Using Integration Files

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Overview

While we always recommend using our real-time APIs and Callbacks whenever possible, Vibes-supported Integration files are an alternative way to load and update data into Vibes Mobile Engagement Platform. They are useful for situations where it isn't practical to have a real-time, event-based integration model, or when the volume of data is such that individual API calls are not feasible.

> ⚠️ **Note**: UTF-8 or ASCII encoding for integration files is highly recommended. We make a best effort attempt to handle files encoded with other encodings, but they are not officially supported (i.e., UTF-16LE encoding is not supported).

Topics in this Section

File Naming

Vibes uses the extension in the file name to signify the file type. For example, if you are uploading data about people, you name your file:

<filename>.persons

File Format: Comma-Separated Value (CSV)

Comma-Separated Values store tabular data (numbers and text) in plain text, where the line of the file is a data record. Each record consists of one or more fields, separated by commas.

All Integration files have a body section, and may optionally contain headers, separated by a blank line (essentially the same general format as HTTP Requests).

- **Header Section (optional):** Contains information about the file, and each line is a Header element in a name/value pair.
- **Body Section:** Contains the information to load.

If you wish to include special characters such as commas or hard returns, simply put your field in double quotes. If you have a double quote in the field value, escape it with a preceding double quote.

For example:

```
mdn,message_copy,url
+12995551212,"This is from a recipient list.
Text ""STOP"" to 12345 to stop receiving messages.
Thank you.",http://www.vibes.com
```

Custom File Formats

The professional services team at Vibes can help if you are unable to manipulate your flat file data into Vibes' standard data formats.