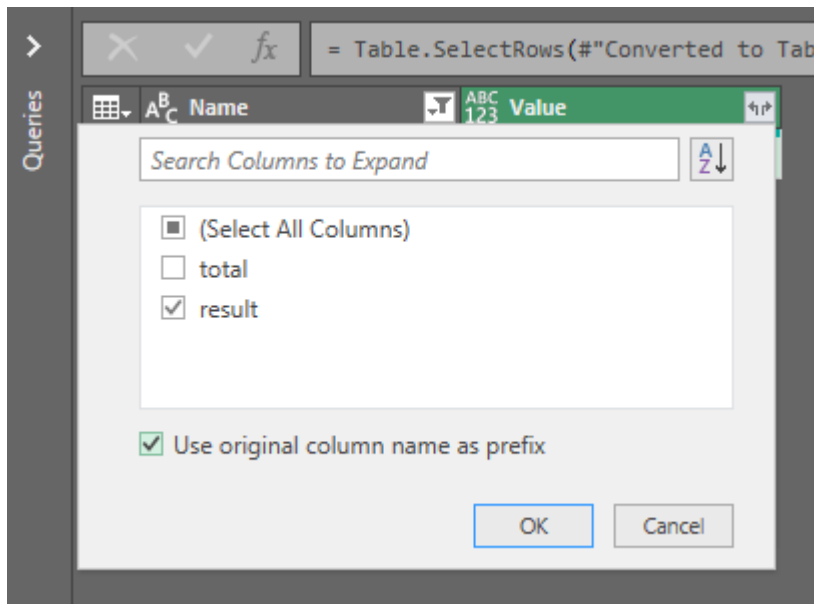
tDialogs

OK Cancel

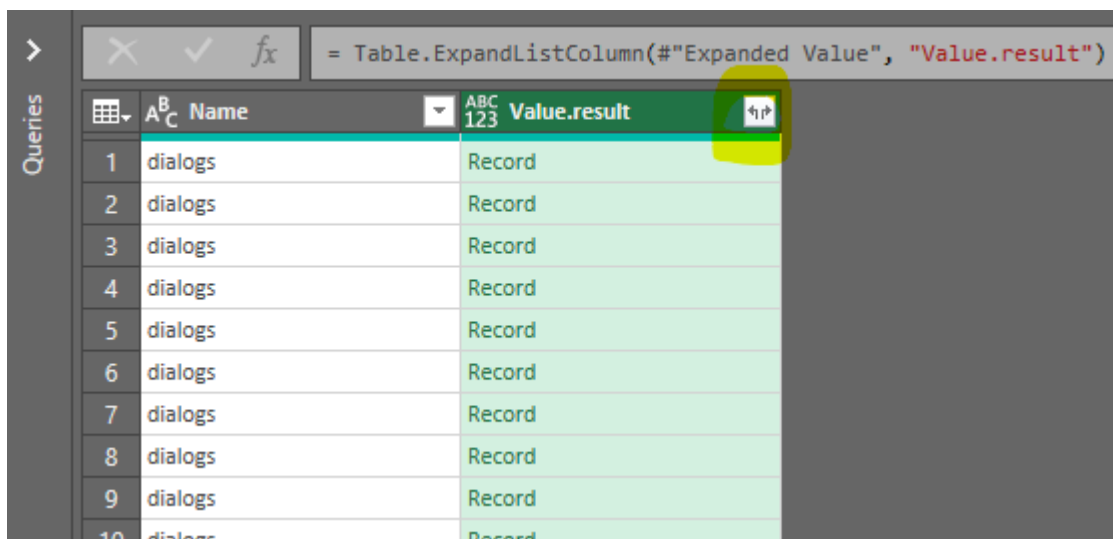
- Click on the following icon in the top right corner of the table.

	Name	Value
1	dialogs	Record

- Unselect 'total' and keep 'result' selected. Click on OK.

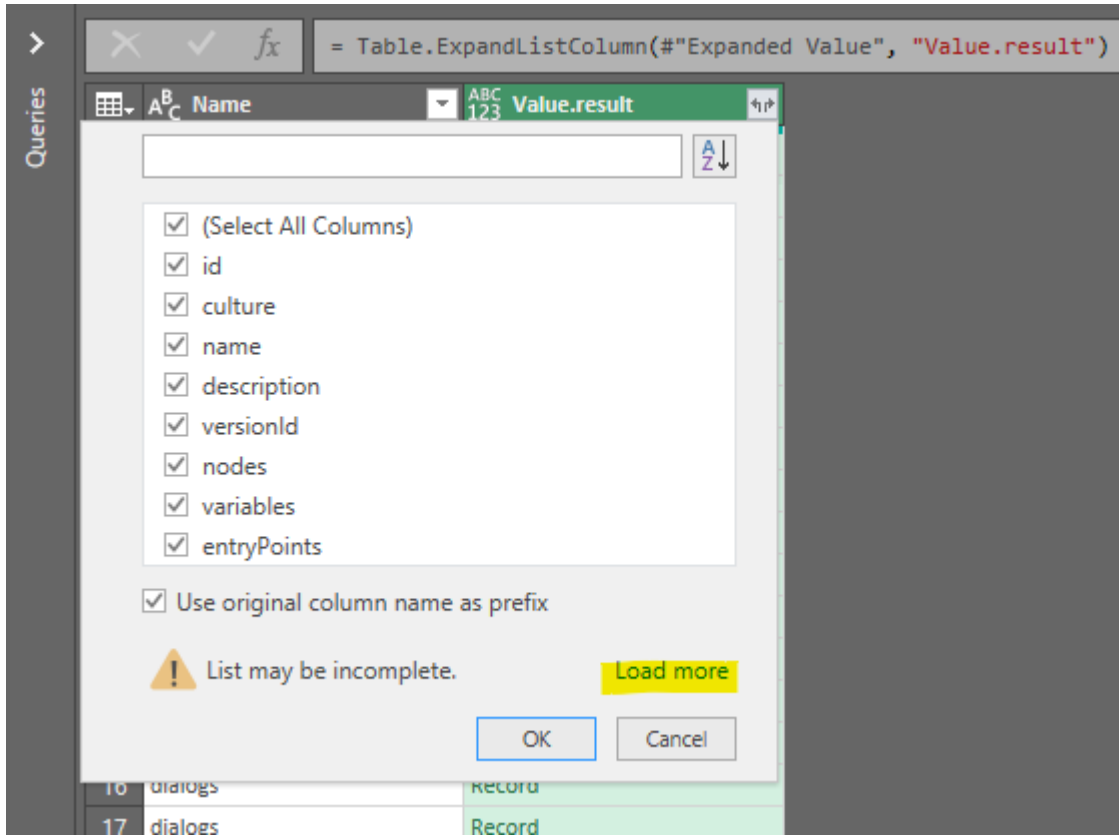


- Click the expand button again: Click on **Expand to New Rows**
- The table will be filled with data but to display the desired data. Click the expand button again:





- In the opened pop up, click on **Load more**. (do this to make sure all columns are exported in the file):

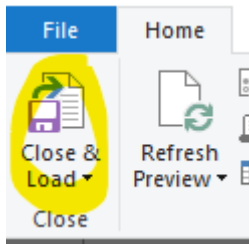


- After this click on **OK**
- The table will now be updated with the expanded data:

	Name	Value.result.id	Value.result.culture	Value.result.name	Value.result.description	Value.result.versionId	Value.result.nodes	Value.result.variables	Value.result.entryPoints
1	dialogs	110	en	Feedback	Feedback Dialog for CM Chat...	5202118	List	List	List
2	dialogs	114	en	Contact Start	Contact Support Start	5342195	List	List	List
3	dialogs	118	en	Countries	Dialog regarding countries an...	5202118	List	List	List
4	dialogs	122	en	ZZZ Not used Product select		5342346	List	List	List
5	dialogs	130	en	France Office	Paris	5202118	List	List	List
6	dialogs	132	en	Spain office	Paris	5202118	List	List	List
7	dialogs	133	en	Contact Support		5342357	List	List	List
8	dialogs	134	en	NEW NOT USED Contact Sales		5275110	List	List	List

Click on the expand icon(s) again to expand the table with the desired data:
Click **Expand to New Rows**.
Click **Load more** to make sure all the data is exported.

- Once all the columns are expanded you click **Close & Load**:



- The updated table will now display all the data from the export.