

User event export

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About the User Event Export

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

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 for specific Users.
- compare it against the statistics you are collecting internally with other tools.

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)
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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
  }
},
```

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 [here](#).

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:

The screenshot displays the 'get' API tool interface. On the left, there's a 'YOUR REQUEST HISTORY' table with columns for TIME, STATUS, PATH, and USER AGENT. Below it are 'PATH PARAMS' and 'QUERY PARAMS' sections. The 'PATH PARAMS' section has a 'propertyId' field with the value 'kdlqj'. The 'QUERY PARAMS' section includes 'start' (2023-01-01T00:00:00), 'end' (2023-01-19T00:00:00), 'page' (1), and 'limit' (1000). On the right, there's a 'LANGUAGE' dropdown (Shell, Node, Ruby, PHP, Python), an 'AUTHENTICATION' section with a 'Header' field containing a long alphanumeric string, and a 'URL' section with a 'Base URL' field containing 'https://api.userlane.com/v2/properties/{propertyId}'. Below the URL is a 'CURL' section with a 'REQUEST' field containing a curl command. At the bottom right, there's a 'RESPONSE' section with a 'Try It!' button and a 'Default' radio button selected.

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	<input type="text" value="kdlqe"/>
--	------------------------------------

QUERY PARAMS

start date-time required Start of the requested time window.	<input type="text" value="2023-01-01T00:00:00"/>
end date-time required End of the requested time window.	<input type="text" value="2023-01-19T00:00:00"/>
page integer Result page (for paginated results).	<input type="text" value="1"/>
limit integer Maximum number of elements per page (for paginated results).	<input type="text" value="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.tmzJAAC9rljmsTr...' \  
4 --header 'accept: application/json'
```

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 }
```

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:



```
RESPONSE 401 TRY IT
1 {
2   "message": "Not Authorized",
3   "description": "No or invalid authentication details"
4 }
```

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