

User event export

Last Modified on 06.05.2025

About the User Event Export

This feature allows you to export data containing the events (interactions) a User had with your Guides and Announcements.

This article covers

- the requirements
- the benefits
- what data is exported
- how to export the data
- troubleshooting

Requirements

It requires technical knowledge so the assistance of a developer is recommended.

Why use it

Use the data to:

- monitor the interaction with Guides or Announcements for specific Users.
- compare it against the statistics you are collecting internally with other tools.

Guide interaction export

Overview of exported data

The exported data will contain details on the following events:

- Guide started
- Guide finished
- Guide exited

For each of the events, you will see the following details:

Time of the event	Shows the exact time the event was triggered (UTC)
Type of the event	E.g. Guide was started or exited
User	User ID of the User who triggered the event
Guide	Displays the ID of the Guide for which the event was triggered
Step number, Total step numbers	Shown only when a Guide was exited. Displays the steps at which the Guide was exited and the total number of steps in the Guide.

The results are exported to a JSON format which you can process for your needs with the help of a developer.

Here is a sample result in JSON format:

```
{
  "time": "2023-04-12T14:47:01.609Z",
  "event": "guideExited",
  "user": {
    "id": "81861005",
    "applicationUserId": "20712bf2a8be0d0266b19c67"
  },
  "guide": {
    "id": "97070"
  },
  "step": {
    "id": "66314135",
    "stepNumber": 1,
    "totalStepNumber": 8
  }
},
```

Announcement data export

Overview of exported data

The exported data will contain details on the following events:

- Announcement event (viewed)

For each of the events, you will see the following details:

Time of the event	Shows the exact time the event was triggered (UTC)
Type of the event	Announcement was viewed
User	User ID of the User who triggered the event
Announcement	Displays the ID of the Announcement for which the event was triggered (you can see the Announcement ID in its URL in the Userlane Portal)

The results are exported to a JSON format which you can process for your needs with the help of a developer.

Here is a sample result in JSON format:

```
{
  "time": "2025-04-28T06:29:06.599Z",
  "event": "announcementViewed",
  "user": {
    "id": "20812437",
    "applicationUserId": "3402"
  },
  "announcement": {
    "id": "64256"
  }
},
```

Export the data

Prerequisites

This type of data export is protected and requires authentication by an Authorization Token. You can generate your token under **_My Account_** in the Userlane Portal.

□ The token is generated for each Userlane Manager individually. You can generate a new token at any time using the same button in your Portal.

The API export can only be done with a special tool. We have made it available for you:

- [Guide event export](#)
- [Announcement event export](#)

Preparing a request

For the request to be successful, you will need to fill out the tool with the required data in the required format.

This is the general view of the export page. We will go through all the required fields below:

get

https://api.userlane.com/v2/properties/{propertyId}/enduser-events

YOUR REQUEST HISTORY

17 Calls			7 Days
TIME	STATUS	PATH	USER AGENT
4/28/2023 10:52 AM	200	/v2/properties/kdlqe/end...	API Explorer
4/28/2023 10:52 AM	200	/v2/properties/kdlqe/end...	API Explorer
4/28/2023 10:51 AM	200	/v2/properties/kdlqe/end...	API Explorer
EXPAND		Page 1	

PATH PARAMS

propertyId string **required**
Id of the property

QUERY PARAMS

start date-time **required**
Start of the requested time window.

end date-time **required**
End of the requested time window.
page integer
Result page (for paginated results).
limit integer
Maximum number of elements per page (for paginated results).

LANGUAGE

Shell Node Ruby PHP Python

AUTHENTICATION

Header f8s7fd43.A36034HeSot9lkkj343o4646406h43645dY2FPic8KmDv

URL

Base URL https://api.userlane.com/v2/properties/{propertyId}

CURL

```
1 curl --request GET \  
2 --url 'https://api.userlane.com/v2/properties/kdlq\' \  
3 --header 'Authorization: f8s7fd43.A36034HeSot9lkkj343o4646406h43645dY2FPic8KmDv\' \  
4 --header 'accept: application/json'
```

Try It!

RESPONSE

Click Try It! to start a request and see the response here! Or choose an example:

application/json

200 400 401 403 Default

Parameters

In order to target the data for your application and for a specific time span, you will need to enter search parameters:

- Property ID: the individual Userlane ID of your application
- Start + End: here you can select a time span for the data you want to export. Use the following time format: 2023-04-01T00:00:00+00:00 (the bold section sets the date, here, it is 1 April 2023, you can leave the rest like in the example)
- Page and Limit options: the maximum elements per page is 1000, if your result is bigger, you will need to request the data for each page separately by changing the page number and running the query again

The API can export data from maximum 60 days in the past.

Here is an example of properly filled out parameters:

PATH PARAMS

propertyId string **required**

Id of the property

kdlqe

QUERY PARAMS

start date-time **required**

Start of the requested time window.

2023-01-01T00:00:00

end date-time **required**

End of the requested time window.

2023-01-19T00:00:00

page integer

Result page (for paginated results).

1

limit integer

Maximum number of elements per page (for paginated results).

1000

Authentication

The request is only possible if authenticated with the correct token. Please paste it into the Authentication field:

AUTHENTICATION

HEADER ⓘ

Header

f8s7fd43.AJ6D34HeSot91kkj343o46464o6h43645dY2FPic0KmDv

Run the request

Once all the parameters are set, you can run the query by clicking on the “Try it” button in the CURL section.

If everything goes well, you will see the results in the Response section below.

```
CURL
REQUEST
1 curl --request GET \
2   --url 'https://api.userlane.com/v2/properties/kdlqe' \
3   --header 'Authorization: anJ9gIKZ.tnzJAAC9rljmsTr...' \
4   --header 'accept: application/json'
```

Try It!

```
RESPONSE 200 TRY IT
1 {
2   "type": "enduser-events",
3   "version": "1.0.0",
4   "start": "2023-01-01T00:00:00+00:00",
5   "end": "2023-01-19T00:00:00+00:00",
6   "events": [],
7   "pagination": {
8     "page": 1,
9     "limit": 1000,
10    "totalElements": 0,
11    "totalPages": 0
12  }
13 }
```

Headers ⓘ

You can copy the results by clicking on the Copy icon.

The request code can be copied as well and used in another tool.

Troubleshooting

If the request is not successful, you will see an error message in the result section. You may look for possible issues based on the message it contains.

The most common errors relate to the wrong date format or incorrect/ invalid token being used, like in this example:



If you see any errors, please revise all the data based on the article. If the issue still occurs, please reach out to us.
