

# Unflattened Data Webinar



# Meet Your Trainer

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# Learning Objective

Help Report Writers understand the difference between flattened and unflattened data in Results and how to use both types of data.

# Agenda

Unflattened Data

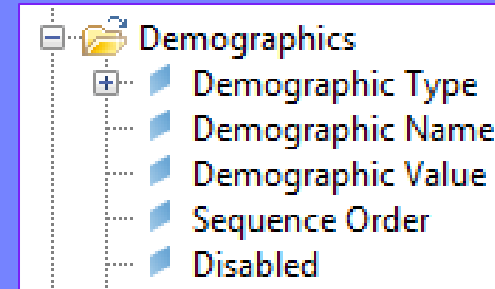
TouchPoint & Manually  
Flattening Data

Specific Data

# Unflattened Data

# Unflattened Data

Unflattened data is data stored in generic "question-answer pair" format. There are **two** objects that return this type of data: Question and Answer. These are also sometimes referred to as Name and Value.

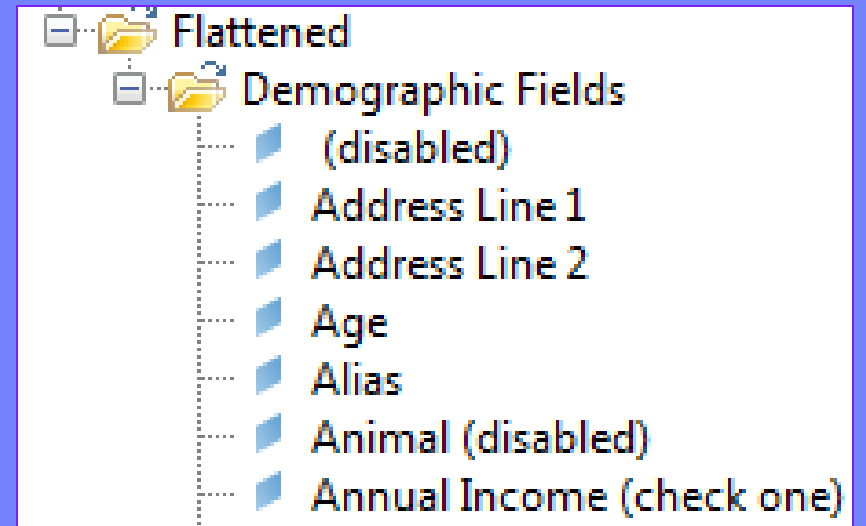


Demographic Name	Demographic Value
Accepted into College?	No
Accepted into College?	Yes
Address1	100 Danforth Street
Address1	100 E Pratt St.
Address1	100 main st
Address1	100 streeper st
Address1	10117 Reisterstown Rd
Address1	101 Mikton Ave
Address1	101 Queen Ct

# Unflattened Data

How is Flattened Data different from Unflattened?

Flattened data is information that is stored under one object, the object being the question, and the data being the answers.



Race
Bi-Racial
Caucasian
Hawaiian or P
Multi-Racial

# Unflattened Data

## Why Use Unflattened Data?

- All data in ETO can be looked at unflattened.
- The most common reasons for working with unflattened data include:
  - TouchPoint reporting
    - Data across multiple TouchPoint forms
    - Working with responses that are different types (participant, entity, family, etc.)
    - Working with specific data types
    - Check all that apply
    - Pseudonyms
    - Data that is unflattened that you want to manually flatten
    - Reporting on live demographic data in your system



# TouchPoint & Manually Flattening Data

# TouchPoint & Manually Flattening Data

## Data Across Multiple TouchPoints

- With multiple TouchPoints, each containing the same question/answer, using flattened data we would need to pull in multiple objects to the report: each representing the question on each of the TouchPoints, even though it is the same question. **For example: Contact Method, or Date Taken**
- With unflattened data, you can pull in just the question and answer to get the report you need. We will start with a simple question:  
[How do I build a report that displays each participant's TouchPoint response dates, sorted chronologically?](#)
- Using unflattened data, paired with ETO Results' breaking and sorting functionality, you would add the objects you need into the query add a break to the person, then sort by date taken.

# TouchPoint & Manually Flattening Data

Flattening data is a fundamental part of working with unflattened data if you are reporting on specific questions or answers. A common formula for this is:

**=[Answer] Where ([Question] = "Insert question text here" In ([Identifier for the Response])**

This formula says, show me the answer to a specific question, for each response to the TouchPoint.

# Specific Data

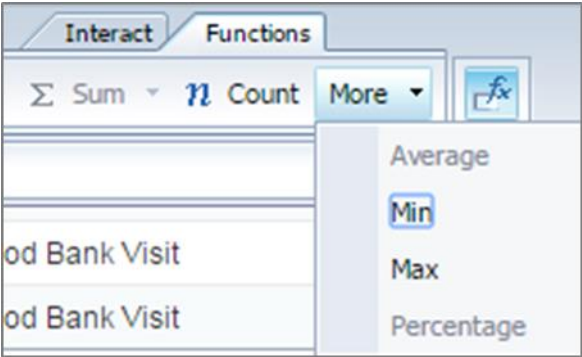
# Specific Data

## String Values vs Numeric Values

The [Answer] object is generic, it returns all types of data as string values, or text. They look like numbers but are text, and you cannot sum, average, or turn them into a percentile.

Bags of dog food provided (#):	20.0000000000	Food Bank Visit	Aarudez, Caren	1,409
Bags of dog food provided (#):	20.0000000000	Food Bank Visit	Aarudez, Donna	1,421
Bags of dog food provided (#):	25.0000000000	Food Bank Visit	Aarudez, Caren	1,409
Bags of dog food provided (#):	25.0000000000	Food Bank Visit	Aarudez, Donna	1,421

**=[Answer] Where ([Question] = " Bags of dog food provided (#):" ) in ([Response Unique ID\_Form ID])**



# Specific Data

## String Values vs Numeric Values

There are several data types that require using a different [Answer] object to be able to work with them:

Data Type	Use
Number	[Answer as Numeric]
Dates	[Answer as Date]
Non-Exclusive/Check all that apply List	[Answer for Non-Exclusive]
Time Spent	[Answer for Time Spent]
Attachments	[Answer as Attachment Name] *less commonly used
Signatures	[Answer as Signature HTML] *less commonly used

# Specific Data

## Scenario- Answer as Numeric

You would like to aggregate number answers. For example, the question: Bags of dog food provided (#) is answered as a number. To aggregate the answers and display as numeric:

Instead of using this formula which returns a text answer:

=[Answer] Where ([Question] ="Bags of dog food provided (#):") in ([Response Unique ID\_Form ID])

Use:

=[Answer as Numeric] Where ([Question] ="Bags of dog food provided (#):") In ([Response Unique ID\_Form ID])

You will now be able to sum, average, or turn them into a percentile!

# Additional Resources



# Additional Training Opportunities

- Knowledge Base Articles – Search in Chat
- On-demand Videos in our [Bonterra Academy](#)
- Free Webinars & Recordings
- Foundations - Intensive Multiday Trainings that Cover the Basics
- Labs - 2 hr Live Trainings on Specific Topics and Capabilities



Build confidence and knowledge  
in our software.

# Customer Support

**Reach out to our Customer Support Team with Questions or Concerns.**

Weekdays 7am – 7pm CST via chat or through email: [apricot@bonterratech.com](mailto:apricot@bonterratech.com)

# Q & A

- Ask questions about functionality covered in this training
- Ask trainer to redo a demo
- Ask real-life application questions
- Or sign off and we will see you in the next training!



Thank you for attending!

We hope to see you  
in future trainings.