



DATASHEET

# Database management

 **contact**  
a broadvoice Company

# Database management

**The tool provided by Go Contact to manage your data is as intuitive as the entire platform, with no need to have knowledge on databases.**

The upload method of the contact database to be associated to the inbound or outbound campaigns is easily and quick, allowing a timely response to the business needs.

GoContact also offers APIs that allow the automatic loading of databases from external applications.

Allowing database uploading, in order to manage voice contacts, tickets, Back Office tasks, as well as auxiliary tables for business support.

## Functionalities

- Intuitive interface for Database loading by uploading xls. files
- Interface to load black lists of contacts and Databases auxiliary to the business.
- APIs to load contact Databases for voice, tickets, Back Office Tasks.
- Real-time statistics on the loaded data and utilization status
- Detailed statistics on the loaded records and respective utilization status

The screenshot displays the Go Contact Database Manager interface. It features a main table with columns for ID, Name, Contacts, Exclusive, Campaign, Active, and Created Date. Below this, there is a statistics dashboard for a specific database (RECPTB0416\_Outras) showing a 'Closed' status with 536 contacts, and buttons for 'New' (0 Contacts), 'Recycle' (222 Contacts), 'Callback' (47 Contacts), and 'Closed' (536 Contacts). At the bottom, there is another table with columns for ID, Name, and dates, showing auxiliary tables like 'comparticipacoes', 'codigos\_inbound', 'codigos\_televisao', 'blacklist', 'moradas\_lojas', 'assistentes\_to\_branch', 'cp\_to\_calendar', and 'moradas'.

ID	Name	Contacts	Exclusive	Campaign	Active	Created Date
1883	void	1	<input checked="" type="checkbox"/>	Testes	<input checked="" type="checkbox"/>	2016-07-11 16:30:52
532	UNSBIO0116_SANTARMA	183	<input checked="" type="checkbox"/>	BIO-Agnes	<input checked="" type="checkbox"/>	2016-01-21 13:43:16
1374	UMRA_3105	101	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2016-05-31 18:39:23
929	UMRA_3103	100	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2016-03-31 17:55:12
46	UMRA_3009	42	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2015-09-30 18:03:57
1615	UMRA_3006	3	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2016-06-30 18:05:48
1363	UMRA_3005	62	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2016-05-30 18:01:15
922	UMRA_3003	33	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2016-03-30 17:49:18
445	UMRA_2812	26	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2015-12-29 17:08:16
188	UMRA_2810	80	<input checked="" type="checkbox"/>	UMRA	<input checked="" type="checkbox"/>	2015-10-29 17:09:42

ID	Name	Created Date	Updated Date	Active
10	comparticipacoes	2016-02-24	2016-07-25	<input checked="" type="checkbox"/>
8	codigos_inbound	2015-10-02	2016-08-16	<input checked="" type="checkbox"/>
7	codigos_televisao	2015-09-30	2016-08-04	<input checked="" type="checkbox"/>
6	blacklist	2015-09-28	Never Updated	<input checked="" type="checkbox"/>
5	moradas_lojas	2015-09-16	2016-06-06	<input checked="" type="checkbox"/>
4	assistentes_to_branch	2015-09-11	Never Updated	<input checked="" type="checkbox"/>
3	cp_to_calendar	2015-09-01	2016-08-09	<input checked="" type="checkbox"/>
2	moradas	2015-06-26	2015-09-09	<input checked="" type="checkbox"/>



contact

a broadvoice Company

[www.gocontact.com](http://www.gocontact.com)