

# **Unica Campaign and Acoustic Campaign Integration Guide for IBM Marketing Cloud**



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# Chapter 1. Unica Campaign and Acoustic Campaign Integration Guide for IBM Marketing Cloud

It combines the marketing segmentation tools of Unica Campaign with the messaging capabilities of IBM Marketing Cloud .

## Overview of the Unica Campaign and Acoustic Campaign integration

The integration of Unica Campaign and Acoustic Campaign combines the marketing segmentation tools of Unica Campaign with the messaging capabilities of IBM Marketing Cloud.

### What does the integration provide?

The integration provides digital marketers with the ability to communicate over multiple channels, personalize and track customer interactions, and protect sensitive personal data. Marketers can target specific audiences to reach customers through email, SMS text messaging, and mobile push campaigns.



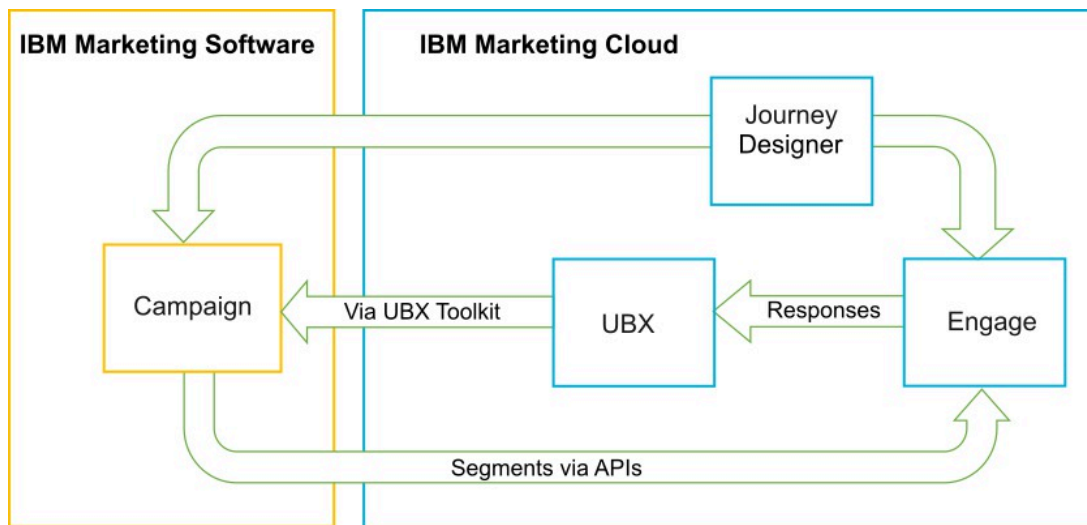
**Important:** The integration does not provide digital marketers with access to IBM Marketing Cloud features such as programs, scoring and send time optimization. All business logic for decisioning and scoring contacts must be used in Unica Campaign flowcharts or in other systems that work directly with the contact sources tied to Unica Campaign.

### Integration components

The integration involves the following components:

- **Unica Campaign**, an on-premise marketing application that is typically installed behind a corporate firewall
- **Acoustic Campaign**, a cloud-based service that provides digital marketing and lead management
- **IBM UBX**, a cloud-based service that exchanges data between applications
- **IBM UBX Toolkit**, which provides a way for on-premise applications (like Unica Campaign) to interact with UBX.

The following diagram shows how the components interoperate.



## What is Unica Campaign?

Unica Campaign is an on-premise solution for organizations who prefer to keep their marketing data behind a firewall. Marketers use Unica Campaign flowcharts to create target segments for marketing campaigns. A flowchart provides a visual way to create, combine, and manipulate data from multiple databases and flat files. For example, a single flowchart can pull names and addresses from a DB2 database, buying history from a SQL database, and customer preferences from big data sources such as Hive or Amazon Redshift. After a campaign runs, response data is brought back into Campaign for subsequent retargeting.

## What is IBM Marketing Cloud?

IBM Marketing Cloud provides digital marketing and lead management solutions incorporating email, SMS, and mobile push, along with embedded analytics. It is a cloud-based digital marketing platform that consists of Acoustic Campaign, UBX, and Journey Designer.

## What is IBM UBX?

IBM Universal Behavior Exchange (UBX) is a cloud-based service that provides a way to exchange data that identifies individuals and their behavior in commercial interactions between HCL Commerce and IBM Business Partner applications.

UBX recognizes various events that occur in different channels. For example, for email communications, an event is generated when the recipient clicks a link in the email message. Each type of event is registered with UBX so that subscribing applications can readily interpret the event data.

## What is the Unica Campaign built-in ability to connect to UBX?

Unica Campaign has the built-in ability to connect to IBM Universal Behavior exchange (IBM UBX) which improves the flow of data into Unica Campaign. You can register an Unica Campaign endpoint in the UBX user interface.

The Unica Campaign installer also installs the UBX endpoint registration utility in the `UBXTools` folder at `<campaign_home> / tools`. The installed `UBXTools` folder has all of the files necessary to register the Unica Campaign endpoint in UBX.



**Note:** If you syndicate audiences, the UBX Toolkit is still required for the audience publisher and audience subscription pieces.

## What is the UBX Toolkit?

The UBX Toolkit is a component that must be installed and configured to support the Unica Campaign and Acoustic Campaign integration. The UBX Toolkit provides a way for Unica Campaign to interact with UBX. In the context of this integration, Unica Campaign is an

event destination (an "event consumer endpoint"). As such, Unica Campaign connects to UBX with the help of the UBX Toolkit.

The integration makes use of the UBX Toolkit to track responders to email, SMS, and push at the Unica Campaign level. The UBX Toolkit routes response data such as opens, clicks, and bounces, from Acoustic Campaign to UBX back into Unica Campaign.

## **What is IBM Journey Designer?**

IBM Journey Designer is part of IBM Marketing Cloud. Although it is not part of the integration itself, it can be used in conjunction with Unica Campaign and Acoustic Campaign. Marketing teams use Journey Designer to create visually compelling, easy-to-use storyboards of their programs or customer journeys. Teams can collaborate on online interactions (such as emails and mobile pushes) and offline interactions (such as direct mail and in-store events) that together make up the overall customer journey. Journey Designer documentation is provided separately and is not covered as part of the Unica Campaign and Acoustic Campaign integration.

## **How do marketers use the integration?**

Marketers use Unica Campaign to create a flowchart that selects the desired audience segment and configure a process box for the desired channel (email, SMS, or Push). When the flowchart runs, segmentation and contact data are uploaded from Unica Campaign to Acoustic Campaign databases and contact lists. Acoustic Campaign then sends out the message to the specified market segment. After the marketing campaign runs, response data is tracked by Acoustic Campaign and routed back to Unica Campaign through UBX and UBX Toolkit.

Marketing professionals use the integrated products in the following ways:

- Use Acoustic Campaign to create the email, SMS text, or mobile push message template.
- Use Unica Campaign to select and segment individuals for the marketing campaign by pulling data from on-premise databases and flat files. For example, find all individuals aged 30-34 who own their own homes.



- Use Unica Campaign to upload the selected data to Acoustic Campaign for use in email, SMS text messaging, or mobile push channels.
- Use Unica Campaign to personalize the email, SMS, or mobile push message. For example, change an email Subject line or replace a variable in the message body with specific text.
- Use Unica Campaign or Acoustic Campaign to initiate the "Send."
- For "lights out" messaging, you can automate the process so messages are sent as soon as Unica Campaign uploads the selected audience data to Acoustic Campaign (when the flowchart runs).
- After the Unica Campaign runs, use Unica Campaign to retarget responders and non-responders based on the response data that you download to Unica Campaign with the UBX Toolkit.



**Important:** The integration does not provide digital marketers with access to IBM Marketing Cloud features such as programs, scoring and send time optimization. All business logic for decisioning and scoring contacts must be used in Unica Campaign flowcharts or in other systems that work directly with the contact sources tied to Unica Campaign.

## Overview of UBX and UBX Toolkit

The UBX Toolkit provides a way for locally installed applications, such as Unica Campaign, to interact with IBM Universal Behavior Exchange (UBX). If you syndicate audiences, the UBX Toolkit is required for the audience publisher and audience subscription pieces.

The integration uses the UBX Toolkit to support response tracking by downloading event data from UBX to Unica Campaign.

The UBX Toolkit installs behind your corporate firewall to securely connect Unica Campaign and databases to UBX APIs and the HCL Commerce ecosystem. Unica Campaign relies on the UBX Toolkit to connect to UBX.

UBX supports dynamic relationships between independent software applications that register with UBX. Each UBX participating application can provide different types of marketing data and different ways to identify customers. In the context of this integration:

- Acoustic Campaign is an event source (for Email and SMS events).
- IBM Mobile Customer Engagement (Xtify) is an event source (for mobile push events).
- Unica Campaign is an event destination. It appears in UBX as an event subscriber ("event consumer").

Typical events are opens, clicks, and bounces.

Unica Campaign accepts event data as an event subscriber. You use the UBX Toolkit to download event data and import it into a local database. The UBX Toolkit provides a sample mapping file that you can use to specify how the event data is stored in the database.

To obtain the UBX Toolkit and documentation, see [Installing and configuring UBX Toolkit for the integration \(on page 35\)](#).



**Important:** Remember that Unica Campaign is an event consumer. When you use the UBX Toolkit, follow the instructions for event consumers. Instructions for audience endpoints do not apply.

## Upgrading to Version 11.0

If you are upgrading from a previous version of Unica Campaign and are using the UBX toolkit, you can now use the Unica Campaign native UBX feature to integrate with Acoustic Campaign.


Unica Campaign has the built in ability to connect to IBM Universal Behavior exchange (IBM UBX). Unica Campaign provides all necessary configurations and utilities to connect to IBM UBX and fetch the events data for contact and response history tracking. Unica Campaign can now track IBM Marketing Cloud events such as email send, email open, email link click, email bounce, sms sent and Interacted sms. Unica Campaign can also download and use all IBM Marketing Cloud and IBM Mobile Push Notification (formerly known as Xtify Mobile Push Notification) events for email, Push and SMS channels.

Consider the following scenarios if you have upgraded to version 11.0:

**Table 1. Upgrade Scenarios for Unica Campaign version 11.0.**

<p><b>Upgrading from 10.0.0.x or 10.1.x.x</b></p>	<p><b>Description</b></p>
<p>Unica Campaign with Accelerator</p>	<p>If you are using Unica Campaign with Accelerator to send emails, SMS, and push notifications to Acoustic Campaign, after you upgrade to version 11.0, you can use the Email, SMS, and Push process boxes in Unica Campaign to send messages to Acoustic Campaign.</p>
<p>Unica Campaign with UBX Toolkit</p>	<p>If you are using the UBX toolkit to download the Events that are generated by Acoustic Campaign, after you upgrade to version 11.0, you can use Unica Campaign to download the Events.</p> <p>To use Unica Campaign to download Events, complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Unsubscribe all the events that are subscribed in the endpoint of type Custom Endpoint. Optionally, you can delete the endpoint.</li> <li>2. Create a new endpoint of type Unica Campaign and subscribe to events that are supported by IBM Unica Campaign. For more information, see <a href="#">Registering Unica Campaign Endpoint as a Subscriber in UBX (on page 34)</a>.</li> <li>3. Configure UBX in Unica Campaign and add the authorization key of the endpoint in Unica Campaign.</li> <li>4. After Unica Campaign configuration is completed, subscribe to the events again. The events are now downloaded in separate tables in the Unica Campaign schema based on the event download schedule configuration. You can query the data</li> </ol>


**Table 1. Upgrade Scenarios for Unica Campaign version 11.0. (continued)**


<b>Upgrading from 10.0.0.x or 10.1.x.x</b>	<b>Description</b>
	<p>in the tables and use in the Unica Campaign flow-charts. For more information, see <a href="#">Unica Campaign system tables Guide</a>.</p> <p> <b>Note:</b> Data in tables that are created by the UBX toolkit is not migrated by Unica Campaign. However, you can continue to use the data from these table.</p>

## Integration limitations and dependencies

The Unica Campaign and Acoustic Campaign integration for IBM Marketing Cloud has the following limitations and dependencies.

- The integration requires the following products.
  - Unica Campaign version 10.0 or later (installed locally)
  - IBM Marketing Cloud
  - IBM Universal Behavior Exchange (UBX)
  - IBM UBX Toolkit version 1.2 or later (installed locally)
- Apply any available hot fixes prior to deploying this integration.
- A single flexible database is used for each channel (Email, SMS, and Push).

 **Note:** If you are using Email, SMS, and Push channels in the integration, use a separate database for each channel.

 **Note:** Unica Campaign and Acoustic Campaign integration supports Acoustic Campaign flexible (non-keyed) and restricted (keyed) databases.

- Offer integration with Acoustic Campaign is not supported in the initial release of Unica Campaign v10.
- The integration is limited to the following languages: English, French, German, Japanese, Portuguese, Simplified Chinese, Spanish.
- Unica Campaign does not support Acoustic Campaign Send Time Optimization (STO).
- Unica Campaign users can see all of the Engage process boxes (Email, SMS, Push) in the flowchart palette. However, they cannot use the process boxes unless they have a subscription to IBM Marketing Cloud.
- There is a 1:1 relationship between an Acoustic Campaign Org and an Unica Campaign partition. Each partition has one and only one Acoustic Campaign Org (defined at provisioning time).
- To send SMS messages, you must purchase SMS messaging for IBM Marketing Cloud, and IBM must provision your Acoustic Campaign account to support SMS messaging.
- To send mobile app messages (Push), your IBM Marketing Cloud account must be enabled for mobile push and the mobile app must be implemented in IBM Marketing Cloud.

## Configuring the Unica Campaign and Acoustic Campaign integration

To ensure a successful integration of Campaign and Acoustic Campaign, the following products must be configured: Unica Campaign, Acoustic Campaign, IBM UBX, and IBM UBX Toolkit.

Before you can enable and configure the integration, you must complete the following prerequisites:

- The IBM Provisioning team must provision the components. See [Provisioning requirements for Unica Campaign, Acoustic Campaign, and UBX \(on page 12\)](#).
- You must provide the required information to your Acoustic Campaign Provisioning Team. See [Acoustic Campaign configuration requirements for Unica Campaign offer integration \(on page 14\)](#).

Complete the following steps to configure the integration between Unica Campaign and Acoustic Campaign.


You can also view the following video to understand more about the integration of Unica Campaign and Acoustic Campaign:

[Configuration of Unica Campaign with IBM Watson Campaign Automation](#)

**Table 2. Integration configuration tasks**

Step	Task	Details
1	Configure the Unica Campaign web application server to communicate with Acoustic Campaign and with UBX:	<ul style="list-style-type: none"> <li>• <a href="#">Configuring WebSphere for use with Acoustic Campaign (on page 16)</a></li> <li>• <a href="#">Configuring WebLogic for use with Acoustic Campaign (on page 18)</a></li> <li>• <a href="#">Configuring WebSphere for use with UBX (on page 17)</a></li> </ul>
2	Configure an Unica Platform user account with data sources that can access Acoustic Campaign integration services.	See <a href="#">Configuring a user account and data sources for Acoustic Campaign (on page 19)</a> .
3	Adjust Unica Campaign partition configuration settings to control authentication and data exchange.	See <a href="#">Setting configuration properties (on page 21)</a> .
4	Register Unica Campaign Endpoint as a subscriber in UBX to download events from UBX.	See <a href="#">Registering Unica Campaign Endpoint as a Subscriber in UBX (on page 34)</a> .
6	Use the UBX Toolkit to create response tracking tables so Unica Campaign can access response data.	See <a href="#">Creating response tracking tables for the integration (on page 36)</a> .

**Table 2. Integration configuration tasks (continued)**

Step	Task	Details
	 <b>Note:</b> If you are using Unica Campaign version 10.0.0.1 and above, this step is not applicable for your setup.	
5	Install and configure the UBX Toolkit to support response tracking from Acoustic Campaign to Unica Campaign.	See <a href="#">Installing and configuring UBX Toolkit for the integration (on page 35)</a> .
7	Configure event producer endpoints and subscribe Unica Campaign to events, to support response tracking from Acoustic Campaign to Unica Campaign.	See <a href="#">Configuring UBX for the integration (on page 37)</a> .
8	Enable Email messaging in Acoustic Campaign for IBM Marketing Cloud.	See <a href="#">Creating and sending emails (on page 44)</a> .
9 (Optional)	Enable SMS messaging in Acoustic Campaign for IBM Marketing Cloud.	See <a href="#">Enabling SMS mobile messaging (on page 63)</a> .
10 (Optional)	Enable mobile notifications in Acoustic Campaign for IBM Marketing Cloud.	See <a href="#">Enabling mobile app messages (push notifications) (on page 79)</a> .

After these steps are complete, the integration is ready to use. A Unica Campaign user can begin creating flowcharts to select target segments for a campaign. For each channel, the user configures an Email, SMS, or Push process in a flowchart.

## Provisioning requirements for Unica Campaign, Acoustic Campaign, and UBX

Before administrators can configure the integration, IBM Provisioning must prepare Acoustic Campaign, and UBX for integration. Unica Campaign also requires some configurations for integration.

### Information that IBM Provisioning provides to administrators

Administrators who are configuring the integration need the following information, which IBM Provisioning can provide:

- The host name, SSL port number, and alias of the server that customers use to access Acoustic Campaign. For example: `https://engage1.silverpop.com:443`. Unica Campaign administrators need this information to configure WebSphere for use with Acoustic Campaign.
- The Client Refresh Token: This was sent to the Acoustic Campaign Org Admin (the integration user) by email when Acoustic Campaign was provisioned. Unica Campaign administrators need this information to configure data sources.
- Credentials (login and password) associated with the Acoustic Campaign Client ID, Acoustic Campaign Client Secret, Acoustic Campaign FTP, and Acoustic Campaign Client Refresh Token. Unica Campaign administrators need this information to configure data sources.
- The UBX API URL that was established for the UBX account. UBX Toolkit administrators need this value to configure the `config.properties` file (`ubx.api.service.url=http://<server-name>:<port>`).

The following sections provide details about how each component is provisioned.

### Unica Campaign

The following actions are performed by either the IBM Certified Systems Integrator or the Unica Unica administrator:



- A partition is defined in Unica Marketing Platform for use by an Acoustic Campaign Organization. Example: `partition1`
- An integration user (System Administrator account) is defined in Unica Marketing Platform. Example: `asm_admin`

## Acoustic Campaign provisioning

IBM Provisioning team ensures that the following actions are completed for Acoustic Campaign:

- A primary user (Org Admin) is designated as the integration user. This may or may not be the same integration user that is defined in Unica Campaign.
- **Unica Campaign Integration** is enabled for the Unica Campaign partition. During provisioning, an email is sent to the Acoustic Campaign integration user. The email contains the Client Refresh Token, which the Unica Campaign administrator needs to configure a user account and data sources.
- **UBX Integration** is enabled for Acoustic Campaign, based on the **Marketing Database ID** of the Acoustic Campaign Organization.



**Note:** If you are using more than one channel, you can provide the database ID for any of the channels. Acoustic Campaign will publish events from all databases to UBX for use in Unica Campaign.

- **Add Account Access** is enabled for the **Unica Campaign** application.

## IBM UBX provisioning

IBM Provisioning creates and provisions a UBX account on your behalf.

If you do not have an account, contact the UBX Account Provisioning team by email at [ubxprovisioning@wwpdl.vnet.ibm.com](mailto:ubxprovisioning@wwpdl.vnet.ibm.com).

IBM Provisioning ensures that the following actions are completed for IBM UBX:

- Unica Campaign is registered as an endpoint.
- Event types are registered for email.

- Event types are registered for SMS and Push, if your organization purchased those capabilities.
- One of the flexible databases for Acoustic Campaign is registered as an endpoint.



**Note:** You can register any of the databases that are used for each channel. Acoustic Campaign will publish events from all the available databases that are used in the setup.

Your fully provisioned account includes the following elements:

- UBX user account, including credentials to log in to the UBX user interface.
- A URL to call external UBX APIs.
- An endpoint-level UBX authentication key for Unica Campaign. (**Note:** An account-level UBX authentication key is not required.)

## Acoustic Campaign configuration requirements for Unica Campaign offer integration

Unica Campaign offers are available in Acoustic Campaign. To enable integration you must provide the required information to your Acoustic Campaign Provisioning Team.



**Note:** Only Tracked HyperLink , ClickStream, and FileDownload are supported for Unica Campaign offer integration.

### Information exchange

When Unica Campaign and Acoustic Campaign are integrated, the offer information from Campaign is used by Acoustic Campaign in emails. When a user configures an email template in Acoustic Campaign and attaches an offer from Unica Campaign to dynamic content links in this email template, the API call for the offer information is made from the browser to the UNica Campaign server. EasyXDM is used to handle this communication.



**Important:** No API calls are made from the on-cloud Acoustic Campaign server to the on-premise Unica Campaign server and hence no firewall changes are required.

## Enabling integration

To enable this feature, you need to provide the following information to your Acoustic Campaign Provisioning Team. An Acoustic Campaign Provisioning user can enable Acoustic Campaign from **Settings > Organization Settings > Integrations > Unica Campaign Integration**.

### Unica Campaign Integration Enabled

Yes

### Unica Campaign API URL

Example: `https://camel09.in.ibm.com:9080/Campaign/jsp/engage/engageHome.jsp`

`<CAMPAIGN_URL>/jsp/engage/engageHome.jsp`

### Campaign Partition Name

PartitionName

Example: `partition1`



**Note:** Only one partition is supported per Acoustic Campaign ORG.

### Unica Campaign user name

Unica Campaign Admin user.

Example: `asm_admin`



**Note:** If you configured Unica Campaign or Unica Platform by using your Tivoli or SiteMinder login information, the API URL is `http://<Tivoli_Host>/<Campaign_JUNCTION>/Campaign/jsp/engage/engageHome.jsp`. Example: `https://eagle81.in.ibm.com/tam10/Campaign/jsp/engage/engageHome.jsp` or `http://<SITEMINDER_HOST>/Campaign/jsp/engage/engageHome.jsp`. Example: `http://pnqsm01.in.ibm.com/Campaign/jsp/engage/engageHome.jsp`

## Configuring WebSphere for use with Acoustic Campaign

Part of configuring the integration between Campaign and Acoustic Campaign involves configuring the Campaign web application server to communicate with Acoustic Campaign. Follow these instructions if Campaign uses WebSphere Application Server (WAS) as the web application server.

Before you perform this task:

- Campaign must be configured to use SSL for all communications. For instructions, see the *Unica Marketing Platform Administrator's Guide*.
- You must know the host name, SSL port number, and alias of the server that customers use to access Acoustic Campaign.

Follow these steps to import an IBM Marketing Cloud certificate into WebSphere Application Server.

If Campaign is deployed in a WebSphere Application Server cluster, you must import the Acoustic Campaign certificate on each node of the cluster (repeat these steps).

Note that this procedure requires a restart of WebSphere Application Server.

1. Log into the WebSphere Application Server administrative console.
2. Expand **Security** and click **SSL certificate and key management**.
3. Under **Configuration settings**, click **Manage endpoint security configurations**.
4. Select the appropriate outbound configuration to get to the **(cell):<campaign-web-app-server>Node02Cell:(node):<campaign-web-app-server>Node02 management scope**.
5. Under **Related Items**, click **Key stores and certificates** and click the **NodeDefaultTrustStore** key store.
6. Under **Additional Properties**, click **Signer certificates** and **Retrieve From Port**.
7. In the **Host** field, specify the Host name, SSL port number, and Alias for the Acoustic Campaign host that customers are using.

For example, if Acoustic Campaign customers use `https://engage1.silverpop.com:443`, enter `engage1.silverpop.com` for **Host name** and `443` for **Port**.

8. Click **Retrieve Signer Information**.
9. Verify that the certificate information is for a certificate that you can trust.
10. Click **Apply** and **Save**.
11. Restart WebSphere Application Server.

See [Configuring the Unica Campaign and Acoustic Campaign integration \(on page 9\)](#).

## Configuring WebSphere for use with UBX

Part of configuring the integration between Unica Campaign and IBM UBX involves configuring the Unica Campaign web application server to communicate with UBX. Follow these instructions if Campaign uses WebSphere Application Server (WAS) as the web application server.

You must know the host name, SSL port number, and alias of the server that customers use to access IBM UBX.

Follow these steps to import an IBM Marketing Cloud certificate into WebSphere Application Server.

If Campaign is deployed in a WebSphere Application Server cluster, you must import the Acoustic Campaign certificate on each node of the cluster (repeat these steps).

Note that this procedure requires a restart of WebSphere Application Server.

1. Log into the WebSphere Application Server administrative console.
2. Expand **Security** and click **SSL certificate and key management**.
3. Under **Configuration settings**, click **Manage endpoint security configurations**.
4. Select the appropriate outbound configuration to get to the **(cell):<campaign-web-app-server>Node02Cell:(node):<campaign-web-app-server>Node02 management** scope.
5. Under **Related Items**, click **Key stores and certificates** and click the **NodeDefaultTrustStore** key store.

6. Under **Additional Properties**, click **Signer certificates** and **Retrieve From Port**.
7. In the **Host** field, specify the Host name, SSL port number, and Alias for the Acoustic Campaign host that customers are using.
8. Click **Retrieve Signer Information**.
9. Verify that the certificate information is for a certificate that you can trust.
10. Click **Apply** and **Save**.
11. Restart WebSphere Application Server.

## Configuring WebLogic for use with Acoustic Campaign

Part of configuring the integration between Unica Campaign and Acoustic Campaign involves configuring the Unica Campaign web application server to communicate with Acoustic Campaign. Follow these instructions if Unica Campaign uses WebLogic as the web application server.

Before you perform this task, Unica Campaign must be configured to use SSL for all communications. For instructions, see the *Unica Marketing Platform Administrator's Guide*.

This task explains how to turn off host name verification in WebLogic, to enable communication between Unica Campaign and Acoustic Campaign. If you need additional guidance, see your WebLogic documentation.

1. If you are using a standalone SSL client, host name verification must be set on the command line or via the API. On the command line of an SSL client, enter the following argument to turn off host name verification:  

```
-Dweblogic.security.SSL.ignoreHostnameVerification=true
```
2. In all other cases, you can use the WebLogic Server Administration Console to turn off host name verification:
  - a. If you have not already done so, click **Lock & Edit** in the Change Center of the Administration Console (see *Use the Change Center* in the WebLogic documentation).
  - b. In the left pane of the Console, expand **Environment** and select **Servers**.
  - c. Click the name of the server for which you want to disable host name verification.

- d. Select **Configuration > SSL**, and click **Advanced** at the bottom of the page.
- e. Set the **Hostname Verification** field to **None**.
- f. Click **Save**.
- g. To activate these changes, click **Activate Changes** in the Change Center of the Administration Console.
- h. Not all changes take effect immediately—some require a restart (see *Use the Change Center* in the WebLogic documentation).

See [Configuring the Unica Campaign and Acoustic Campaign integration \(on page 9\)](#).

## Configuring a user account and data sources for Acoustic Campaign

To allow Unica Campaign to access Acoustic Campaign, a Unica Campaign administrator must configure a user account with credentials to access the Acoustic Campaign integration services, then define data sources under that account.

To complete this task, you need the Acoustic Campaign credentials (login and password) for each data source. The Acoustic Campaign Org Admin or IBM Provisioning can provide this information.

A Unica Campaign administrator performs this one-time task. The procedure is summarized below. If you need detailed instructions, see the Unica Marketing Platform Administrator's Guide.

1. Log in to Unica Unica and choose **Settings > Users**.
2. Click the name of the user account that is allowed to connect to the Acoustic Campaign server. For example, **asm\_admin**.
3. Click the **Edit data sources** link at the bottom of the page.
4. Click **Add new** and complete the form to create the following data sources. If the data sources already exist, click each data source and edit it to provide any missing information.

Data source details	Notes
<p>Data source: ENGAGE_CLIENT_ID_DS</p> <p>Data source login: ClientID (or any non-empty string)</p> <p>Data source password: &lt;CLIENT_ID&gt;</p>	<p>This is the Acoustic Campaign Client ID data source.</p> <p>You can obtain the password from the Acoustic Campaign Org Admin.</p>
<p>Data source: ENGAGE_CLIENT_SECRET_DS</p> <p>Data source login: ClientSecret (or any non-empty string)</p> <p>Data source password: &lt;CLIENT_SECRET&gt;</p>	<p>This is the Acoustic Campaign Client Secret data source.</p> <p>You can obtain the password from the Acoustic Campaign Org Admin.</p>
<p>Data source: ENGAGE_CLIENT_REF_TOK_DS</p> <p>Data source login: ClientRefTok (or any non-empty string)</p> <p>Data source password: &lt;CLIENT_REFRESH_TOKEN&gt;</p>	<p>This is the Acoustic Campaign Client Refresh Token data source.</p> <p>The password for the Client Refresh Token Login was provided by email to the Acoustic Campaign Org Admin (or the user who was specified under <b>Add account access</b> in Acoustic Campaign, at provisioning time).</p>
<p>Data source: ENGAGE_FTP_DS</p> <p>Data source login: &lt;FTP_LOGIN&gt;</p> <p>Data source password: &lt;FTP_PASSWORD&gt;</p>	<p>The Acoustic Campaign FTP data source provides the credentials for FTP communication between Unica Campaign and Acoustic Campaign.</p> <p>The login and password were assigned in Acoustic Campaign. You can obtain them from the Acoustic Campaign Org Admin.</p>

5. Click **Save changes** and **OK**.



The user account and data source names must exactly match the configuration values that are specified for the Acoustic Campaign partition settings. Choose **Settings > Configuration**, go to [Campaign | partitions | partition\[n\] | Acoustic Campaign \(on page 21\)](#), and confirm that the values match.

## Setting configuration properties

You must set the configuration properties that control authentication and data exchange between Unica Campaign, Acoustic Campaign, and IBM UBX.

To access the configuration properties, choose **Settings > Configuration**.

Set the following configuration property:

- [Campaign | partitions | partition\[n\] | Acoustic Campaign \(on page 21\)](#)

The application has the built in ability to connect to IBM Universal Behavior exchange (IBM UBX). To use this feature, you must set the following configuration properties:

- [Campaign | partitions | partition\[n\] | Acoustic Campaign | contactAndResponseHistTracking \(on page 27\)](#)
- [Campaign | partitions | partition\[n\] | UBX \(on page 30\)](#)
- [Campaign | partitions | partition\[n\] | UBX | Event Download Schedule \(on page 31\)](#)
- [Campaign | Acoustic Campaign Rest API Filter \(on page 32\)](#)
- [Campaign | proxy \(on page 33\)](#)

## Campaign | partitions | partition[n] | Acoustic Campaign

These properties control authentication and data exchange between Unica Campaign and Engage if the products are integrated.

To access these properties, choose **Settings > Configuration**. If your Unica Campaign installation has multiple partitions, set these properties for each partition that uses the integration.

## Service URL

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Service URL` indicates the URL where Unica Campaign can access the Acoustic Campaign application. The Acoustic Campaign Org Admin must provide this value.

### Default value

<none>

### Example

`https://engageapi.abc01.com/`

## OAuth URL Suffix

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `OAuth URL Suffix` specifies the authentication token for the Acoustic Campaign APIs.

### Default value

oauth/token

## API URL Suffix

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `API URL Suffix` is set to `XMLAPI` to ensure that Unica Campaign uses the Acoustic Campaign XML APIs. Best practice is to leave this set to the default value.

### Default value

XMLAPI

## Platform User with Data Sources for Acoustic Campaign Credentials

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Platform User with Data Sources for Acoustic Campaign Credentials` indicates the name of the Unica Platform user account that is allowed to connect to the Acoustic Campaign server. This user account contains the data sources that provide Acoustic Campaign credentials. Typically, `asm_admin` is used.

### Default value

No default value defined.

### Valid values

The Unica Platform user account that contains the data sources for Acoustic Campaign integration credentials.

## Data Source for Client ID

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Data Source for Client ID` value must exactly match the name of the Acoustic Campaign Client ID data source that was created for the user account that connects to the Acoustic Campaign server (**Platform User with Data Sources for Acoustic Campaign Credentials**). In other words, the value must match what is set up as the datasource for the Unica Platform user. Best practice is to leave this set to the default value.

### Default value

ENGAGE\_CLIENT\_ID\_DS

## Data Source for Client Secret

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Data Source for Client Secret` value must exactly match the name of the Acoustic Campaign Client Secret data source that was created for the user account that connects to the Acoustic Campaign server (**Platform User with Data Sources for Acoustic Campaign Credentials**). Best practice is to leave this set to the default value.

### Default value

ENGAGE\_CLIENT\_SECRET\_DS

## Data Source for Client Refresh Token

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Data Source for Client Refresh Token` value must exactly match the name of the Acoustic Campaign Client Refresh Token data source that was created for the user account that connects to the Acoustic Campaign server (**Platform User with Data Sources for Acoustic Campaign Credentials**). Best practice is to leave this set to the default value.

### Default value

ENGAGE\_CLIENT\_REF\_TOK\_DS

## Data Source for File Transfer Credentials

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

## Description

The `Data Source for File Transfer Credentials` indicates the name of the data source that provides the credentials for FTP communication between Campaign and Acoustic Campaign. This value must exactly match the name of the Acoustic Campaign FTP data source that was created for the user account that connects to the Acoustic Campaign server (**Platform User with Data Sources for Acoustic Campaign Credentials**). Best practice is to leave this set to the default value.

## Default value

ENGAGE\_FTP\_DS

## Host Name for File Transfer

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Host Name for File Transfer` indicates the host name of the Acoustic Campaign FTP server where Campaign uploads the contact list in TSV format. This file gets deleted automatically after it is uploaded into a contact list.

### Default value

<none>

### Valid values

Any valid address in the list of IBM® Marketing Cloud FTP addresses.. For example: `transfer2.silverpop.com`

## Port Number for File Transfer

### Configuration category

Campaign | partitions | partition[n] | Acoustic Campaign

### Description

The `Port Number for File Transfer` indicates the port number for the FTP server that is specified in **Host Name for File Transfer**.

**Default value**

22

**Valid values**

Any valid FTP port number

## Use proxy for ServiceURL

**Description**

Determine if you use proxy for ServiceURL. If you select `Yes`, your connection uses the proxy server. Proxy server details can be configured under Campaign | proxy. If you select `No`, a proxy server is not used to connect to Acoustic Campaign.

**Default value**

No

**Valid values**

Yes, No

## Use proxy for FTP

**Description**

Determine if you use proxy for FTP. If you select `Yes`, your connection to the Acoustic Campaign FTP server uses the proxy server. Proxy server details can be configured under Campaign | proxy. If you select `No`, a proxy server is not used to connect to the Acoustic Campaign FTP server.

**Default value**

No

**Valid values**

Yes, No

## allowableFailurePercentage

### Description

When a campaign contact list is processed in Acoustic Campaign, an error is returned to Campaign if a contact fails for any reason. Use the `allowableFailurePercentage` property to specify the percentage of failed records that are allowed before the campaign process fails. If the percentage of failed records is greater than the configured `allowableFailurePercentage`, the process fails.

If the percentage of failed records is less than or equal to the configured `allowableFailurePercentage`, the process does not fail. Duplicate records are considered as valid records and so they do not affect the `allowableFailurePercentage` for a process box. All valid records are imported into Acoustic Campaign.

The percentage of failed records is calculated as  $([TOTAL\_ROWS - TOTAL\_VALID] / TOTAL\_ROWS) * 100$ .

Any warnings and errors for the process are logged in the `ImportErrors` log file. You can delete this file at regular intervals. The `ImportErrors` log file is located in the `<Campaign_home>/logs` folder.

### Default value

0

### Valid values

Integers between 0-100.

Campaign | partitions | partition[n] | Acoustic Campaign | contactAndResponseHistTracking

These properties specify the ETL of events that are downloaded from UBX in the Unica Campaign history tables.

To access these properties, choose **Settings > Configuration**. If your Unica Campaign installation has multiple partitions, set these properties for each partition that uses the integration.

## **etlEnabled**

### **Description**

Determine whether you want to enable the ETL transfer of data from the events table in the Unica Campaign history table.

### **Default value**

No

### **Valid values**

Yes, No

## **runOnceADay**

### **Description**

Determine whether the ETL runs once a day. It can run repeatedly if you specify the `sleepIntervallInMinutes` property. If `runOnceADay` is set to `yes`, ETL runs once a day at the specified time.

### **Valid values**

Yes, No

## **batchSize**

### **Description**

The number of records that are processed in one ETL cycle.

### **Default value**

100

### **Valid values**

100, 200, 500, 1000, 10000, 100000



## sleepIntervallInMinutes

### Description

Specify the number of minutes the ETL waits it runs again. This value is used when runOnceADay is set to No.

### Default value

60

### Valid values

Positive integers.

## startTime

### Description

When runOnceADay is set to Yes, this property determines the ETL run start.

### Default value

12:00:00 AM

### Valid values

Any valid time in the format hh:mm:ss AM/PM.

## notificationScript

### Description

Enter any script that can run after the ETL execution is complete.

### Default value

No default value defined.

### Valid values

Any valid path that the Campaign server can access with Read and Execute permissions. Example: `D:\myscripts\scriptname.exe`

## Campaign | partitions | partition[n] | UBX

These properties control authentication and data exchange between Unica Campaign, Engage, and UBX if the products are integrated.

To access these properties, choose **Settings > Configuration**. If your Unica Campaign installation has multiple partitions, set these properties for each partition that uses the integration.

### API URL

#### Description

Specify the UBX Server API URL.

### Data Source for UBX Endpoint Authorization key

#### Description

Specify the datasource name that contains the authorization key for the Unica Campaign registered endpoint. For example, `UBX_DS`.

### Platform User with Data Sources for UBX Credentials

#### Description

Specify the Platform user name that contains the datasource with the name specified under the configuration property **Data Source for UBX Endpoint Authorization key**.

### Use proxy for API URL

#### Description

Determine if you want to use a proxy server for the UBX connection. If you select `Yes`, the proxy server details are configured under Campaign | proxy.

## Campaign | partitions | partition[n] | UBX | Event Download Schedule

These properties specify the schedule for when events are downloaded from UBX into Unica Campaign.

To access these properties, choose **Settings > Configuration**. If your Unica Campaign installation has multiple partitions, set these properties for each partition that uses the integration.

### Event Download Enabled

#### Description

Determine if you want to enable events from UBX to download to the events table in the Unica Campaign system schema.

#### Default value

No

#### Valid values

Yes, No

### runOnceADay

#### Description

Determine if the download should occur on a daily basis. It can run repeatedly if you specify the `sleepIntervallnMinutes` property.

### sleepIntervallnMinutes

#### Description

Specify the number of minutes the download waits before executing again. This value is used when `runOnceADay` is set to No.

### startTime

#### Description

When runOnceADay is set to Yes, this property determines when the event download starts.

## Campaign | Acoustic Campaign Rest API Filter

In an integrated environment, to use the offers from Campaign in Acoustic Campaign, you must disable all the Acoustic Campaign Rest API Filter properties.

To access these properties, go to [Affinium|suite|security|apiSecurity|campaign|Engage Rest API Filter](#).

### **Block API access**

**Default value**

enabled

**Valid value**

enabled, disabled

### **Secure API access over HTTPS**

**Default value**

enabled

**Valid value**

enabled, disabled

### **Require authentication for API access**

**Default value**

enabled

**Valid value**

enabled, disabled

## Campaign | proxy

The Unica Campaign, Acoustic Campaign, and UBX integration is supported with outbound proxy connections.

To access these properties, choose **Settings > Configuration**.

### **Proxy host name**

#### **Description**

Specify the hostname or the IP address of your proxy server.

### **Proxy port number**

#### **Description**

Specify the port number of your proxy server.

### **Proxy type**

#### **Description**

Select the proxy server type.

#### **Default value**

HTTP

#### **Valid value**

HTTP, SOCK5

### **Data source for credentials**

#### **Description**

Specify the datasource name that contains the proxy server user name and password details.

### **Platform user with data source for proxy credentials**

#### **Description**

Specify the name of the Platform user that has the specified datasource in the **Data source for credentials** property.



**Note:** When you deploy Campaign on a WebLogic server and HTTP proxy is configured, you need to add the variable `DUseSunHttpHandler=true` in `JAVA_OPTION` to the `setDomainEnv.cmd` file.

## Registering Unica Campaign Endpoint as a Subscriber in UBX

In an integrated environment, to download events from UBX, you must register Campaign Endpoint as a subscriber in UBX.

You must add Acoustic Campaign or IBM Mobile Customer Engagement as publishers in UBX.



**Note:** If you are using the UBX Toolkit to download events from UBX and you want to continue using the UBX Toolkit, this topic is not applicable for you and you can skip these steps.

To register Unica Campaign Endpoint as a subscriber, complete the following steps:

1. Go to UBX by clicking the UBX URL.
2. On the **EndPoints** tab, click **Register New Endpoint**.
3. Select **Campaign** as the **Endpoint type** and click **Next**.
4. Click **Next** to complete the endpoint registration request.  
The endpoint can be seen on the **EndPoints** tab with the status as `Pending`.
5. On the **EndPoints** tab, open the endpoint details for the endpoint that you requested.
6. Copy the **Authentication Key**. This is required in the next steps.
7. Log in to the Unica Marketing Platform.
8. Create a data source under the Unica Marketing Platform user account that has permissions to connect to IBM UBX.
9. Specify the endpoint user name as `UBX` (or any non-empty string) and add the `Authentication Key` that you copied earlier as the password for the data source.

10. Specify the endpoint properties located at `Affinium|Campaign|partitions|partition[n]|ubx`.
11. Ensure that the following environment variables are configured in the `setenv` file located at `<CAMPAIGN_HOME>/tools/UBXTools/`.
  - JAVA\_HOME
  - CAMPAIGN\_HOME
  - JDBC\_DRIVER\_CLASSPATH
  - UNICA\_PLATFORM\_HOME
12. To register Endpoint, go to `<CAMPAIGN_HOME>/tools/UBXTools/` and run the following command:
  - For Windows: `RegisterEndPoint.bat partition_name`
  - For Unix: `./RegisterEndPoint.sh partition_name`
13. Go to the **EndPoints** tab in UBX and click **Refresh**. Ensure that the endpoint is `Active`.

## Installing and configuring UBX Toolkit for the integration

To support response tracking from Acoustic Campaign to Unica Campaign, you must install and configure the UBX Toolkit. The UBX Toolkit installs behind your corporate firewall to securely connect Unica Campaign and its databases to UBX APIs and the IBM Commerce ecosystem.

- You must have administrative access to install and configure the UBX Toolkit files on a local server.
- You must know the UBX API URL that was established for your account. You must enter this value for `ubx.api.service.url` in the UBX Toolkit `config.properties` file. IBM Provisioning typically provides this URL as part of the provisioning process. If you do not know the URL, see [Provisioning requirements for Unica Campaign, Acoustic Campaign, and UBX \(on page 12\)](#).

From Unica Campaign version 10.0.0.1 onwards, you do not require the UBX toolkit to download events. Use the Unica Campaign built-in feature to register a Unica Campaign endpoint in the UBX user interface and download events. If you syndicate audiences, the UBX Toolkit is still required for the audience publisher and audience subscription pieces.

The UBX Toolkit consists of property files and scripts that you install in your local network environment and modify to satisfy your business requirements.

In the context of this integration, Unica Campaign is the event destination (event consumer endpoint). When you use the UBX Toolkit documentation to complete the following steps, only the instructions for event consumers apply. Instructions for audience endpoints do not apply.

Only the following portions of the UBX Toolkit documentation are relevant to this integration:

- Chapter 1. Overview of the UBX Toolkit.
- Chapter 2. UBX Toolkit installation and configuration.
- Chapter 3. Event destination endpoints.

1. See the IBM UBX Toolkit documentation.
2. Follow the instructions.

Remember that Unica Campaign is an event consumer. Therefore, you only need to follow the instructions for event consumers.

Instructions for audience producers and endpoints do not apply. For example, UBX account-level authentication keys do not pertain to this integration. Only the endpoint-level authentication key pertains.

3. Follow the instructions in *Chapter 3. Event destination endpoints* of the UBX Toolkit documentation to register Unica Campaign as an event destination endpoint.

If you have not already done so, create response tracking tables to hold event data that will be downloaded from Acoustic Campaign to Unica Campaign via UBX and the UBX Toolkit. See [Creating response tracking tables for the integration \(on page 36\)](#).

## Creating response tracking tables for the integration

Creating response tables is a one-time task that is performed as part of the integration configuration. However, if you are using Unica Campaign version 10.0.0.1 or later, this step is not applicable for your setup. From Unica Campaign version 10.0.0.1 onwards, when



you use Unica Campaign to download events, the response tracking tables are created automatically.

- The UBX Toolkit must be installed and configured.
- You must have administrative access to install and configure files on the database server where you will create the tables.

Response tracking tables are required to store event data about customer responses. Events include information about customer actions such as opens, clicks, and bounces. The tables that you create will be populated when users run UBX Toolkit scripts to download and then import data. Unica Campaign can then access the populated tables as data sources in flowcharts.

1. The UBX Toolkit provides DDL sample scripts for SQL, DB2, and Oracle. Use the appropriate script to create database tables in the desired format.



**Tip:** By examining the script files in a text editor, you can see the fields and data types that will be created, and you can easily identify the primary keys.

2. Use the database table mapping file ([EventToDBTableMapping.xml](#)) provided in the UBX Toolkit to match event data to field names in the database tables. This determines how data gets inserted into the tables.
3. To learn more about using and managing tracking tables, see [Response tracking tables for the integration \(on page 95\)](#).
4. To see which events can be stored in the response tracking tables, see [Email: Response tracking \(on page 59\)](#).

The next step is to configure UBX. See [Configuring UBX for the integration \(on page 37\)](#).

## Configuring UBX for the integration

This task involves using UBX to configure event producer endpoints and subscribe Campaign to events. This task is required to support response tracking from Acoustic Campaign to Unica Campaign.

## Before you begin:

- IBM Provisioning must complete all required provisioning tasks.
- IBM UBX Toolkit must be installed and configured.
- You must know the Acoustic Campaign organization refresh token and pod name.  
Contact your Acoustic Campaign Org Admin if you are not sure.

There are two main types of endpoints: Producers (applications that produce events) and destinations (applications that consume those events). Acoustic Campaign is an event producer. Unica Campaign is an event consumer or subscriber. By completing this task, you ensure that UBX can process customer response events, such as clicks and bounces, for communication back to Unica Campaign (via UBX Toolkit).

The response event data will be stored in response tracking tables. Creating the response tracking tables is a separate configuration step.

1. If you are using email or SMS text messaging, use UBX to register Acoustic Campaign as an event producer endpoint:
  - a. On the Endpoints tab in UBX, click **Register new endpoint**.
  - b. Select **Acoustic Campaign** as an event producer endpoint and click **Next**.
  - c. Follow the on-screen instructions to complete the registration.
2. If you are using mobile app messaging (push), use UBX to register IBM Mobile Customer Engagement (Xtify) as an event producer endpoint:
  - a. On the Endpoints tab in UBX, click **Register new endpoint**.
  - b. Select **IBM Mobile Customer Engagement** as an event producer endpoint and click **Next**.
  - c. Follow the on-screen instructions to complete the registration.
3. If you are capturing email, PUSH, or SMS responses, use UBX to subscribe Unica Campaign to email, PUSH, and SMS events:
  - a. On the Events tab in UBX, click **Subscribe to events**.
  - b. In the Select events column, select **Acoustic Campaign** and select all available email, PUSH, and SMS events.
  - c. In the Select destinations column, select **Campaign** as the event destination.
  - d. Click **Subscribe**.

4. From Acoustic Campaign version 16.4 onwards, mobile PUSH events are published by Endpoint. If you have previously configured the Unica Campaign-Acoustic Campaign integration, you must complete the following steps on the Events tab in UBX:
  - a. Subscribe to all the Mobile PUSH Events that are published by Acoustic Campaign in Endpoint.
  - b. Unsubscribe all the Mobile PUSH Events that are published by IBM Mobile Customer Engagement in Endpoint.



**Note:** If the Events are not unsubscribed, then all the Events that are generated by IBM Mobile Customer Engagement are populated into the UA\_Gen\_Event\_Record table of Unica Campaign.


Confirm that you have completed all of the configuration steps in [Configuring the Unica Campaign and Acoustic Campaign integration \(on page 9\)](#).

## Setting the sync field for audience information

When you complete a test run or a production run, audience information is exported by Unica Campaign to Acoustic Campaign. For the Email and Push processes, you can specify the fields that must be used as sync fields for the audience information.

### Setting sync fields for audience information

For the Email and Push processes, the `Unica CampaignaudienceId` is used as the sync field by default. For the SMS process, the phone number is used as the sync field.

To set the sync fields, go to the **Field mappings** tab of the Email or Push process. Select the **Fields to export to Acoustic Campaign** and complete the mapping. Click the check mark  in the **Sync** column for the field or fields that are to be used as the sync fields.

Consider the following points about the sync fields and the uploading of data to Acoustic Campaign:

- If the combination of sync fields results in a unique record, the audience data is uploaded to Acoustic Campaign as new audience data.
- If the combination of sync fields does not result in a unique record, the existing audience data is updated in Acoustic Campaign.
- The Email and MobileUserIDs are case sensitive.
- `campaignaudienceId` is uploaded to Acoustic Campaign even if other fields are selected as sync fields.
- The response from Acoustic Campaign also contains the `campaignaudienceId`. Changing the sync field does not change the response tracking mechanism for the Email process.
- Duplicate records are considered as valid records and so they do not affect the **allowableFailurePercentage** for a process box.



**Note:** If you are using a keyed (restricted) database, any sync fields that are specified are ignored and only the key field is used for uploading data to Acoustic Campaign.



**Note:** If the Campaign table is mapped with an audience level of type text, the **EnableSelectOrderBy** property must be set to `False`. For more information, see the Configuration properties in the Unica Campaign Administration Guide.

## The `campaignaudienceId` field

When you complete a test run or a production run, audience information is exported by Unica Campaign in one special field, `campaignaudienceId`. Consider the following points about the `campaignaudienceId` field:

- When contact data is uploaded to the Acoustic Campaign database for the first time, a `campaignaudienceId` column is added to the database. This `campaignaudienceId` field is the lookup key by default.
- The `campaignaudienceId` is populated in the Acoustic Campaign database only when the contact data upload is initiated from Campaign.

- After the `campaignaudienceId` column is added, the audience information is uploaded to this column when contact data is uploaded.
- The `campaignaudienceId` is included in each event that is sent by Acoustic Campaign to UBX for contacts. For example, **emailSend**, **emailOpen**, **emailBouce**, **emailClick**.
- You cannot map the `campaignaudienceId` database column from the **Field mappings** tab of the Email process. The `campaignaudienceId` database column is updated internally.
- When the SMS process is run, the `campaignaudienceId` is populated in the `UA_SENTSMS` and `UA_INTERACTEDSMS` system tables after the time specified for the **sleepIntervallnMinutes** property for the Event Download Schedule. The `campaignaudienceId` is also populated in the respective contact list in the Acoustic Campaign database as mentioned in SMS process.
- When the Push process is run, the `campaignaudienceId` is populated in the `UA_SIMPNOT_APPOPENED`, `UA_SIMPNOT_URLCLICKED`, and `UA_MOB_PUSH_SEND` system tables after the time specified for the **sleepIntervallnMinutes** property for the Event Download Schedule. The `campaignaudienceId` is also populated in the respective contact list in the Acoustic Campaign database as mentioned in Push process.
- The format for the `campaignaudienceId` is  
`AudienceName~#field1Name~#fieldValue~#field2Name~#fieldvalue~#fieldnName~#fieldvalue.`  
For example, `Customer~#CustomerID~#20.`

## Unica Campaign and Acoustic Campaign integration logs

When Unica Campaign and Acoustic Campaign are integrated, Unica Campaign Acoustic Campaign import service execution logs can be enabled in `campaign_log4j.properties` file available in the `<Campaign_home>/conf/` folder.

The name of the class is

```
log4j.logger.com.unica.webservices.campaign.rest.EngageImportService.
```

Logs are captured in `INFO`, `WARN`, and `DEBUG` modes.

By default, the log files can be found in the `campaignweb.log` in the `<Campaign_home>/logs` folder.

## Logs for Acoustic Campaign ETL

The following parameters are available for Acoustic Campaign ETL logs.

```
log4j.logger.ENGAGE_ETL=DEBUG, ENGAGE_ETL
# Specifying this log is only for ETL and do not append to Unica Campaign
web log
log4j.additivity.ENGAGE_ETL=false

log4j.appender.ENGAGE_ETL=org.apache.log4j.RollingFileAppender
log4j.appender.ENGAGE_ETL.layout=org.apache.log4j.PatternLayout
log4j.appender.ENGAGE_ETL.Encoding=UTF-8
log4j.appender.ENGAGE_ETL.MaxBackupIndex=50
log4j.appender.ENGAGE_ETL.File=/opt/IBM/xEMM/Campaign/logs/EngageETL.log
log4j.appender.ENGAGE_ETL.MaxFileSize=10000KB
log4j.appender.ENGAGE_ETL.layout.ConversionPattern=%d{MM/dd/yyyy HH:mm:ss}
%-5p %c{2} [%L] - %m%n
```

## Logs for UBX

The following parameters are available for UBX logs.

```
log4j.logger.UBX=DEBUG, UBX
# Specifying this log is only for ETL and do not append to Unica Campaign
web log
log4j.additivity.UBX=false

log4j.appender.UBX=org.apache.log4j.RollingFileAppender
log4j.appender.UBX.layout=org.apache.log4j.PatternLayout
log4j.appender.UBX.Encoding=UTF-8
log4j.appender.UBX.MaxBackupIndex=50
log4j.appender.UBX.File=/opt/IBM/xEMM/Campaign/logs/UBX.log
log4j.appender.UBX.MaxFileSize=10000KB
log4j.appender.UBX.layout.ConversionPattern=%d{MM/dd/yyyy HH:mm:ss} %-5p
%c{2} [%L] - %m%n
```

# Email: using Unica Campaign and Acoustic Campaign

If Unica Campaign and Acoustic Campaign are integrated, you can use Unica Campaign to send personalized email communications from Acoustic Campaign.

Consider the following points about using the Email process:

- Sending email requires a coordinated effort between a Unica Campaign user and an Acoustic Campaign user. Templates must be set up, test runs must be done, and a final production run must be coordinated.
- After the mailing is sent, responses are tracked in Acoustic Campaign and routed back to Unica Campaign via UBX and the UBX Toolkit.
- To route response data from Acoustic Campaign back to Unica Campaign, a UBX Toolkit user (typically the Unica Campaign user) runs scripts. Some organizations automate the scripts so data routing occurs automatically.
- You can then use Unica Campaign to retarget responders and non-responders.
- A contact fails for the Email process if the email address for the contact is `NULL` or is `BAD`.



**Note:** Email messages must be sent either by configuring message delivery in the Email process box or by using the Send Experience in IBM Marketing Cloud. Triggering Email messages with an IBM Marketing Cloud program is not supported with the Unica Campaign integration.



**Note:** If you are using Email, SMS, and Push channels in the integration, use a separate database for each channel.

## Filtering data to avoid violations

If the email addresses contain certain characters or are from certain domains, emails might not be sent to these addresses from Acoustic Campaign.

Some prefixes and domains are blocked by default from Imports and Sends. A user, who is the Org Admin, can modify the list of blocked prefixes and domain applicable for a particular organization from **Settings > Email Blocking** in Acoustic Campaign.

## Creating and sending emails

Follow these steps to use Unica Campaign to send personalized email communications from Acoustic Campaign.

Sending email involves using both Unica Campaign and Acoustic Campaign for Marketing Cloud.

1. Use Acoustic Campaign to prepare the email template.

Follow these guidelines:

- Give the template a name that is meaningful to the Unica Campaign that it belongs to, so you can easily identify it in both applications.
- For the template, select **Contact Source**, select Database, Contact List, or Query. The **Contact Source** must be in the Shared section.
- For the **Template Location**, select Shared. ***Only shared templates will be available in Unica Campaign.***
- Save the template, then preview it for testing.
- For the email body, create the content, including personalization variables if needed.

2. Use Unica Campaign to create a Unica Campaign and add a flowchart to it.
3. Configure the Email process in the Unica Campaign flowchart.

For documentation, see [Email: Configuring the Email process in a Unica Campaign flowchart \(on page 45\)](#).

4. Do a test run in Unica Campaign.

For documentation, see [Email: Doing a test run \(on page 56\)](#).

5. Do a production run in Unica Campaign.

For documentation, see [Email: Doing a production run \(on page 58\)](#).



## 6. Perform response tracking.

See [Email: Response tracking \(on page 59\)](#).

# Email: Configuring the Email process in a Unica Campaign flowchart

If Unica Campaign is integrated with Acoustic Campaign, you can use the **Email** process in Unica Campaign to send personalized email communications.

Before you can perform this task, the following actions must be completed:

- In Unica Campaign: Create a marketing campaign and add a flowchart to it.
- In Acoustic Campaign: Create the Acoustic Campaign email template and body.
- The Acoustic Campaign user must provide the Unica Campaign user with the following details:
  - The name of the Acoustic Campaign database to use for the contact list that will be generated by Unica Campaign. This is the database for the specific Email channel that will be used to send the messages.
  - The list of Acoustic Campaign database table fields, with the data type for each field (Text, Date, Time, etc.) and data format examples.
  - The name of the Acoustic Campaign email template.
  - Whether to create a new Acoustic Campaign contact list or update an existing one (when the flowchart runs).
  - Whether to use Inbox Monitoring.
  - Whether any personalizations should be applied in Unica Campaign (for example, use a different Subject line than the one that is specified in the Acoustic Campaign email template).
  - Whether all emails should be sent immediately when the Unica Campaign flowchart runs. If yes, which "Sent" folder should be used?

A flowchart can include multiple channels (Email, SMS, Push), but each channel must be configured as a separate process. This topic explains how to use the Email process box in a Unica Campaign flowchart.



**Note:** Email messages must be sent either by configuring message delivery in the Email process box or by using the Send Experience in IBM Marketing Cloud. Triggering Email messages with an IBM Marketing Cloud program is not supported with the Unica Campaign integration.

1. Configure processes in the flowchart to select the segments that will be used for the email campaign. For example, select all males age 25-31. As with any flowchart, you can use multiple processes, such as Select, Segment, and Merge.
2. Add an Email process to the flowchart. The Email process must be the last process in the flowchart.
3. Connect at least one of the processes that you created in step 1 as input to the Email process. For example:
  - Connect a single Select process (such as all males age 25-31) into the Email process.
  - Connect multiple Select processes (High, Medium, and Low value contacts) into the Email process.
  - Segment customers by country, and connect each segment to a separate Email process (to generate unique email lists for separate mailings by country).
4. Double-click the Email process to open the **Email process configuration** dialog.
5. Configure the **Acoustic Campaign properties** tab of the Email process:

**This table describes each property on the Engage properties tab.**

<b>Engage properties tab (Email process)</b>	
Engage data-base	Required. Select a flexible Engage database associated with the contact list. All shared Engage databases are listed. A single flexible database is used for each channel (Email, SMS, and Push).
Selected input cells	Required. Select the segments who will receive this mailing. The input cells that you see depend on which process boxes (such as Select or Segment) are connected to the Email process. For example, if two Select processes are providing input to the Email process, two input cells are listed. Typically, you select all of the input cells.



<b>Engage properties tab (Email process)</b>	
	All of the IDs from the selected cells are then available to create the contact list and for customization (personalization).
Select all	Quickly select all of the listed input cells (the segments that are connected as input to the Email list process).
Clear all	Quickly clear the list of selections.
Use single contact list	<p>Select <b>Use single contact list</b> to use the same Engage contact list every time the process runs. Then select an Engage contact list. All contacts in the list will be included in the mailing.</p> <p>Check <b>Clear contact list before updating</b> if you want to remove all contacts from the list before reusing the list for a new run.</p> <p>Use the following controls to indicate how to update the contact list upon each subsequent run:</p> <ul style="list-style-type: none"> <li>• <b>Always add new contacts:</b> Do not update matching contacts. If the Unica Campaign data includes contacts that are not in the list, add them to the list.</li> <li>• <b>Update matching contacts; skip contacts that are not found:</b> Update an existing contact with data from Unica Campaign. Do not add any new contacts to the list.</li> <li>• <b>Update matching contacts; add contacts that are not found:</b> Update an existing contact with data from Unica Campaign. If a contact is not in the list, add it.</li> </ul> <p>When you do a test or production run of the process box, a contact list is created or updated. All contacts in the list will be included in the mailing.</p>
Create new contact list for every run	<p>Select <b>Create new contact list for every run</b> if you want to create a new Engage contact list every time the process runs. All contacts in the list will be included in the mailing.</p> <p>Specify a <b>Name</b> for the contact list.</p>


<b>Engage properties tab (Email process)</b>	
	<p>Select either <b>Add suffix</b> or <b>Add prefix</b> to indicate whether to include the timestamp at the start or end of the filename. A timestamp for the process run is always added to ensure that the list name is unique.</p> <p>Optionally, include the <b>Unica Campaign ID</b> and/or the Email <b>Cell name</b> as part of the filename.</p>


6. Configure the **Content customization** tab of the Email process:


**This table describes each property on the Email process Content customization tab.**

<b>Content customization tab (Email process)</b>	
Email tem-plate	<p>Optional. Select an Engage email template. All shared templates are listed. The template determines the content of the email. If you do not make any changes in this dialog box, then all content comes directly from the template. Any changes that you make in this dialog override the content in the template. Changes are not saved to the template, but are used in the mailing for the current run of this process box.</p> <p>The Email process box execution can upload only the contact list in Engage database without selecting Email Template or anything on the Content Customization tab. The Email process box will only upload the data to engage database. It will not send emails as no email template or customization information is passed from Unica Campaign. If no email template is selected in the Email process box, then all fields related to email send will be disabled. The Email process box will be shown as configured even if nothing is specified or selected under Content Customization tab.</p> <p>This feature is applicable only to Email process box and not to the Push process box or SMS process box.</p>

<b>Content customization tab (Email process)</b>	
Enable inbox monitoring	<p> <b>Important:</b> There are cost and reporting implications regarding the use of this feature. If you have any questions, consult the Engage product documentation.</p> <p>Inbox monitoring is an optional Engage feature.</p> <p>If this feature was purchased and enabled in Engage, you can choose whether to use it by checking or clearing this option. Using this feature might incur additional costs.</p> <p>If this feature was not purchased and enabled in Engage, this option is ignored for the email send in the integration. (You can check or clear the box; it doesn't matter.)</p>
Send email to all contacts immediately	<p> <b>Important:</b> This option immediately delivers email to all recipients when you do a production run in Unica Campaign. We recommend that you do a test run first.</p> <ul style="list-style-type: none"> <li>• The <b>Send email to all contacts immediately</b> option is available only after you select the <b>Email Template</b>.</li> <li>• If you check <b>Send email to all contacts immediately</b>, the email is sent to all recipients when you do a production run in Unica Campaign. (Note that a test run in Unica Campaign never sends emails, regardless of whether this option is selected.)</li> <li>• Leave this option unchecked if you prefer to use Engage to send the emails. When this option is <b>not</b> checked, a production run in Unica Campaign uploads the contact list to Engage but does not send out the emails. You can then initiate/schedule the send from Engage.</li> </ul>
Subject	Optional. If you leave this field blank, the Subject line from the Engage template is used. If you enter content in this field, it will be used as the Subject line in the mailing.

<b>Content customization tab (Email process)</b>	
	<p>To indicate variables, surround them with %%. For example, specify <code>Hello %%FirstName%%!</code> to use values from the <code>FirstName</code> field. If a value in that field is "John" the email Subject line will resolve to <code>Hello John!</code>.</p> <p> <b>Note:</b> The mappings that you provide on the <b>Field mappings</b> tab of the Email dialog box determine which Unica Campaign fields will be used for personalization. For example, if you map the Unica Campaign field <code>FirstName</code> to the Engage field <code>CustomerFirstName</code>, the values are pulled from the Unica Campaign <code>FirstName</code> field. When the contact list is uploaded to Engage, the value of the Unica Campaign <code>FirstName</code> field will be used to update the <code>CustomerFirstName</code> field in the Engage database. Engage will then use the newly updated <code>CustomerFirstName</code> field when populating the email template.</p>
<p>Email name</p>	<p>Required. The Email name identifies the mailing in Engage and Unica Campaign. The name that you specify is used instead of the <b>Mailing Name</b> that is specified in the Engage template. You can use a name that indicates the purpose of the mailing and its flowchart, so you can easily identify it later. Use static text only (no variables). Recipients never see this name.</p> <p>To support response tracking, a timestamp for the process run is added to the name at process run time to ensure that the mailing name is unique for every process run. Additionally, the Unica Campaign code is included to track responses. This unique mailing name is included in every event generated by Engage, so it is used to correlate responses.</p>

<b>Content customization tab (Email process)</b>	
	 <p><b>Note:</b> The maximum number of characters that can be used for the <b>Email Name</b> is 256. This includes the timestamp that is appended and the Unica Campaign code that is added as a prefix. If the number of characters for the <b>Email Name</b> exceeds 256, the name that is entered by the user is truncated.</p>
From name	<p>Optional. Override the <b>From Name</b> that is specified in the email template. The template itself remains unchanged. Recipients see this name as the "From" name in the mailing. Use static text only (no variables). If you leave the field empty, the mailing uses the "From Name" that is specified in the email template. If you have any questions about what was used in the email template, check with an Engage marketing specialist who can look at the template in Engage. Example of a From name: Jane Smith</p>
Reply-to address	<p>Optional. Override the Reply To Address that is specified in the email template. The template itself remains unchanged. Use static text only (no variables). If you leave the field empty, the mailing uses the Reply To Address that is specified in the template. If you have any questions about what was used in the email template, check with an Engage marketing specialist who can look at the template in Engage. Example of a Reply-to address: jsmith@example.com</p>
From address	<p>Optional. Override the From Address that is specified in the email template. The template itself remains unchanged. Use static text only (no variables). If you leave the field empty, the mailing uses the From Address that is specified in the template. If you have any questions about what was used in the email template, check with an Engage marketing specialist who can look at the template in Engage. Example of a From address: jsmith@example.com</p>



<b>Content customization tab (Email process)</b>	
	 <p><b>Note:</b> To avoid being blocked by ISPs, use the same domain for the <b>From address</b> and <b>Reply-to address</b>. Be sure to consult the IBM Marketing Cloud documentation for complete information about sending emails.</p>
Static values for template	<p>Optional. Use the <b>Static values for template</b> field to override variables in the email body with static text. The text that you provide appears in the body of the email when it is sent.</p> <p>Syntax: Specify name:value pairs. Use a semicolon (;) to separate multiple pairs. <code>Field1:StaticText;Field2:StaticText</code></p> <p>Example: The email contains the variable <code>%%Country%%</code> in the email body. You specify <code>Country:Canada</code> in the <b>Static values for template</b> field. The resulting email uses "Canada" in place of <code>%%Country%%</code>.</p> <p>Use case: You configure a flowchart to segment data by country (Canada, USA, Mexico). You add three Email process boxes to the flowchart and configure each one with a different static value. For example: <code>Country:Canada</code> and <code>Country:USA</code> and <code>Country:Mexico</code>. When you run the flowchart, the static text (country name) replaces the variable (<code>%%Country%%</code>) that is defined in the email. The result is three contact lists, each customized for a specific country.</p>
File in folder	<p>Optional. This option applies only if <b>Send email to all contacts immediately</b> is selected.</p> <p>Specify where the sent mailing will be stored in Engage (<b>Content &gt; View Mailings &gt; Sent</b>). If you do not specify a folder, the mailing will appear in the root of the Sent tab. If you specify a folder that does not exist in Engage, you are given the opportunity to create it as a subfolder (under "Sent").</p>



<b>Content customization tab (Email process)</b>	
	<p>Guidelines for specifying paths: Only use forward slashes. Do not use periods. Do not specify leading or trailing slashes. Do not specify static paths such as C:\Folder. If you specify an invalid path, you receive a runtime error of "Folder not found." Only the following characters are supported: # _ - ( ) A-Z a-z 0-9 /</p> <p>Example: Specify <b>Campaign/Test</b> to save the mailing in <b>Sent/Campaign/Test</b>.</p>

7. Configure the **Field mappings** tab of the Email process:

**This table describes each property on the Email process Field mappings tab.**

<b>Field mappings tab (Email process)</b>	
Refresh 	<p>Refresh the table fields information for the selected <b>Engage database</b>. Use this option if any new fields are added to the Engage database or if any existing fields are modified.</p> <p> <b>Important:</b> If the fields information is modified, all the table column mapping information is removed. You must validate all the field mappings after refresh completes.</p>
Candidate fields	<p>This list shows all of the available fields from the processes that are providing input to the Email process box. These are the Campaign fields that contain data such as contact names and addresses, demographics, purchase history, or other information that is stored in Campaign databases or flat files.</p>
Fields to export to Engage	<p>The fields in this list provide data to create or update the Engage contact list. The values for the mapped fields come from Campaign databases or flat files.</p> <p>For example, if you map the Campaign field <code>FirstName</code> to the Engage field <code>CustomerFirstName</code>, the values are pulled from the Cam-</p>

### Field mappings tab (Email process)

campaign `FirstName` field. When the contact list is uploaded to Engage, the value of the Campaign `FirstName` field will be used to update the `CustomerFirstName` field in the Engage database. Engage will then use the newly updated `CustomerFirstName` field when populating the email template.

When you map **Candidate fields** (in Campaign) to **Fields to export to Engage** (in Engage), be sure that the mapped fields use the same Field Type (data type), such as Text, Date, Time, etc. If the data types do not match, errors occur when the system tries to import the values in the Candidate fields into the mapped Engage database fields.

**EMAIL** (Text data type) is a required field, so be sure to match an equivalent Candidate field from Campaign (one that uses a Text data type) by clicking >>.



**Note:** Engage has a data type called SMS Phone Number that does not exist in Campaign. The SMS phone number from Engage can be mapped with any data type from Campaign, provided the data from that column matches with the required SMS number formats that is defined in Engage. The valid SMS phone number format is Country code +Phone number. For example, it would be 16786775565 for United States or 445554647635 for United Kingdom.

Also ensure that the order of fields in the list matches the order of the fields in the Engage contact list. Use the arrow icons to move a selected field up or down in the list. For example, move First Name before Last Name. Note: The order of the fields in this list determines the order of the fields in the commas-separated values (CSV) file that is created to form the contact list.

<b>Field mappings tab (Email process)</b>	
	<p>If a field for a specific record lacks a value, that field is left empty in the contact list. For example, if you map the ZIP field in Campaign to the ZipCode field in Engage, and the zip code field is empty for a particular customer, that field is not populated in the comma-separated values (CSV) field that is used to create the contact list.</p> <p>After you complete the mapping, click the check mark <input checked="" type="checkbox"/> in the <b>Sync</b> column for the field or fields that are to be used as the sync fields. If you do not select any sync fields, the <code>campaignaudienceId</code> is used as the sync field by default.</p>
Profile	<p>It can be helpful to see the actual values that are stored in a database field in Campaign. To do so, select a Candidate field and click <b>Profile</b>. Wait until profiling is complete to ensure that you see all of the values. For example, profile a field called Email to see a list of email addresses that are stored in that field.</p>
Derived fields	<p>Optionally, click the <b>Derived fields</b> button to create a new variable for querying, segmenting, sorting, calculating, or providing output to a table. Derived fields are variables that do not exist in a data source and are created from one or more existing fields, even across different data sources.</p>

8. Configure the **General** tab of the Email process:

**This table describes each property on the Email process General tab.**

<b>General tab (Email process)</b>	
Process name	Assign a descriptive name. The process name is used as the box label on the flowchart. It is also used in various dialogs and reports to identify the process. Customers never see this name.
Note	Provide information to help you and other Campaign users understand the purpose or result of this process. The content of this field

General tab (Email process)	
	appears when you rest your cursor over the process box in a flow-chart. Customers never see this note.

9. Click **OK** to save and close the configuration dialog.
10. Save the flowchart.

Now you are ready to do a test run: See [Email: Doing a test run \(on page 56\)](#). A test run is important because it is your opportunity to confirm that the mailing is properly configured before you send it out into the world.

## Email: Doing a test run

This task pertains to using Unica Campaign to send email communications from Acoustic Campaign. It is important to do a test run before committing to a production run.

A test run is extremely important because it is your opportunity to confirm that the mailing is properly configured before you deliver it to customers. Never do a production run without first doing a test run.

Typically, you do a test run after you finish configuring the Email process in an Unica Campaign flowchart.

The purpose of the test run is to confirm connectivity between Unica Campaign and Acoustic Campaign and to spot-check several emails in Acoustic Campaign. For example, if you used Unica Campaign to override the Subject line in the email template, you must confirm that the correct substitution was made.

A test run in Unica Campaign never sends a production email to customers, even if **Send email to all contacts immediately** (in the Email configuration dialog) is checked.




**Important:** See the IBM Marketing Cloud documentation for complete information about doing email test runs. This topic covers only a small portion of the process (testing from Unica Campaign to Acoustic Campaign).

1. Use Unica Campaign to open the flowchart (in Edit mode) that contains the configured Email process.
2. Limit the test run to just a few records. You will remove this restriction later, after the test run is complete.



**Note:** This step is recommended but not required.

If you do not limit the test run, the entire contact list is sent to Acoustic Campaign during the test run, which is unnecessary and time consuming.

- a. Double-click the process box that provides input to the Email process. For example, if a Select process is connected to the Email process, open the Select process configuration dialog.
  - b. Select the **Cell size limit** tab.
  - c. Use the **Limit output cell size** option under **Test run output cell size limitations** to restrict the number of records. Typically, 5 or 10 records are sufficient for a test run.
3. Save the flowchart.
  4. Open the **Run** menu  and use one of the **Test run** options to do a test run of the flowchart, branch, or process.

The contact list is sent to Acoustic Campaign but no emails are sent (regardless of whether **Send email to all contacts immediately** is selected).

5. In Acoustic Campaign, use the Test Mailing feature to send a test email and confirm that the email content and contact list are correct. (You can do a Normal Test or a Quick Test, but Quick Test sends HTML mailings, not text only.) A test mailing is typically sent to a "black hole" address or an internal marketing email address. Confirm that all of the selections that were made in Unica Campaign are accurately reflected in the test email. For example:
  - If you changed the Subject line in Unica Campaign or made any static value substitutions for variables, confirm that they are correct in the test email.
  - Confirm that the Acoustic Campaign contact list includes all of the expected fields from Unica Campaign.

- Confirm that the contact list was either created or updated, depending on which selection was made in Unica Campaign.
  - Confirm that the test send was saved in the correct folder on the Sent tab in Acoustic Campaign.
6. Follow all of the instructions in the IBM Marketing Cloud documentation to confirm that the email is properly prepared.

If you encounter any errors, resolve them and then do another test run. When you are satisfied with the test run results, you are ready to do a production run. See [Email: Doing a production run \(on page 58\)](#).

## Email: Doing a production run

This task pertains to using Unica Campaign to send email communications from Acoustic Campaign.


Be sure to do a test run before doing a production run! See [Email: Doing a test run \(on page 56\)](#).

If the flowchart includes multiple channels, do not do a production run of the entire flowchart until you complete test runs for all of the channels (SMS, Push, Email).

A production run uploads a contact list from Unica Campaign to Acoustic Campaign. If you configured the Email process to **Send email to all contacts immediately**, the emails are sent to all contacts in the list. If you did not select that option, emails are not sent, so you must schedule the mailing in Acoustic Campaign.

A production run sends email to the audience segments that you selected in the Unica Campaign flowchart.

1. In Unica Campaign, open the flowchart (in Edit mode) that contains the configured Email process.
2. Make a final determination as to whether you want to deliver email immediately to all selected contacts: Double-click the Email process to open the configuration dialog. Select the **Content customization** tab and make your choice:

- If you want to deliver the emails as soon as the flowchart runs in production mode, check **Send email to all contacts immediately**.
  - If you prefer to schedule the mailing in Acoustic Campaign, clear **Send email to all contacts immediately**. The contact list will be sent to Acoustic Campaign but emails will not be sent.
3. Save the flowchart.
  4. Open the **Run** menu  and select one of the **Save and run** options to do a production run of the selected process, branch, or flowchart. Or use the Unica Marketing Platform Scheduler to schedule the flowchart.

Unica Campaign sends the contact list to Acoustic Campaign. If **Send email to all contacts immediately** was selected, the emails are sent immediately to all recipients in the contact list.

When the contact list is uploaded to Acoustic Campaign, the values in the Unica Campaign fields are used to update the corresponding fields in the Acoustic Campaign database, based on the **Field mappings** defined in the Email process box. For example, if you mapped the `FirstName` field (in Unica Campaign) to the `CustomerFirstName` field in Acoustic Campaign, Acoustic Campaign will use the newly updated `CustomerFirstName` field when populating the email template.

If you checked **Send email to all contacts immediately** in the Email process box, go to Acoustic Campaign and use the **Sent** tab to confirm that the mailing was sent correctly.

If you did not check **Send email to all contacts immediately**, the contact list was updated in Acoustic Campaign but the mailing was not sent. You must use Acoustic Campaign to schedule or send the mailing.

## Email: Response tracking

The Unica Campaign and Acoustic Campaign integration performs response tracking, so marketers can retarget responders and non-responders.

## Prerequisites to support response tracking

- The UBX Toolkit was installed and configured.
- Response tracking tables were created with the UBX Toolkit.
- A Unica Campaign administrator configured the response tracking tables as a user data source.

## How does tracking work?

Acoustic Campaign records information about email transmission, delivery, and responses. It makes this information available to UBX.

To get the information from UBX to Unica Campaign, run UBX Toolkit scripts to download event data and import it into response tracking tables.

Unica Campaign flowcharts can then access those tables as a user data source.

In some organizations, the routing of response data is automated through scripts that administrators set up. If the scripts are on the Unica Campaign listener (Analytics) server, you can create a flowchart that calls a trigger to run the scripts and use the Unica Marketing Platform Scheduler to schedule the trigger. The Scheduler also allows you to run external scripts, so you can use that method as well.

If response routing has not been automated, you must run the scripts manually, periodically.

Attributing responses to a particular mailing and Unica Campaign is handled by the integration: Unica Campaign assigns a unique name to each mailing. That unique name is included in Acoustic Campaign events, for correlation back to Unica Campaign. The unique name is generated based on the Email name that is assigned in the process box on the flowchart.

When the Email process is run in Unica Campaign, emails are sent using the email Template that is assigned to the Unica Campaign offers. When the Email process is run in Acoustic Campaign and the emails are sent, Acoustic Campaign generates treatments for each of the assigned offers in the email template. Information about the treatments is maintained in Unica Campaign in the UA\_TREATMENT table. This treatment information is used when the contact and response information for these treatments is saved in Unica Campaign in the contact and response history tables.



## What events are tracked?

Information about the following email events can be imported into the response tracking tables, so it is available to Unica Campaign:

- Email Send (emailSend): Information that describes sending an email related to a product or brand.
- Email Open (emailOpen): Information that describes an individual opening an email that relates to a product or brand.
- Email Click (emailClick): Information that relates to an individual clicking a link in an email.
- Email Bounce (emailBounce): Information that relates to an email that was not delivered successfully.
- Email Optout(emailoptout): Information pertaining to opting out from Email communication.

## CH/RH Update of Records Coming from Acoustic Campaign

1. When an Email is sent (for email process box having one offer assigned )from Campaign with "Send email to all contacts immediately" flagged.->Treatment code is generated and CH/RH is populated.
2. When an Email is sent (for email process box having one offer assigned) from Campaign with "Send email to all contacts immediately" not flagged.->Treatment code is not generated and CH/RH is not updated, only UA\_emailOpen, UA\_emailClick, UA\_emailSend, UA\_emailBounce are populated.
3. When an Email is sent (for email process box having No Offer assigned) from campaign with "Send email to all contacts immediately" not flagged. ->Treatment code is not generated and CH/RH is not updated, only UA\_emailOpen, UA\_emailClick, UA\_emailSend, UA\_emailBounce are populated.

## As a marketing user, how do I populate and use these tables?

You must periodically download events from UBX and import them into your local response tracking tables. You can run the scripts manually or as a scheduled job:

1. To download events, run the `eventsDownload` script that is provided with the UBX Toolkit.



**Note:** The `eventsDownload` script downloads tracking data related to email, SMS messages, and mobile push notifications. You may or may not be using all of those features.

2. To import the downloaded events into the response tracking tables, run the `eventsImport` script that is provided with the UBX Toolkit.
3. Be sure to follow all of the instructions that are provided in the UBX Toolkit documentation. Specifically, see *Chapter 3. Event destination endpoints*.
4. Once the tables are populated, you can access them in Unica Campaign flowcharts to retarget responders and non-responders.

Typically, you design a response flowchart and configure the process boxes to read data from the response tracking tables. For example, you can configure Select or Extract process boxes to target message opens or clicks, as you implement the next wave of the Unica Campaign.

5. For additional information, see [Response tracking tables for the integration \(on page 95\)](#).

## SMS text messaging: using Campaign and Acoustic Campaign

If Unica Campaign is integrated with Acoustic Campaign, you can use Unica Campaign to send SMS text messages from Acoustic Campaign.

Consider the following points about using the Email process:

- SMS text messages are short messages sent between two or more mobile phones.
- Sending SMS text notifications requires a coordinated effort between a Unica Campaign user and an Acoustic Campaign user. Templates must be set up, test runs must be done, and a final production run must be coordinated.

- Acoustic Campaign de-dupes when sending SMS messages to duplicate numbers. If there are two contact records with the same phone number and both are opted in to the same Program, Acoustic Campaign sends only one message.
- After the text notifications are sent, responses are tracked in Acoustic Campaign and routed back to Unica Campaign via UBX and the UBX Toolkit.
- To route response data from Acoustic Campaign back to Unica Campaign, a UBX Toolkit user (typically the Unica Campaign user) runs scripts. Some organizations automate the scripts so data routing occurs automatically.
- You can then use Unica Campaign to retarget responders and non-responders.
- The SMS process accepts contact numbers in integer format. Numbers that contain a space or a dash, or are `NULL` are failed and result in an error for the process.



**Note:** SMS messages must be sent either by configuring message delivery in the SMS process box or by using the Send Experience in IBM Marketing Cloud. Triggering SMS messages with a IBM Marketing Cloud program is not supported with the Unica Campaign integration.

## Enabling SMS mobile messaging

Several one-time setup tasks must be completed to enable Acoustic Campaign to send SMS messages.

This task outlines the main steps that are required to enable SMS mobile messaging. It does not provide complete instructions. .

1. The Acoustic Campaign Provisioning team enables SMS for your Acoustic Campaign organization.
2. The Acoustic Campaign Org Admin logs into Acoustic Campaign and creates and enables an Acoustic Campaign database for SMS. The database must be a flexible database.



**Note:** If you are using Email, SMS, and Push channels in the integration, use a separate database for each channel.

3. The Acoustic Campaign Org Admin configures SMS integration between Acoustic Campaign and the SMS Unica Campaign Manager.

## Requirements for sending SMS messages

To contact customers with SMS messages through Acoustic Campaign, you must meet certain requirements and understand important restrictions around SMS messaging.

## SMS: Creating and sending SMS text messages

Follow these steps to use Unica Campaign to send SMS text messages from Acoustic Campaign.

- SMS mobile messaging must be enabled for your organization. See [Enabling SMS mobile messaging \(on page 63\)](#).
- You must meet legal requirements and restrictions before you contact customers with SMS messages. See [Requirements for sending SMS messages \(on page 64\)](#).

1. Use Acoustic Campaign to prepare the SMS text message.

Follow these guidelines:

- Give the SMS template a name that is meaningful to the Unica Campaign that it belongs to, so you can easily identify it in both applications.
  - For **Contact Source**, select Database, Contact List, or Query.
  - For **Template Location**, select Shared. **Only shared templates will be available in Unica Campaign.**
  - After saving the template, be sure to preview it for testing.
2. Use Unica Campaign to create a campaign and add a flowchart to it.

For documentation, see the Unica Campaign User's Guide

3. Configure the SMS process in the Unica Campaign flowchart.

See [SMS: Configuring the SMS process in a Unica Campaign flowchart \(on page 65\)](#).

4. Do a test run in Unica Campaign.

See [SMS: Doing a test run \(on page 72\)](#).

5. Do a production run in Unica Campaign.

See [SMS: Doing a production run \(on page 74\)](#).

6. Perform response tracking.

See [SMS: Response tracking \(on page 76\)](#).

## SMS: Configuring the SMS process in a Unica Campaign flowchart

If Unica Campaign is integrated with Acoustic Campaign, you can configure the **SMS** process in a flowchart to send SMS text messages.

Before you can perform this task, the following actions must be completed:

- In Unica Campaign: Create a marketing campaign and add a flowchart to it.
- In Acoustic Campaign: Create the SMS template and body.
- The Acoustic Campaign user must provide the Unica Campaign user with the following details:
  - The name of the Acoustic Campaign database to use for the contact list that will be generated by Unica Campaign. This is the database for the specific SMS channel that will be used to send the messages.
  - The list of Acoustic Campaign database table fields, with the data type for each field (Text, Date, Time, etc.) and data format examples.
  - The name of the Acoustic Campaign SMS template.
  - Whether to create a new contact list or update an existing one (when the flowchart runs).
  - Whether to override the existing SMS name with a new name (for example, to identify the flowchart that was used to send the message).
  - Whether the SMS text message should be sent immediately when the Unica Campaign flowchart runs in production mode.

A flowchart can include multiple channels (Email, SMS, Push), but each channel must be configured as a separate process. This topic explains how to use the SMS process box in a Unica Campaign flowchart.



**Note:** SMS messages must be sent either by configuring message delivery in the SMS process box or by using the Send Experience in IBM Marketing Cloud. Triggering SMS messages with an IBM Marketing Cloud program is not supported with the Unica Campaign integration.

1. Configure processes in the flowchart to select the segments that will be used for the SMS text messaging Unica Campaign. As with any flowchart, you can use multiple processes, such as Select, Segment, and Merge.
2. Add a SMS process to the flowchart. The SMS process must be the last process in the flowchart.
3. Connect at least one of the processes that you created in step 1 as input to the SMS process. For example:
  - Connect a single Select process (such as all males age 25-31) into the SMS process.
  - Connect multiple Select processes (such as High, Medium, and Low value contacts) into the SMS process.
  - Segment customers by geography, and connect each segment to a separate SMS process (to generate unique lists for separate messaging by region).
4. Double-click the SMS process to open the **SMS process configuration** dialog.
5. Configure the **Acoustic Campaign properties** tab of the SMS process:

**This table describes each property on the Engage properties tab.**

<b>Engage properties tab (SMS process)</b>	
Engage data-base	Required. Select the flexible Engage database associated with the contact list. All shared Engage databases are listed. You must select the flexible database that is used for the SMS channel.

<b>Engage properties tab (SMS process)</b>	
	If you are using Email, SMS, and Push channels in the integration, use a separate database for each channel.
Selected input cells	Required. Select the segments who will receive the SMS text message. The input cells that you see depend on which process boxes (such as Select or Segment) are connected to the SMS process. For example, if two Select processes are providing input to the SMS process, two input cells are listed. Typically, you select all of the input cells. All of the IDs from the selected cells are then available to create the contact list.
Select all	Quickly select all of the listed input cells (the segments that are connected as input to the SMS process).
Clear all	Quickly clear the list of selections.
Use single contact list	<p>Select <b>Use single contact list</b> to use the same contact list every time the process runs. Then select an Engage contact list. All contacts in the list will be included.</p> <p>Check <b>Clear contact list before updating</b> if you want to remove all contacts from the list before reusing the list for a new run.</p> <p>Use the following controls to indicate how to update the contact list upon each subsequent run:</p> <ul style="list-style-type: none"> <li>• <b>Always add new contacts:</b> Do not update matching contacts. If the Unica Campaign data includes contacts that are not in the list, add them to the list.</li> <li>• <b>Update matching contacts; skip contacts that are not found:</b> Update an existing contact with data from Unica Campaign. Do not add any new contacts to the list.</li> <li>• <b>Update matching contacts; add contacts that are not found:</b> Update an existing contact with data from Unica Campaign. If a contact is not in the list, add it.</li> </ul>



<b>Engage properties tab (SMS process)</b>	
	When you do a test or production run of the process box, a contact list is created or updated. All contacts in the list will be included.
Create new contact list for every run	<p>Select <b>Create new contact list for every run</b> if you want to create a new contact list every time the process runs. All contacts in the list will be included.</p> <p>Specify a <b>Name</b> for the contact list.</p> <p>Select either <b>Add suffix</b> or <b>Add prefix</b> to indicate whether to include the timestamp at the start or end of the filename. A timestamp for the process run is always added to ensure that the list name is unique.</p> <p>Optionally, include the <b>Unica Campaign ID</b> and/or the <b>SMS Cell name</b> as part of the filename.</p>

6. Configure the **Content customization** tab of the SMS process:

**This table describes each property on the SMS process Content customization tab.**



<b>Content customization tab (SMS process)</b>	
SMS template	Required. Select an Engage SMS template. All shared templates are listed. The template determines the content of the SMS text message. If you do not make any changes in this dialog box, then all content comes directly from the template. Any changes that you make here override the content from the template. Changes are not saved to the template, but are used in the SMS text message that is sent for the current run of this process box.
SMS name	Required. The SMS name identifies the mailing in Engage and Unica Campaign. The name that you specify is used instead of the <b>SMS Name</b> that is specified in the Engage template. Use a name that indicates the purpose of the message and its flowchart, so you can



<b>Content customization tab (SMS process)</b>	
	<p>easily identify it later. Use static text only (no variables). Recipients never see this name.</p> <p>To support response tracking, a timestamp for the process run is added to the name at process run time to ensure that the SMS name is unique for every process run. Additionally, the Unica Campaign code is included to track responses. This unique SMS name is included in every event generated by Engage, so it is used to correlate responses.</p> <p> <b>Note:</b> The maximum number of characters that can be used for the <b>SMS Name</b> is 256. This includes the timestamp that is appended and the Unica Campaign code that is added as a prefix. If the number of characters for the <b>SMS Name</b> exceeds 256, the name that is entered by the user is truncated.</p>
<p>Send SMS to all contacts immediately</p>	<p> <b>Important:</b> This option immediately delivers SMS messages to all recipients when you do a production run in Unica Campaign. We recommend that you do a test run first.</p> <ul style="list-style-type: none"> <li>• The <b>Send SMS to all contacts immediately</b> option is available only after you select the <b>SMS Template</b>.</li> <li>• If you check <b>Send SMS to all contacts immediately</b>, the message is sent to all recipients when you do a production run in Unica Campaign. (Note that a test run in Unica Campaign never does a send, regardless of whether this option is selected.)</li> <li>• Leave this option unchecked if you prefer to use IBM Engage to send the messages. When this option is <b>not</b> checked, a production run in Unica Campaign uploads the contact list to Engage but does not send out the SMS messages. You can then initiate/schedule the send from Engage.</li> </ul>

7. Configure the **Field mappings** tab of the SMS process:

**This table describes each property on the SMS process Field mappings tab.**

<b>Field mappings tab (SMS process)</b>	
Refresh 	<p>Refresh the table fields information for the selected <b>Engage database</b>. Use this option if any new fields are added to the Engage database or if any existing fields are modified.</p> <p> <b>Important:</b> If the fields information is modified, all the table column mapping information is removed. You must validate all the field mappings after refresh completes.</p>
Candidate fields	<p>This list shows all of the available fields from all of the processes that are providing input to the SMS process. These are the Unica Campaign fields that contain data such as contact names and addresses, demographics, purchase history, or other information stored in Unica Campaign databases or flat files.</p>
Fields to export to Engage	<p>The fields in this list provide data to create or update the Engage contact list. The values for the mapped fields come from Unica Campaign databases or flat files.</p> <p>For example, if you map the Unica Campaign field <code>FirstName</code> to the Engage field <code>CustomerFirstName</code>, the values are pulled from the Unica Campaign <code>FirstName</code> field. When the contact list is uploaded to Engage, the value of the Campaign <code>FirstName</code> field will be used to update the <code>CustomerFirstName</code> field in the Engage database. Engage will then use the newly updated <code>CustomerFirstName</code> field when populating the SMS template.</p> <p>When you map Campaign <b>Candidate fields</b> to <b>Fields to export to Engage</b>, be sure that the mapped fields use the same Field Type (data type), such as Text, Date, Time, etc. If the data types do not match,</p>

<b>Field mappings tab (SMS process)</b>	
	<p>errors occur when the system tries to import the values in the Candidate fields into the mapped Engage database fields.</p> <p>Ensure that the order of fields in the list matches the order of the fields in the Engage contact list. Use the arrow icons to move a selected field up or down in the list. For example, move First Name before Last Name. Note: The order of the fields in this list determines the order of the fields in the comma-separated values (CSV) file that is created to form the contact list.</p> <p>If a field for a specific record lacks a value, that field is left empty in the contact list. In other words, that field is not populated in the comma-separated values (CSV) field that is used to create the contact list.</p>
Profile	<p>It can be helpful to see the actual values that are stored in a database field in Campaign. To do so, select a Candidate field and click <b>Profile</b>. Wait until profiling is complete to ensure that you see all of the values. For example, profile a field called Surname to see a list of names that are stored in that field.</p>
Derived fields	<p>Optionally, click the <b>Derived fields</b> button to create a new variable for querying, segmenting, sorting, calculating, or providing output to a table. Derived fields are variables that do not exist in a data source and are created from one or more existing fields, even across different data sources.</p>

8. Configure the **General** tab of the SMS process:

**This table describes each property on the SMS process General tab.**

<b>General tab (SMS process)</b>	
Process name	<p>Assign a descriptive name. The process name is used as the box label on the flowchart. It is also used in various dialogs and reports to identify the process. Customers never see this name.</p>

General tab (SMS process)	
Note	Provide information to help you or others understand the purpose or result of this process. The content of this field appears when you rest your cursor over the process box in a flowchart. Customers never see this note.

9. Click **OK** to save and close the configuration dialog.

10. Save the flowchart.

Now you are ready to do a test run: See [SMS: Doing a test run \(on page 72\)](#). A test run is important because it is your opportunity to confirm that the text messages are properly configured before you send them out into the world.

## SMS: Doing a test run

This task pertains to using Unica Campaign to send SMS text messages from Acoustic Campaign. It is important to do a test run before committing to a production run.

A test run is extremely important because it is your opportunity to confirm that the text message is properly configured before you deliver it to customers. Never do a production run without first doing a test run.

Typically, you do a test run after you finish configuring the SMS process in an Unica Campaign flowchart.

The purpose of the test run is to confirm connectivity between Unica Campaign and Acoustic Campaign and to spot-check several text messages in Acoustic Campaign. For example, if you used Unica Campaign to override the Subject line in the SMS template, you must confirm that the correct substitution was made.

A test run in Unica Campaign never sends production SMS text messages to customers, even if **Send SMS to all contacts immediately** (in the SMS configuration dialog) is checked.




**Important:** See the IBM Marketing Cloud documentation for complete information about doing SMS test runs. This topic covers only a small portion of the process (testing from IBM Unica Campaign to Acoustic Campaign).

1. Use Unica Campaign to open the flowchart (in Edit mode) that contains the configured SMS process.
2. Limit the test run to just a few records. You will remove this restriction later, after the test run is complete.



**Note:** This step is recommended but not required.

If you do not limit the test run, the entire contact list is sent to Acoustic Campaign during the test run, which is unnecessary and time consuming.

- a. Double-click the process box that provides input to the SMS process. For example, if a Select process is connected to the SMS process, open the Select process configuration dialog.
  - b. Select the **Cell size limit** tab.
  - c. Use the **Limit output cell size** option under **Test run output cell size limitations** to restrict the number of records. Typically, 5 or 10 records are sufficient for a test run.
3. Save the flowchart.
  4. Open the **Run** menu  and use one of the **Test run** options to do a test run of the flowchart, branch, or process.

The contact list is sent to Acoustic Campaign but no texts are sent (regardless of whether **Send SMS to all contacts immediately** is selected).

5. In Acoustic Campaign, use the Test Mailing feature to send a test SMS and confirm that the text content and contact list are correct. A test mailing is typically sent to a "black hole" address or an internal marketing address.

Confirm that all of the selections that were made in Unica Campaign are accurately reflected in the test text message. For example:

- Confirm that the Acoustic Campaign contact list includes all of the expected fields from Unica Campaign.
- Confirm that the contact list was either created or updated, depending on which selection was made in Unica Campaign.
- Confirm that the test send was saved in the correct folder on the Sent tab in Acoustic Campaign.

Follow all of the instructions in the IBM Marketing Cloud documentation to confirm that the SMS text message is properly prepared.

If you encounter any errors, resolve them and then do another test run. When you are satisfied with the test run results, you are ready to do a production run. See [SMS: Doing a production run \(on page 74\)](#).

## SMS: Doing a production run


This task pertains to using Unica Campaign to send SMS text messages from Acoustic Campaign.

Be sure to do a test run before doing a production run! See [SMS: Doing a test run \(on page 72\)](#).

If the flowchart includes multiple channels, do not do a production run of the entire flowchart until you complete test runs for all of the channels (SMS, Push, Email).

A production run uploads a contact list from Unica Campaign to Acoustic Campaign. If you configured the SMS process to **Send SMS to all contacts immediately**, the text messages are sent to all contacts in the list. If you did not select that option, SMS texts are not sent, so you must schedule the SMS in Acoustic Campaign.

A production run sends text messages to the audience segments that you selected in the IBM Unica Campaign flowchart.

1. In Unica Campaign, open the flowchart (in Edit mode) that contains the configured SMS process.
2. Make a final determination as to whether you want to deliver email immediately to all selected contacts: Double-click the SMS process to open the configuration dialog. Select the **Content customization** tab and make your choice:
  - If you want to deliver the text messages as soon as the flowchart runs in production mode, check **Send SMS to all contacts immediately**.
  - If you prefer to schedule the send in Acoustic Campaign, clear **Send SMS to all contacts immediately**. The contact list will be sent to Acoustic Campaign but text messages will not be sent.
3. Save the flowchart.
4. Open the **Run** menu  and select one of the **Save and run** options to do a production run of the selected process, branch, or flowchart. Or use the Unica Marketing Platform Scheduler to schedule the flowchart.

Unica Campaign sends the contact list to Acoustic Campaign. If **Send SMS to all contacts immediately** was selected, the text messages are sent immediately to all recipients in the contact list.

When the contact list is uploaded to Acoustic Campaign, the values in the Unica Campaign fields are used to update the corresponding fields in the Acoustic Campaign database, based on the **Field mappings** defined in the SMS process box. For example, if you mapped the `FirstName` field (in Unica Campaign) to the `CustomerFirstName` field in Acoustic Campaign, Acoustic Campaign will use the newly updated `CustomerFirstName` field when populating the SMS template.

Unica Campaign can send Mobile SMS with Watson Unica Campaign Automation (Acoustic Campaign), using the SMS process box. In the 11.0 release Unica Campaign can track the SMS replies to the SMS sent from Unica Campaign using Watson Campaign Automation. SMS Reply messages are captured in a new column `MessageBody` that is added to the the `UA_InteractedSMS` table.

Multiple replies will result in multiple entries in the `UA_InteractedSMS` table, one for each reply. The table column `Source` is null for these SMS reply records.

For an SMS sent from Unica Campaign, there will be a record present in UA\_InteractedSMS table with the Source table column containing the value 'campaign'.

To send an SMS with Acoustic Campaign, the user must have the Text to Join program available and attached to the SMS templates. The Text to Join program contains a list of Keywords that must be used for Acoustic Campaign receive replies. SMS replies may use only these keywords. SMS replies with any other text or without these keywords are discarded by MGAGE (underlying service provider for Acoustic Campaign).

If you checked **Send SMS to all contacts immediately** in the SMS process box, go to Acoustic Campaign and confirm that the text messages were sent correctly.

If you did not check **Send SMS to all contacts immediately**, the contact list was updated in Acoustic Campaign but the text messages were not sent. You must use Acoustic Campaign to schedule or send the text messages.

## SMS: Response tracking

The Unica Campaign and Acoustic Campaign integration performs response tracking, so marketers can retarget responders and non-responders.

### Prerequisites to support response tracking

- The UBX Toolkit was installed and configured.
- The UBX Toolkit user created the necessary response tracking tables.
- A Unica Campaign administrator configured the tables as a user data source.

### How does tracking work?

Acoustic Campaign records information about SMS transmission, delivery, and responses. It makes this information available to UBX.

To get the information from UBX to Unica Campaign, run UBX Toolkit scripts to download event data and import it into response tracking tables.

Unica Campaign flowcharts can then access those tables as a user data source.

In some organizations, the routing of response data is automated through scripts that administrators set up. If the scripts are on the Unica Campaign listener (Analytics) server,



you can create a flowchart that calls a trigger to run the scripts and use the Unica Marketing Platform Scheduler to schedule the trigger. The Scheduler also allows you to run external scripts, so you can use that method as well.

If response routing has not been automated, you must run the scripts manually, periodically.

Attributing responses to a particular mailing and Unica Campaign is handled by the integration: Unica Campaign assigns a unique name to each SMS mailing. That unique name is included in Acoustic Campaign events, for correlation back to Unica Campaign. The unique name is generated based on the SMS name that is assigned in the process box on the flowchart.

## What events are tracked?

Information about the following SMS events can be imported into the response tracking tables, so it is available to Unica Campaign:

- Message sent from a SMS program (sentSMS): Information that describes what happens when a message is sent from an SMS program.
- Interacted with a SMS program (interactedSMS): Information that describes the interaction between a mobile user and an SMS program.

## As a marketing user, how do I populate and use these tables?

You must periodically download events from UBX and import them into your local response tracking tables. You can run the scripts manually or as a scheduled job:

1. To download events, run the `eventsDownload` script that is provided with the UBX Toolkit.



**Note:** The `eventsDownload` script downloads tracking data related to email, SMS messages, and mobile push notifications. You may or may not be using all of those features.

2. To import the downloaded events into the response tracking tables, run the `eventsImport` script that is provided with the UBX Toolkit.

3. Be sure to follow all of the instructions that are provided in the UBX Toolkit documentation. Specifically, see *Chapter 3. Event destination endpoints*.
4. Once the tables are populated, you can access the tables in Unica Campaign flowcharts to retarget responders and non-responders.

Typically, you design a response flowchart and configure the process boxes to read data from the response tracking tables. For example, you can configure Select or Extract process boxes to target SMS interactions, as you implement the next wave of the Unica Campaign.

5. For additional information, see [Response tracking tables for the integration \(on page 95\)](#).

## SMS opt-in and opt-out synchronization between Unica Campaign and Acoustic Campaign

To ensure that consent records for SMS are as up-to-date as possible, you can update opt-in and opt-out requests for SMS that you receive through various channels. To synchronize SMS subscription data between Unica Campaign and Acoustic Campaign, upload and download opt-in and opt-out updates regularly.

Managing opt-in and opt-out records for SMS requires specific steps. The OPT\_IN and OPT\_OUT options for the contactUpload and contactDownload scripts do not apply to SMS messaging. Instead, you must use the custom SMS mapping file that is provided as part of the Unica Campaign integration with Acoustic Campaign download package.

The first time that you add contact information for a recipient, the record is marked as an Opt-in record. If the individual did not consent to be contacted by SMS, you must subsequently mark the record as an Opt-out. You cannot add a record as an Opt-out record. You can identify a record as an Opt-out only after you enter it as an Opt-in.

To keep SMS subscriptions up to date, you can schedule Unica Campaign flowcharts that trigger the contactUpload and contactDownload scripts to run automatically. Use the instructions in the `example_SMSmappingFile` in the `conf` directory to update SMS consent status. In Acoustic Campaign, schedule queries that update opt-in and opt-out status so that the most current information is available for download to Unica Campaign.

# Mobile push: using Unica Campaign and Acoustic Campaign

If Unica Campaign and Acoustic Campaign are integrated, you can use Unica Campaign to send mobile push notifications from Acoustic Campaign.

Consider the following points about using the Push process:

- Mobile push notifications are short messages sent by installed mobile apps that alert smartphone users of offers, updates, and reminders. Push notification is a one-way communication channel. Users can receive messages but they cannot respond. Mobile push notifications are also called Mobile App Messages.
- Sending mobile push notifications requires a coordinated effort between a Unica Campaign user and an Acoustic Campaign user. Templates must be set up, test runs must be done, and a final production run must be coordinated.
- After the push is sent, responses are tracked in Acoustic Campaign and routed back to Unica Campaign via UBX and the UBX Toolkit.
- To route response data from Acoustic Campaign back to Unica Campaign, a UBX Toolkit user (typically the Unica Campaign user) runs scripts. Some organizations automate the scripts so data routing occurs automatically.
- You can then use Unica Campaign to design the next wave of the Unica Campaign.
- A contact fails for the Push process if the data is `NULL` or if the contact number is `NULL`.



**Note:** Push messages must be sent either by configuring message delivery in the Push process box or by using the Send Experience in IBM Marketing Cloud. Triggering Push messages with a IBM Marketing Cloud program is not supported with the Unica Campaign integration.

## Enabling mobile app messages (push notifications)

Several one-time setup tasks must be completed to enable Acoustic Campaign to send Mobile App Messages (push notifications).

This task outlines the main steps.

1. IBM Provisioning enables Mobile App Messages for the Acoustic Campaign organization.
2. The Acoustic Campaign Org Admin grants Mobile App Messages permissions for the Acoustic Campaign user.
3. The Acoustic Campaign user creates one or multiple app keys in the Engage UI. To do this, the Acoustic Campaign user needs the Apple certificate for IOS and/or Google API key for Android from the mobile app developer.
4. The mobile app developer downloads the SDK and uses the SDK and the Acoustic Campaign app key to build the apps.
5. The Acoustic Campaign Org Admin or Acoustic Campaign user enables a flexible database for the Mobile App Message. It can be a new or existing database.



**Note:** Each Acoustic Campaign organization can have only one mobile app-enabled database. If you are using Email, SMS, and Push channels in the integration, use a separate database for each channel.

## Push: Creating and sending mobile push notifications

Follow these steps to use Unica Campaign to send mobile push notifications from Acoustic Campaign.

Mobile push must be enabled. See [Enabling mobile app messages \(push notifications\) \(on page 79\)](#).

Sending mobile push notifications involves using both Unica Campaign and Acoustic Campaign.

1. Use Acoustic Campaign to prepare the mobile app message.

This step involves coordination among the following users:

- Developer
- Org Admin
- Marketer



**Note:** The Mobile App Messages database must be a flexible database, meaning it has no unique identifier. Each organization can have only one mobile app-enabled database. If your organization is also SMS-enabled, you must have one SMS database and one mobile app database.

2. To support response tracking, you must set the CampaignName attribute in the Acoustic Campaign Push template to match the campaign code that is defined within Unica Campaign. For example: **C000000518**.

A campaign code is the globally unique identifier for a campaign.

Campaign codes are listed on the **All campaigns** page in Unica Campaign.

3. Use Unica Campaign to create a campaign and add a flowchart to it.
4. Configure the Push process in the Unica Campaign flowchart.

See [Push: Configuring the Push process in a Unica Campaign flowchart \(on page 81\)](#).

5. Do a test run in Unica Campaign.

See [Push: Doing a test run \(on page 89\)](#).

6. Do a production run in Unica Campaign.

See [Push: Doing a production run \(on page 91\)](#).

7. Perform response tracking.

See [Push: Response tracking \(on page 93\)](#).

## Push: Configuring the Push process in a Unica Campaign flowchart

If Unica Campaign is integrated with Acoustic Campaign, you can configure the **Push** process in a flowchart to send mobile push notifications from Acoustic Campaign.

Before you can perform this task, the following actions must be completed:

- In Unica Campaign: Create a marketing Unica Campaign and add a flowchart to it.
- In Acoustic Campaign: Create the push template and body.
- The Acoustic Campaign user must provide the Unica Campaign user with the following details:
  - The name of the Acoustic Campaign database to use for the contact list that will be generated by Unica Campaign. This is the database for the specific Push channel that will be used to send the messages.
  - The list of Acoustic Campaign database table fields, with the data type for each field (Text, Date, Time, etc.) and data format examples.
  - The name of the Acoustic Campaign push template.
  - Whether to create a new contact list or update an existing one (when the flowchart runs).
  - Whether to override the existing Push name with a new name (for example, to identify the flowchart that was used to send the message).
  - Whether the push notification should be sent immediately when the Unica Campaign flowchart runs in production mode.

A flowchart can include multiple channels (Email, SMS, Push), but each channel must be configured as a separate process. This topic explains how to use the Push process box in a Unica Campaign flowchart.



**Note:** Push messages must be sent either by configuring message delivery in the Push process box or by using the Send Experience in IBM Marketing Cloud. Triggering Push messages with a IBM Marketing Cloud program is not supported with the Unica Campaign integration.

1. Configure processes in the flowchart to select the segments that will be used for the mobile push campaign. As with any flowchart, you can use multiple processes, such as Select, Segment, and Merge.
2. Add a Push process to the flowchart. The Push process must be the last process in the flowchart.

3. Connect at least one of the processes that you created in step 1 as input to the Push process. For example:
  - Connect a single Select process (such as all males age 25-31) into the Push process.
  - Connect multiple Select processes (such as High, Medium, and Low value contacts) into the Push process.
  - Segment customers by geography, and connect each segment to a separate Push process (to generate unique lists for separate pushes by region).
4. Double-click the Push process to open the **Push process configuration** dialog.
5. Configure the **Acoustic Campaign properties** tab of the Push process:

**This table describes each property on the Acoustic Campaign properties tab.**

<b>Acoustic Campaign properties tab (Push process)</b>	
Acoustic Campaign database	<p>Required. Select a flexible Acoustic Campaign database associated with the contact list. All shared Acoustic Campaign databases are listed. You must select the flexible database that is used for the Push channel.</p> <p>If you are using Email, SMS, and Push channels in the integration, use a separate database for each channel.</p>
Selected input cells	<p>Required. Select the segments who will receive the mobile push notification. The input cells that you see depend on which process boxes (such as Select or Segment) are connected to the Push process. For example, if two Select processes are providing input to the Push process, two input cells are listed. Typically, you select all of the input cells. All of the IDs from the selected cells are then available to create the contact list.</p>
Select all	<p>Quickly select all of the listed input cells (the segments that are connected as input to the Push process).</p>
Clear all	<p>Quickly clear the list of selections.</p>


<b>Acoustic Campaign properties tab (Push process)</b>	
Use single contact list	<p>Select <b>Use single contact list</b> to use the same contact list every time the process runs. Then select an Acoustic Campaign contact list. All contacts in the list will be included.</p> <p>Check <b>Clear contact list before updating</b> if you want to remove all contacts from the list before reusing the list for a new run.</p> <p>Use the following controls to indicate how to update the contact list upon each subsequent run:</p> <ul style="list-style-type: none"><li>• <b>Always add new contacts:</b> Do not update matching contacts. If the Unica Campaign data includes contacts that are not in the list, add them to the list.</li><li>• <b>Update matching contacts; skip contacts that are not found:</b> Update an existing contact with data from Unica Campaign. Do not add any new contacts to the list.</li><li>• <b>Update matching contacts; add contacts that are not found:</b> Update an existing contact with data from Unica Campaign. If a contact is not in the list, add it.</li></ul> <p>When you do a test or production run of the process box, a contact list is created or updated. All contacts in the list will be included in the push.</p>
Create new contact list for every run	<p>Select <b>Create new contact list for every run</b> if you want to create a new contact list every time the process runs. All contacts in the list will be included.</p> <p>Specify a <b>Name</b> for the contact list.</p> <p>Select either <b>Add suffix</b> or <b>Add prefix</b> to indicate whether to include the timestamp at the start or end of the filename. A timestamp for the process run is always added to ensure that the list name is unique.</p>





<b>Acoustic Campaign properties tab (Push process)</b>	
	Optionally, include the <b>Campaign ID</b> and/or the Push <b>Cell name</b> as part of the filename.

6. Configure the **Content customization** tab of the Push process:


**This table describes each property on the Push process Content customization tab.**


<b>Content customization tab (Push process)</b>	
Push template	<p>Required. Select an Acoustic Campaign push template. All shared templates are listed. The template determines the content of the push notification. If you do not make any changes in this dialog box, then all content comes directly from the template. Any changes that you make here override the content from the template. Changes are not saved to the template, but are used in the push notifications that are sent for the current run of this process box.</p>
Push name	<p>Required. The Push name identifies the push in Acoustic Campaign and Campaign. The name that you specify is used instead of the <b>Push Name</b> that is specified in the Acoustic Campaign template. You can use a name that indicates the purpose of the push and its flowchart, so you can easily identify it later. Use static text only (no variables). Recipients never see this name.</p> <p>To support response tracking, a timestamp for the process run is added to the name at process run time to ensure that the push name is unique for every process run. Additionally, the campaign code is included to track responses. This unique push name is included in every event generated by Acoustic Campaign, so it is used to correlate responses.</p> <p> <b>Note:</b> The maximum number of characters that can be used for the <b>Push Name</b> is 256. This includes the timestamp that is appended and the campaign code that is added as a pre-</p>

<b>Content customization tab (Push process)</b>	
	 fix. If the number of characters for the <b>Push Name</b> exceeds 256, the name that is entered by the user is truncated.
Send push notifications to all contacts immediately	 <b>Important:</b> This option immediately delivers push notifications to all recipients when you do a production run in Campaign. We recommend that you do a test run first. <ul style="list-style-type: none"> <li>• The <b>Send push notifications to all contacts immediately</b> option is available only after you select the <b>Push Template</b>.</li> <li>• If you check <b>Send push notifications to all contacts immediately</b>, the push notification is sent to all recipients when you do a production run in Campaign. (Note that a test run in Campaign never does a push, regardless of whether this option is selected.)</li> <li>• Leave this option unchecked if you prefer to use Acoustic Campaign to send out the push. When this option is <b>not</b> checked, a production run in Campaign uploads the contact list to Acoustic Campaign but does not send out the push notifications. You can then initiate/schedule the push from Acoustic Campaign.</li> </ul>

7. Configure the **Field mappings** tab of the Push process:

**This table describes each property on the Push process Field mappings tab.**

<b>Field mappings tab (Push process)</b>	
Refresh 	Refresh the table fields information for the selected <b>Acoustic Campaign database</b> . Use this option if any new fields are added to the Acoustic Campaign database or if any existing fields are modified.

<b>Field mappings tab (Push process)</b>	
	 <b>Important:</b> If the fields information is modified, all the table column mapping information is removed. You must validate all the field mappings after refresh completes.
Candidate fields	<p>This list shows all of the available fields from all of the processes that are providing input to the Push process. These are the Campaign fields that contain data such as contact names and addresses, demographics, purchase history, or other information that is stored in Campaign databases or flat files.</p>
Fields to export to Acoustic Campaign	<p>The fields in this list provide data to create or update the Acoustic Campaign contact list. The values for the mapped fields come from Campaign databases or flat files.</p> <p>When you map Campaign <b>Candidate fields</b> to <b>Fields to export to Acoustic Campaign</b>, be sure that the mapped fields use the same Field Type (data type), such as Text, Date, Time, etc. If the data types do not match, errors occur when the system tries to import the values in the Candidate fields into the mapped Acoustic Campaign database fields.</p> <p>Ensure that the order of fields in the list matches the order of the fields in the Acoustic Campaign contact list. Use the arrow icons to move a selected field up or down in the list. For example, move First Name before Last Name. Note: The order of the fields in this list determines the order of the fields in the comma-separated values (CSV) file that is created to form the contact list.</p> <p>If a field for a specific record lacks a value, that field is left empty in the contact list. In other words, that field is not populated in the comma-separated values (CSV) field that is used to create the contact list.</p>

<b>Field mappings tab (Push process)</b>	
	<p>After you complete the mapping, click the check mark ✓ in the <b>Sync</b> column for the field or fields that are to be used as the sync fields. If you do not select any sync fields, the <code>campaignaudienceId</code> is used as the sync field by default.</p>
Sync	<p>In the <b>Fields to export to Acoustic Campaign</b> list, check at least one field in the <b>Sync</b> column that identifies a unique mobile user ID on the Acoustic Campaign side. For example, use a mobile phone number field.</p> <p>An Acoustic Campaign flexible database is used for Push. To update data in this database, the Sync fields are treated as a primary key and the row that matches the columns in the <b>Sync</b> field is updated. For example, if <b>MobilePhone</b> is the <b>Sync</b> field, then the update happens on the row in which the criteria of the <b>Sync</b> field is matched.</p>
Profile	<p>It can be helpful to see the actual values that are stored in a database field in Campaign. To do so, select a Candidate field and click <b>Profile</b>. Wait until profiling is complete to ensure that you see all of the values. For example, profile a field called Surname to see a list of names that are stored in that field.</p>
Derived fields	<p>Optionally, click the <b>Derived fields</b> button to create a new variable for querying, segmenting, sorting, calculating, or providing output to a table. Derived fields are variables that do not exist in a data source and are created from one or more existing fields, even across different data sources.</p>

8. Configure the **General** tab of the Push process:

**This table describes each property on the Push process General tab.**

<b>General tab (Push process)</b>	
Process name	Assign a descriptive name. The process name is used as the box label on the flowchart. It is also used in various dialogs and reports to identify the process. Customers never see this name.
Note	Provide information to help you or others understand the purpose or result of this process. The content of this field appears when you rest your cursor over the process box in a flowchart. Customers never see this note.

9. Click **OK** to save and close the configuration dialog.

10. Save the flowchart.

Now you are ready to do a test run: See [Push: Doing a test run \(on page 89\)](#). A test run is important because it is your opportunity to confirm that the notification is properly configured before you send it out into the world.

## Push: Doing a test run

This task pertains to using Unica Campaign to send mobile push notifications from Acoustic Campaign. It is important to do a test run before committing to a production run.



**Important:** See the IBM Marketing Cloud documentation for complete information about doing test runs. This topic only covers a small portion of the process (testing from Unica Campaign to Acoustic Campaign).

A test run is extremely important because it is your opportunity to confirm that the notification is properly configured before you deliver it to customers.

Typically, you do a test run after you finish configuring the Push process in an Unica Campaign flowchart.

The purpose of this test run is to confirm connectivity between Unica Campaign and Acoustic Campaign and to spot-check several notifications in Acoustic Campaign.

Note that a test run in Unica Campaign never sends a production push to customers, even if **Send push notifications to all contacts immediately** (in the Push configuration dialog) is checked.




**Remember:** Never do a production run without first doing a test run.

1. Use Unica Campaign to open the flowchart (in Edit mode) that contains the configured Push process.
2. Limit the test run to just a few records. You will remove this restriction later, after the test run is complete.



**Note:** This step is recommended but not required.

If you do not limit the test run, the entire contact list is sent to Acoustic Campaign during the test run, which is unnecessary and time consuming.

- a. Double-click the process box that provides input to the Push process. For example, if a Select process is connected to the Push process, open the Select process configuration dialog.
  - b. Select the **Cell size limit** tab.
  - c. Use the **Limit output cell size** option under **Test run output cell size limitations** to restrict the number of records. Typically, 5 or 10 records are sufficient for a test run.
3. Save the flowchart.
  4. Open the **Run** menu  and use one of the **Test run** options to do a test run of the flowchart, branch, or process.

The contact list is sent to Acoustic Campaign but no push notifications are sent (regardless of whether **Send push notifications to all contacts immediately** is selected).

5. Use Acoustic Campaign to test the push as you normally would, and confirm that the notification content and contact list are correct.

Be sure to confirm that all of the selections that were made in Unica Campaign are accurately reflected in Acoustic Campaign. For example:

- If you changed the Push name in Unica Campaign, confirm that the name change appears in Acoustic Campaign.
- Confirm that the Acoustic Campaign contact list includes all of the expected fields from Unica Campaign.
- Confirm that the contact list was either created or updated, depending on which selection was made in Unica Campaign.



**Important:** Follow all of the instructions in the Acoustic Campaign documentation to confirm that the push is properly prepared, and that you have met all of the requirements for doing a push. For example, confirm that opt-ins and opt-outs will be handled properly.

If you encounter any errors, resolve them and then do another test run. When you confirm that the test run was successful, you are ready to do a production run. See [Push: Doing a production run \(on page 91\)](#).

## Push: Doing a production run


This task pertains to using Unica Campaign to send SMS push notifications from Acoustic Campaign.

Be sure to do a test run before doing a production run! See [Push: Doing a test run \(on page 89\)](#).

If the flowchart includes multiple channels, do not do a production run of the entire flowchart until you complete test runs for all of the channels (SMS, Push, Email).

A production run uploads a contact list from Unica Campaign to Acoustic Campaign. If you configured the Push process to **Send push notifications to all contacts immediately**, the notifications are sent to all contacts in the list. If you did not select that option, notifications are not sent, so you must schedule the push in Acoustic Campaign.

A production run sends the push notification to the audience segments that you selected in the Unica Campaign flowchart.

1. In Unica Campaign, open the flowchart (in Edit mode) that contains the configured Push process.
2. Make a final determination as to whether you want to deliver the push immediately to all selected contacts: Double-click the Push process to open the configuration dialog. Select the **Content customization** tab and make your choice:
  - If you want to deliver the push as soon as the flowchart runs in production mode, check **Send push notifications to all contacts immediately**.
  - If you prefer to schedule the push in Acoustic Campaign, clear **Send push notifications to all contacts immediately**. The contact list will be sent to Acoustic Campaign but the push will not be sent.
3. Save the flowchart.
4. Open the **Run** menu  and select one of the **Save and run** options to do a production run of the selected process, branch, or flowchart. Or use the Unica Marketing Platform Scheduler to schedule the flowchart.

Unica Campaign sends the contact list to Acoustic Campaign. If **Send push notifications to all contacts immediately** was selected, the notifications are sent immediately to all recipients in the contact list.

When the contact list is uploaded to Acoustic Campaign, the values in the Unica Campaign fields are used to update the corresponding fields in the Acoustic Campaign database, based on the **Field mappings** defined in the Push process box. For wcaexample, if you mapped the `FirstName` field (in Unica Campaign) to the `CustomerFirstName` field in Acoustic Campaign, Acoustic Campaign will use the newly updated `CustomerFirstName` field when populating the Push template.

If you checked **Send push notifications to all contacts immediately** in the Push process box, go to Acoustic Campaign and confirm that the push was sent correctly.

If you did not check **Send push notifications to all contacts immediately**, the contact list was updated in Acoustic Campaign but the push was not sent. You must use Acoustic Campaign to schedule or send the push.



## Push: Response tracking

The Unica Campaign and Acoustic Campaign integration performs response tracking, so marketers can retarget responders and non-responders.

### Prerequisites to support response tracking

- The UBX Toolkit was installed and configured.
- The UBX Toolkit user created the necessary response tracking tables.
- A Unica Campaign administrator configured the tables as a user data source.

### How does tracking work?

Acoustic Campaign records information about mobile push transmission, delivery, and responses. It makes this information available to UBX.

To get the information from UBX to Unica Campaign, run UBX Toolkit scripts to download event data and import it into response tracking tables.

Unica Campaign flowcharts can then access those tables as a user data source.

In some organizations, the routing of response data is automated through scripts that administrators set up. If the scripts are on the Unica Campaign listener (Analytics) server, you can create a flowchart that calls a trigger to run the scripts and use the Unica Marketing Platform Scheduler to schedule the trigger. The Scheduler also allows you to run external scripts, so you can use that method as well.

If response routing has not been automated, you must run the scripts manually, periodically.

Attributing responses to a particular mailing and Unica Campaign is handled by the integration: Unica Campaign assigns a unique name to each push. That unique name is included in Acoustic Campaign events, for correlation back to Unica Campaign. The unique name is generated based on the Push name that is assigned in the process box on the flowchart.

### What events are tracked?

Information about the following Push events can be imported into the response tracking tables, so it is available to Unica Campaign:

- **Application Install (applnInstalled):** Information that relates to an individual installing a mobile app on a mobile device. The app is installed and the app registration information is received.
- **Application Uninstall (appUninstalled):** Information that relates to an individual removing an app from a mobile device. Apple or Google informs IBM that the app is no longer reachable by push. This might be due to uninstalling the mobile app.
- **Application Opened (appOpened):** Information to describe what happens when a mobile user clicks in a simple notification to open an app.
- **Application Click (urlClicked):** Information to describe what happens when a mobile user clicks a button in a simple notification, providing the mobile OS with a URL to be handled. This typically happens when the user opens a browser on a mobile device.
- **Application Notification Push Enabled (uiPushEnabled):** Information that describes what happens when an APNS user uses a mobile app to opt in to receiving push notifications.
- **Application Notification Push Disabled (uiPushDisabled):** Information that describes what happens when an APNS user has used the application settings to opt out of receiving push notifications.
- **Application Session Start (sessionStarted):** Information that describes what happens when the mobile user opens the application for the first time in a configurable number of minutes.
- **Application Session End (sessionEnded):** Information to describe when the mobile user session ends.

### **As a marketing user, how do I populate and use these tables?**

You must periodically download events from UBX and import them into your local response tracking tables. You can run the scripts manually or as a scheduled job:

1. To download events, run the `eventsDownload` script that is provided with the UBX Toolkit.



**Note:** The `eventsDownload` script downloads tracking data related to email, SMS messages, and mobile push notifications. You may or may not be using all of those features.

2. To import the downloaded events into the response tracking tables, run the `eventsImport` script that is provided with the UBX Toolkit.
3. Be sure to follow all of the instructions that are provided in the UBX Toolkit documentation. Specifically, see *Chapter 3. Event destination endpoints*.
4. Once the tables are populated, you can access the tables in Unica Campaign flowcharts to retarget responders and non-responders.

Typically, you design a response flowchart and configure the process boxes to read data from the response tracking tables. For example, you can configure Select or Extract process boxes to target users who opened an application.

5. For additional information, see [Response tracking tables for the integration \(on page 95\)](#).

## Response tracking tables for the integration

To support the Campaign and Acoustic Campaign integration, response tracking tables are required to store data about user responses to email, SMS, and push events.

### What is the purpose of the tables?

Response events such as clicks or bounces occur as a result of an Acoustic Campaign mailing. These events flow from Acoustic Campaign to UBX and are downloaded to Campaign using the UBX Toolkit. After the events are downloaded to Campaign, they need to be imported into tables so Campaign can access the event data. Once the event data is imported into the tables, those tables can serve as a user data source in Campaign flowcharts.

## How do the tables get created?

The person who is responsible for configuring the integration uses the UBX Toolkit to create the tables. This is a one-time setup operation. For more information, see [Creating response tracking tables for the integration \(on page 36\)](#).

## How do the tables get populated?

The tables get populated whenever someone runs the `eventsDownload` and `eventsImport` scripts that are provided with the UBX Toolkit.

The scripts can be run manually or as a scheduled job. For details, see the appropriate topic for the features that you are using:

- [Email: Response tracking \(on page 59\)](#)
- [SMS: Response tracking \(on page 76\)](#)
- [Push: Response tracking \(on page 93\)](#)

## How are responses tracked?

Response tracking between Campaign and Acoustic Campaign is possible because each mailing has a unique name. This unique name is included in every event generated by Acoustic Campaign, so it is used to correlate responses. The integration takes care of this automatically.



**Note:** The `EventNameSpace` and `EventVersion` columns of all Campaign Event tables have the value `NULL`.

## Response and Contact Mapping

When Unica Campaign and IBM Engage are integrated, the contact and response mapping is defined by default.

### Contact Mapping

You cannot change the Contact mapping.

**Table 3. Unica Campaign and IBM Engage Contact mapping**

Type	Unica Campaign	IBM Engage
Contact type	Campaign Send (Contact-StatusID - 1)	EmailSend
Contact type	Undelivered (ContactStatusID - 3)	EmailBounce

## Response Mapping

When Unica Campaign and IBM Engage are integrated, the response mapping is defined in the `UA_CampaignEngageResponseMap` table. You can edit the Response mapping if required.

**Table 4. Unica Campaign and IBM Engage Response mapping**

Type	CampaignEventType	EngageEventType
Response type	Link click (ResponseTypeID - 9)	EmailClick
Response type	Explore (ResponseTypeID - 1)	EmailOpen

## Email tracking data available as an event

The following table lists the email tracking data that can be downloaded from UBX Toolkit to Unica Campaign.

Engage supports specific email events that provide tracking data for email messaging. Engage makes this data available as UBX events. You use UBX Toolkit to download the event data to Unica Campaign and load it into response tracking tables for Unica Campaign consumption. The **Event name** might differ between mailings. The **Event code** must appear in the tracking data exactly as shown.

Information from the `Mailing - sent` event and the `Mailing - bounced` event is processed to populate the Detailed contact history. These events are processed for different audience level history tables based on the `audienceID`.

Information from the `Mailing - open` event and `Mailing - clicked` event is processed to populate the Response history. These events are processed for different audience level history tables based on the `audienceID`.

Information from the mailing: opt-out event . WCA customers can receive opt-out links for opting out of WCA mailing, in the emails delivered to them, This event is now tracked by Unica Campaign via UBX. The Mailing Opt-Out Event (emailOptOut) is being tracked in the Unica Campaign system database in a new table called UA\_EMAILOPTOUT

Email Opt-Out requirement from WCA - To track the email opt-out event, users must have an email template containing the 'Email OptOut' hyperlink of Type: Opt-out Email. The complete flow of opt-out events are as follows.1.The User receives the email with OptOut link.2. The User opens the email with OptOut link and click on the link.3. A reply email message to WCA is opened which the user will have to send back to WCA.4. After this email is sent respective contact is marked as 'OptedOut' in the WCA database .5. WCA Publishes the Mailing OptOut Event (emailOptOut) event to UBX .6. Unica Campaign downloads the events published to UBX to Unica Campaign system table "UA\_EMAILOPTOUT".Note:At present emailOptOut event is not included in the ETL to Unica Campaign contact/detail history and response history tables. Offer Tracking code is not populating in email Optout events.

The following events are picked up by ETL tool and transferred in the history tables:

- `Mailing - sent` event and `Mailing - bounced` event to populate Detailed contact history.
- `Mailing - open` event and `Mailing - clicked` event to populate in Response History.

**Table 5. Email tracking events through UBX**

Event name	Event code	Unica Campaign system table
Mailing - sent	emailSend	UA_EmailSend
Mailing - opened	emailOpen	UA_EmailOpen
Mailing - clicked	emailClick	UA_EmailClick

**Table 5. Email tracking events through UBX (continued)**

<b>Event name</b>	<b>Event code</b>	<b>Unica Campaign system table</b>
Mailing - bounced	emailBounce	UA_EmailBounce
Mailing - optedout	emailOptOut	UA_EmailOptOut

## SMS tracking data available as an event

The following table lists the SMS tracking data that can be downloaded from UBX Toolkit to Unica Campaign.

Engage supports specific SMS events that provide tracking data. Engage makes this data available as UBX events. You use UBX Toolkit to download the event data to Unica Campaign and load it into response tracking tables for Unica Campaign consumption. The **Event name** might differ between programs. The **Event code** must appear in the tracking data exactly as shown.

**Table 6. SMS tracking events through UBX**

<b>Event name</b>	<b>Event code</b>	<b>Unica Campaign system table</b>
SMS - Sent from a SMS Program	sentSMS	UA_SentSMS
SMS - Interacted with an SMS program	interactedSMS	UA_InteractedSMS

## Mobile push tracking data available as an event

The following table lists the mobile push tracking data that can be downloaded from UBX Toolkit to Unica Campaign.

Engage supports specific mobile push events that provide tracking data. Engage makes this data available as UBX events. You use UBX Toolkit to download the event data to Unica Campaign and load it into response tracking tables for Unica Campaign consumption.

If you have upgraded to version 10.0.0.1 or later and are using the Unica Campaign built-in ability to connect to UBX, then the UBX events are downloaded directly into Unica Campaign.

The **Event name** might differ between mailings. The **Event code** must appear in the tracking data exactly as shown.

**Table 7. Mobile push tracking events through UBX**

<b>Event name</b>	<b>Event code</b>	<b>Unica Campaign system table</b>
Mobile App - Installed	appInstalled	UA_App_Installed
Mobile App - Uninstalled	appUninstalled	UA_App_Uninstalled
Mobile App - Opened a Push Notification	appNotificationOpen actionTaken = app	UA_SimpNot_appOpened
Mobile App - Clicked a URL	appNotificationOpen actionTaken = url	UA_SimpNot_URLClicked
Mobile App - Enabled a Push Notification	appPushEnabled	UA_App_UIPushEnabled
Mobile App - Disabled a Push Notification	appPushDisabled	UA_App_UIPushDisabled
Mobile App - Started a Session	appSessionOpen	UA_App_SessionStarted
Mobile App - Ended a Session	appSessionClose	UA_App_SessionEnded

## Integration database tables, ETL, and partitioning

The Campaign integration with Engage populates database tables that Campaign uses for auditing and tracking. Consult with your database administrator to discuss how long you



need to keep the data for querying. Depending on the volume of activity for your account, the tables can grow large over time.

Each integration table shares some characteristics.

- The primary key is an identity or sequence column. The IDs in the primary keys reflect the order in which rows were inserted.
- The tables have a datetime/timestamp column to indicate the time at which a particular event happened.
- The rows in each table are inserted once and the integration does not update them after the initial insert.
- There are no predefined indexes, foreign keys, or check constraints other than the primary key.

If you are not using recipient email address as the audience level in Unica Campaign, you can add one or more columns to the tracking tables. However, your data must include a way to look up audience level for any contact. You must configure the integration to download the values for those columns from your Engage database. When you add columns, do not use unique indexes or constraints because you might prevent data from being inserted.

The integration does not automatically purge or archive the tables. Your administrator can schedule archiving or purging of the data. A typical purging scheme might set up range partitioning on the datetime/timestamp field, with partitions for each month or quarter. The purging plan can drop partitions when they become outdated. However, different database capabilities and performance characteristics can affect your strategy for partitioning and purging of data. How you query the data might also affect your strategy.

As the Engage ETL runs on the Unica Campaign web application, a cluster user can control the Engage ETL execution on individual nodes by specifying the JVM option `-Dengage.etl.disabled=true`. If `-Dengage.etl.disabled=true`, Engage ETL does not work on the specified cluster node.

## Event types

The tracking tables provide data to describe different types of message responses. The type of response is considered an event type.

The tracking tables include values for the following event types.

Event type	Valid value
Open	0
Click Through	1
Clickstream	2
Conversion	3
Attachment	4
Media	5
Forward	6
Opt In	7
Opt Out	8
Reply Abuse	10
Reply Change Address	11
Reply Mail Block	12
Reply Mail Restriction	13
Reply Other	14
Suppressed	15
Sent	16
Soft Bounce	98
Hard Bounce	99

## Report IDs

IBM Engage Report IDs appear in the tracking tables.

Typically, you can find aggregate mailing reporting in IBM Engage at **Reports > Reporting**. You can find and export raw/individual reports at **Reporting > Single Mailing Report**.

Downloaded data includes a Report ID.

Report IDs are assigned in various ways, depending on the type of mailing:

- For individual, one-off mailings, a single Report ID is generated.
- For event-driven Autoresponders, a single Report ID is associated with every mailing for a day.
- For a recurring Automated Message or Program Mailings, a single Report ID is associated with each occurrence of the mailing.
- For a standard mailing, there is a one-to-one relationship between a Report ID and Mailing ID.

## Reasons for contact suppression

Engage sometimes does not send a message to an address for various reasons.

If Engage suppresses a message, the reason for doing so is included in the data that is downloaded from Engage. Engage provides the following reasons for contact suppression.

Suppression reason	Valid values
Invalid System Email Domain	1
Invalid System Email Local	2
Invalid Organization Email Domain	3
Organization Suppression List	4
Global Suppression	5
Invalid Organization Email Local	6
Frequency Control	7
Database Level Suppression	8
Query Level Suppression	9

Suppression reason	Valid values
Mailing Level Suppression	10

## Purging data from response tracking tables

You can periodically archive or purge the rows that have been processed by the ETL in order to free up space in the database.

The following tables are populated when events are downloaded.

- UA\_EmailSend
- UA\_EmailOpen
- UA\_EmailClick
- UA\_EmailBounce
- UA\_EmailOptOut
- UA\_EngageEtITracker

The UA\_EngageEtITracker table keeps track of the rows that have been processed. This table contains the information for the EventType and the LastProcessedRecordId.

- EMAIL\_SEND\_EVT\_CODE = 1;
- EMAIL\_OPEN\_EVT\_CODE = 2;
- EMAIL\_CLICK\_EVT\_CODE = 3;
- EMAIL\_BOUNCE\_EVT\_CODE = 4;
- EMAIL\_OptOut\_EVT\_CODE = 5;

You can archive or purge the following rows:

- Select \* from UA\_EmailSend where RecordID <= (select LastProcessedRecordId from UA\_EngageEtITracker where EventType = 1)
- Select \* from UA\_EmailOpen where RecordID <= (select LastProcessedRecordId from UA\_EngageEtITracker where EventType = 2)
- Select \* from UA\_EmailClick where RecordID <= (select LastProcessedRecordId from UA\_EngageEtITracker where EventType = 3)

- Select \* from UA\_EmailBounce where RecordID <= (select LastProcessedRecordId from UA\_EngageEtlTracker where EventType = 4)
- Select \* from UA\_Emailoptout where RecordID <= (select LastProcessedRecordId from UA\_EngageEtlTracker where EventType = 5)

From 11.1 version, if ETL is enabled, Unica Campaign-UBX integration data from contact and response tracking table will be purged automatically after it is processed and populated to Detailed contact history and Response history. While ETL is processing the contact/response record, it will match up tracking code and externalsystemrefranceid and logs the status of each record to UA\_EngageEtlRecordStatus table.

## Multi-thread Implementation of Event Download and Processing

If you are using Unica Campaign version 11.1 or later, multiple threads are used for UBX event download to Unica Campaign and ETL processing. Unica Campaign-UBX integration involve 2 phase of operations.

- Pulling events published by Engage to UBX and putting those in contact/response tracking tables.
- Process (i.e ETL) contact/response tracking tables and populate the Detailed contact history and Response history as per the event.

Previous to 11.1 release, only 2 main threads were used for these operations. One thread used for reading data from UBX and populate the event tracking tables. Second thread used for reading from event tracking tables and populating Detailed contact history and Response history for different events.

With 11.1, we are having 10 threads to download and populate events from UBX and then 10 parallel threads to process contact tracking event like email send and another 10 threads to process response tracking events like email bounce, email click, email opened. With this parallel processing, integration performance is significantly improved.



**Note:** As we are spawning multiple threads and to run these threads more CPU and memory will be utilized on Unica Campaign application server.