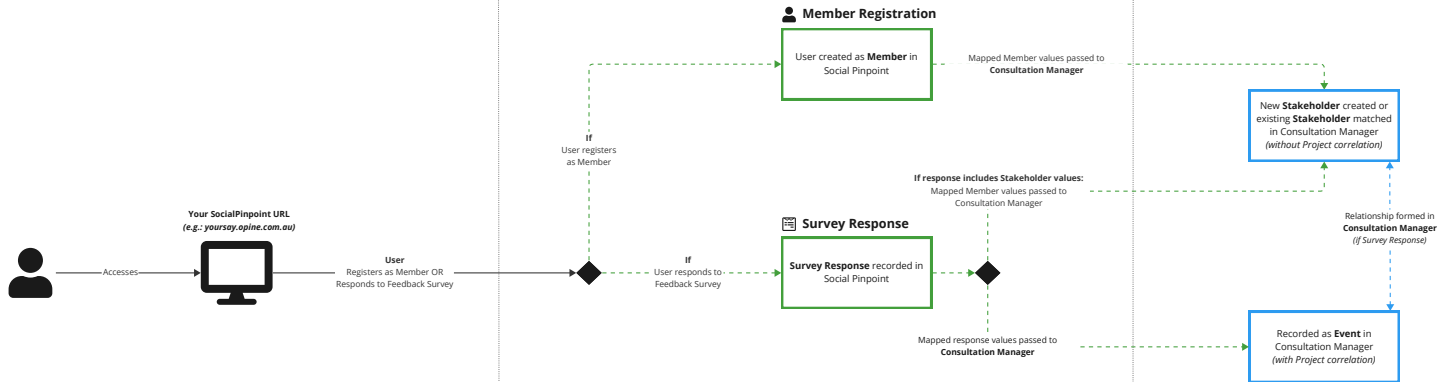


This model assumes both a Member and Survey Feedback integration has been properly configured between Social Pinpoint and Consultation Manager. This model highlights how data is passed between both systems once this connection is live.





Member Registration

The below mapping is an example member connection structure, individual client integrations may vary based on included attributes mapped from Social Pinpoint to Consultation Manager.

Social Pinpoint

Member Attributes

First Name
Last Name
Email
Suburb
Mobile

Consultation Manager

Stakeholder Attributes

First Name
Last Name
Email
Suburb
Mobile

Any future updates entered by the User to their corresponding Social Pinpoint Member Profile will be posted to Consultation Manager based on the specified record update condition selected when the Member connection was first made:

Member Data

Migration conditions

Stakeholder record updates

☒ Update all stakeholder records with global visibility (non-private)
 ☐ Always create a new record (unless SPP has ownership)
 ☐ Update all stakeholder records (private and non-private)

Conditions

There are currently no conditions

+ Add condition

Stakeholder record updates

- Update all stakeholder records with global visibility (non-private) **Default**
 - If no stakeholder record matches the email, a new stakeholder with global visibility will be created.
 - If multiple non-private stakeholder records share the same email, all records will be updated with data from Social Pinpoint (SPP).
 - Existing data fields won't be overwritten, only empty fields will be updated.
- Create a new record (unless SPP was the creator)
 - If there is no stakeholder record with the same email address a new stakeholder will be created and the visibility will be set to global and the feedback data will be added to this stakeholder.
 - If a stakeholder exists with the same email address, **but** the record was not created by the SPP API user a new stakeholder will be created and the visibility will be set to global.
 - If any stakeholders exist with the same email address **and** the record was created by the SPP API user, the stakeholder record will be updated with the feedback data from SPP.
- Update All Stakeholder Records (Private and Non-Private):
 - If no stakeholder record matches the email, a new stakeholder with global visibility will be created.
 - If multiple stakeholder records share the same email, all records will be updated with data from SPP, including private and non-private records. Existing data fields won't be overwritten, only empty fields will be updated.



Survey Response

The below mapping is an example survey response connection structure, individual client integrations may vary based on included attributes mapped from Social Pinpoint to Consultation Manager.

Social Pinpoint

Response Attributes

First Name
Last Name
Email
Feedback Data
Feedback Tool Info
Date Submitted
[Survey Project]

Consultation Manager

Stakeholder Attributes

First Name
Last Name
Email

Event Attributes

Stakeholder Comments
Team Response
Start Date
[Related Project]