

## Exporting data for processing in other systems

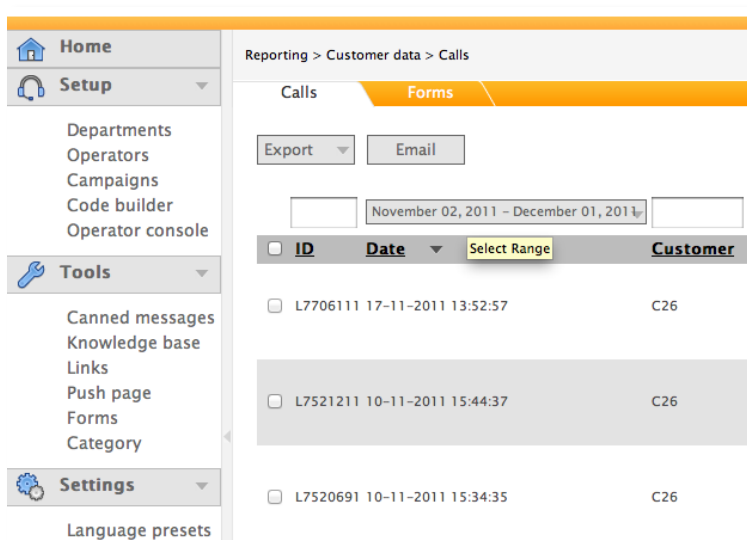
Live Guide provides an easy way to export data into various formats.

The exported data can then be imported into other systems, like for example Customer Relationship Management systems, and be further processed in already existing company flows.

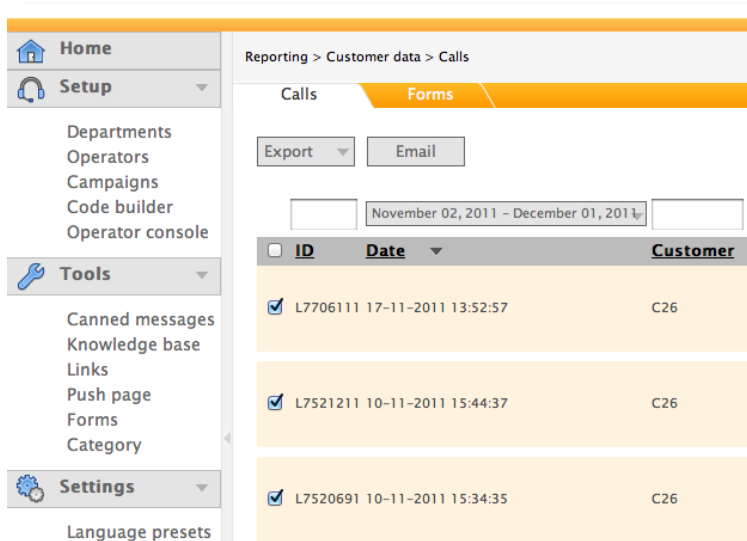
The section below describes the steps involved in exporting data from Live Guide.

## Exporting data

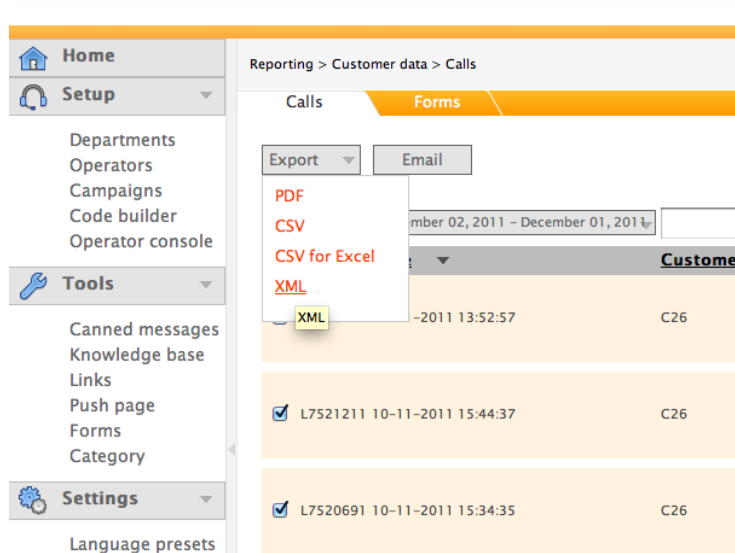
1. Log on to Live Guide and go to **Reporting > Customer data**



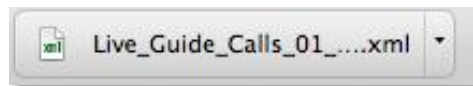
2. Select the data you would like to export by clicking the appropriate checkboxes.



3. Export the data by clicking the **Export** menu and then selecting CSV or XML.



A file will be saved containing the selected log items with the corresponding information.



If you would like to see the formatting of the xml, open it in any XML viewer (you can also use a web browser for this, for example Microsoft Internet Explorer or Mozilla Firefox).

You will see that the data is structured in such a way that it can be parsed and imported as needed into CRMs or other systems.

```

- <report>
  - <about>
    <name>Calls</name>
    - <filters>
      <id/>
      <startDate>02-11-2011 0:00:00</startDate>
      <endDate>01-12-2011 23:59:59</endDate>
      <cID/>
      <operator>All operators</operator>
      <keyword/>
      <category>All categories</category>
      <campaign>All campaigns</campaign>
      <department>All departments</department>
      <logsCount>3</logsCount>
      <startIndex>0</startIndex>
      <endIndex>100</endIndex>
    </filters>
  </about>
  - <data>
    - <logs>

```



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