

CMS - Complaints CSV Upload

Overview

The Complaints Management CSV Upload system allows you to upload and manage complaint flow data using two CSV files - one in English and one in Arabic. This system provides validation, preview functionality, and error handling to ensure data integrity.

Code Reference Legend

Actions

Code	Definition
X	Go to next node
Q	Question to a customer
QP	Ask for proof to a customer, upload picture
S	Show customer order to pick an item
CB	Call back to customer
R	Refund
R30	30% refund of the item in default
T	Rating
TT	Ticket Transfer to agent for manual evaluation
QD	Dialog box
QPD	Both Dialog Box and Picture upload
PHONE	Provide phone number of the delivery partner in the variable field <code>{%phone%}</code>

Code	Definition
R100P150	100% refund of the order value, up to 150 SAR

Status

Code	Definition
CA	Closed Abandoned
C	Closed
O	Open

Conditions

Code	Definition
NOPHONE	Driver phone number is not available
YESPHONE	Driver phone number is available
RP	Platinum Guarantee Refund Processed
RNP	Refund Guarantee Refund Not Processed
GSE	Gold Subscription Expired
GSNE	Gold Subscription Not Expired
GTP	Customer moved from Gold to Platinum
PSE	Platinum Subscription Expired
PSNE	Platinum Subscription Not Expired
SLABD30	Delivery SLA Breached - Platinum Guarantee of 30 mins from theoretical start production time to at customer location
NOSLAB30	Platinum delivery guarantee SLA of 30 mins not breached
SLABPU15	Pickup SLA breached - Platinum guarantee of 15 mins from theoretical start production time to actual end production time
NOSLAB15	Platinum pickup guarantee SLA of 15 mins not breached
SLABD	Delivery SLA breach (SLA = 40 mins)
SLABPU	Pickup SLA breach (SLA = 15 mins)
N	No Condition
ITEMCHECKS	Item selected from the order should be a side dish only

Code	Definition
NOSLAB	No SLA Breach in Pickup or Delivery
CHECKCUSTY	Customizations are added in the Pizza
CHECKCUSTN	Customizations are not added in the Pizza
ORSPT	Order is Pickup or Takeaway
ORSD	Order is Delivery
SLABD20	Time breach after the SLA time is between 1 min to 20 mins
SLABD2035	Time breach after the SLA time is above 20 mins and below 35 mins
SLABD3550	Time breach after the SLA time is above 35 mins and below 50 mins
SLABD50+	Time breach after the SLA time is above 50 mins
WMP	Wallet balance is present in the account
WMPF	Wallet balance is 0
EXEMPT	If refund is given with Exempt in Action, that refund should not be counted in future customer profiling

Variables

Code	English	Arabic
{%wallet%}	(%AMOUNT%) in your wallet	كـتـطـفـحـم يـف (%AMOUNT%).
{%wallet%}	(%Loyalty Points%) rewards points	ةـأـفـالـكـم ةـطـقـن (%Loyalty Points%).
{%wallet%}	(%AMOUNT%) in your wallet & (%Loyalty Points%) rewards points	و كـتـطـفـحـم يـف (%AMOUNT%) ةـأـفـالـكـم ةـطـقـن (%Loyalty Points%).
{%currency%}	SAR	يـدـوعـس لـا يـر.
{%currency%}	AED	يـتـاـرـام إـمـهـرـد.

Loyalty Tiers

Code	Definition
S	Silver
G	Gold
P	Platinum

Customer Types

Code	Definition
H	Healthy
A	Alert
B	Abusive

Upload Process Workflow

1. File Selection

- **English CSV:** Upload the main complaint flow structure with all node data
- **Arabic CSV:** Upload the Arabic translations for node descriptions
- **File Format:** Only `.csv` files are accepted
- **Requirement:** Both files must be selected before proceeding

2. File Validation

The system performs comprehensive validation in the following order:

1. **Format Validation:** Checks file structure and required columns
2. **Data Validation:** Validates data types and required fields
3. **Flow Validation:** Verifies the logical flow of complaint processes

3. Upload Execution

- Files are uploaded to test database tables
- Existing data for the selected brand complaints is replaced with new data
- Transaction-based upload ensures data consistency

File Format Requirements

English CSV Structure

Required columns (case-sensitive):

- `NODE_ID` - Numeric identifier (required, unique)
- `CUST_ID` - Customer ID (numeric, required)
- `PARENT_NODE_ID` - Parent node reference (numeric or NULL)
- `DESCRIPTION` - Node description in English (required, non-empty)
- `SHORT_NAME` - Short display name (required)
- `CUSTOMER_TYPE` - Customer type classification
- `LOYALTY_TIER` - Loyalty level indicator
- `ACTION` - Action type for this node
- `CONDITION` - Conditional logic (if applicable)
- `LAST_NODE` - End node indicator
- `STATUS` - Node status

Column Separator: Semicolon (`;`)

Arabic CSV Structure

Required columns (case-sensitive):

- `NODE_ID` - Must match English CSV `NODE_ID` (numeric, required)
- `CUST_ID` - Must match English CSV `CUST_ID` (numeric, required)
- `PARENT_NODE_ID` - Parent node reference (numeric or NULL)
- `Description (Arabic)` - Arabic translation (required, non-empty)
- `SHORT_NAME` - Short name in Arabic

Column Separator: Semicolon (`;`)

Validation Process

Step 1: File Format Validation

The system checks:

- ☐ File contains headers and at least one data row
- ☐ All required columns are present
- ☐ Column count matches across all rows
- ☐ File encoding is UTF-8 compatible

Common Format Errors:

- Missing required columns
- Incorrect column separator (must be `;`)
- Empty files or header-only files
- Mismatched column count between rows

Step 2: Data Type Validation

The system validates:

- ☐ `NODE_ID` is numeric
- ☐ `CUST_ID` is numeric
- ☐ `PARENT_NODE_ID` is numeric or NULL
- ☐ Required text fields are not empty
- ☐ Arabic descriptions contain valid text

Common Data Errors:

- Non-numeric values in ID fields
- Empty description fields
- Invalid character encoding
- Missing required field values

Step 3: Flow Validation

Advanced validation checks:

- ☐ Node hierarchy integrity
- ☐ Parent-child relationships
- ☐ Circular reference detection
- ☐ End node validation
- ☐ Action type consistency
- ☐ Variable pattern validation

Upload Status Indicators

File Status Icons

- ☐ **Validating**: File validation in progress
- ☐ **Validated**: File passed all validation checks
- ☐ **Waiting**: File queued for validation

- ⚠ **Warning:** File selected but not validated
- ❌ **Error:** Validation failed

Upload Status Messages

- 🔄 **"Uploading":** Files are being processed on server
- ✅ **"Files uploaded successfully":** Upload completed without errors
- ❌ **"Upload failed":** Server error during upload process

Error Messages and Solutions

File Selection Errors

Error	Solution
"Select both English and Arabic CSV files"	User must select both English and Arabic CSV files
"Both files must be validated"	Click "Validate Files" after selecting both files

Format Validation Errors

Error	Cause	Solution
"File must contain header and at least one data row"	Empty file or missing data	Ensure file has header row and data rows
"Missing required column: [COLUMN_NAME]"	Required column not found	Add missing column to CSV header
"Row X: Column count mismatch"	Inconsistent number of columns	Ensure all rows have same number of columns
"Error reading CSV file"	File corruption or encoding issue	Re-save file as UTF-8 CSV with semicolon separator

Data Validation Errors

Error	Cause	Solution
"Row X: NODE_ID must be numeric"	Non-numeric NODE_ID	Ensure NODE_ID contains only numbers

Error	Cause	Solution
"Row X: CUST_ID must be numeric"	Non-numeric CUST_ID	Ensure CUST_ID contains only numbers
"Row X: PARENT_NODE_ID must be numeric or NULL"	Invalid parent reference	Use numbers or exactly "NULL"
"Row X: Arabic description is required"	Missing Arabic text	Add Arabic description for all nodes

Server Processing Errors

Error	Cause	Solution
"No valid English CSV data found"	Empty or invalid English file	Check English file format and data
"No valid Arabic CSV data found"	Empty or invalid Arabic file	Check Arabic file format and data
"English CSV row X: Invalid NODE_ID"	Server-side validation failure	Review NODE_ID format and uniqueness
"Arabic CSV row X: Missing Description (Arabic)"	Server-side validation failure	Ensure all Arabic descriptions are present
"Maximum 2 files allowed"	Too many files uploaded	Upload exactly 2 files (English + Arabic)

Flow Validation Errors

Error	Cause	Solution
"The flow of both files must be validated"	Flow validation not performed	Click "Validate Flow" button
"The files have flow validation errors that must be corrected"	Flow validation found issues	Review flow validation dialog for specific errors

Troubleshooting Guide

Problem: Files won't upload

Check:

- Both files selected
- Both files validated successfully

- Flow validation completed without errors
- Correct brand selected

Problem: Validation fails repeatedly

Solutions:

1. Download current data to see expected format
2. Check file encoding (must be UTF-8)
3. Verify column separator is semicolon (;)
4. Ensure no hidden characters or formatting

Problem: Flow validation shows errors

Actions:

1. Open flow validation dialog
2. Review specific error messages
3. Check parent-child relationships in data
4. Verify node hierarchy integrity
5. Correct data and re-validate

Problem: Upload fails after validation

Investigation:

1. Check server connection
2. Verify file size limits
3. Review browser console for errors
4. Contact system administrator if issues persist

Technical Notes

System Behavior

- **Environment:** CSV uploads always to test environment
- **Data replacement:** Existing complaints data is completely replaced when uploading a CSV in the test environment

- **Transaction safety:** Failed uploads don't corrupt existing data
- **File processing:** Files processed sequentially during validation
- **Memory limits:** Large files may cause browser performance issues

Best Practices

File Preparation

1. **Use consistent encoding:** Save CSV files as UTF-8
2. **Check separators:** Use semicolon (;) as column separator
3. **Validate NODE_IDs:** Ensure matching NODE_IDs between English and Arabic files
4. **Review descriptions:** Verify all descriptions are meaningful and complete

Error Prevention

1. **Template usage:** Use existing data export as template for new uploads
2. **Data validation:** Check data in spreadsheet application before export
3. **Backup strategy:** Keep original files as backup before processing
4. **Test with small dataset:** Validate process with subset of data first

Upload Strategy

1. **Sequential validation:** Complete file validation before flow validation
2. **Review before upload:** Check all validation messages before final upload
3. **Brand selection:** Verify correct brand is selected before upload
4. **Timing:** Perform uploads during low-traffic periods