

Create a customer export

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 This article describes a new feature which is in early access and not available for general use at this time. This will be available in a future release.

If you are interested in being an early access client, reach out to your Customer Success Manager.

User Role	View	Edit
Client Admin	Yes	Yes
Data Manager	Yes	Yes
Viewer	Yes	No

Customer exports allow you to schedule and send customer and product attributes to an SFTP server so you can integrate your customer data into your customer data platform or analytics.

You can customize each export job by including or excluding one or more audiences, destination, customer and product attributes, and schedule.

All jobs can be run as frequently as once per hour.

Once an export job is set up, you can be [notified when it runs](#).

To learn more about export job and run statuses, see [Understand export job and run statuses](#).

Before you begin

- You have a pre-configured SFTP export integration, which defines the export destination.
- Confirm your destination folder path is valid. Export folders are validated before saving the job.
 - If you are exporting to Files.com, you can choose to export files to a parent or child Namespace's root folder.
- If you're using a CSV file, decide whether to apply GZIP compression (`.gz`), GPG encryption (`.pgp`), or both. If you're using a JSONL file, decide to apply GPG encryption.

To set up GPG encryption for the first time, contact support@bluecore.com and include the recipient email associated with your GPG key.

- If exporting files over 1GB (uncompressed), they will automatically be split into multiple files using sequential wildcards. For more information on what the file name would be, see wildcard in the [export file name structure](#) section.
- If you are exporting product attributes, your audience must contain a product event, such as added product to cart, add product to wishlist, remove product from cart, search for product, or view product.

 After you save a job you can't make any edits, such as changing the schedule. If you need to make any changes, pause the job and duplicate it or create a new one.

Create a customer export

1. Go to **Data Exports > Customer Exports**.
2. Click **New customer export job** and select the destination integration from the list.
3. Fill out the details of the export job and, when finished, click **Save**.

 If you export data that includes a date range that's longer than six days, such as using the previous week or month options, the export file might be very large.

To manage large files use:

- A shorter date range, if possible
- Compression

Selecting customer and product attributes

You can only select the attributes that are enabled on the associated integration.

If you need additional customer or product attributes not in the dropdown, add them to the [SFTP integration](#) in the **Definitions** tab.

When exporting products users interacted with, only products within the audience lookback window are exported.

For example, if the audience captures customers who made a purchase in the last seven days, the export contains only products purchased during the seven day period.

Group interactions by customer

When exporting product attributes, you can choose to group products by customer, or to list each product/customer combination as a separate record.

CSV files do not support aggregating products by customer identifier.

If aggregation is enabled, each customer appears once per file with all associated products grouped within the products array:

```
{
  "email": "alice@gmail.com",
  "site_uuid": "7284845d-fac1-42f9-a094-977787445b47",
  "first_name": "Alice",
  "products": [
    {
      "id": "prod-85062",
      "name": "Teapot",
      "bc_price": "$138.42"
    },
    {
      "id": "prod-85063",
      "name": "Teacups - Set of six",
      "bc_price": "$57.92"
    }
  ]
}
```

If aggregation is disabled, each customer/product relationship appears as a separate entry:

```
[
  {
    "email": "alice@gmail.com",
    "site_uuid": "7284845d-fac1-42f9-a094-977787445b47",
    "first_name": "Alice",
    "id": "prod-85062",
    "name": "Teapot",
    "bc_price": "$138.42"
  },
  {
    "email": "alice@gmail.com",
    "site_uuid": "7284845d-fac1-42f9-a094-977787445b47",
    "first_name": "Alice",
    "id": "prod-85063",
    "name": "Teacups - Set of six",
    "bc_price": "$57.92"
  }
]
```

Job timezone and file dates

Customer exports jobs default to your local timezone. To use a different timezone, select the timezone from the **Job Timezone** dropdown.

The date and time data contained in the export files are always recorded in UTC. **Job Timezone** only affects the export data date range and job schedule, not the timestamp data.

Export file name structure

The export file name is constructed using the file name, extension, and run ID, and other settings that you choose when creating or editing a job.

The file name structure is made up of the following:

```
<File name>-<date>-<wildcard>-<run ID>.<extension>
```

Component	Description	Format
File name	The name of the file that you input in the Job Settings section.	daily_add_to_cart
Date	If you select Append date range to file name, the date range of the data in the file. Recurring weekly and monthly files are appended with the job's scheduled date range. This date does not represent the audience lookback period. All date ranges are in UTC.	<p>YYYYMMDDHHmmSS- YYYYMMDDHHmmSS (hourly) YYYYMMDD - YYYYMMDD (recurring) YYYYMMDD (one-time)</p>
Wildcard	Indicates if the file is part of a set of sharded files. If a file's uncompressed size exceeds 1GB, it is automatically split into smaller files. This is controlled by the Split files if expected to be larger than 1GB (uncompressed size) setting and can't be turned off. The wildcard starts at 0 and goes up sequentially.	<p>000000000000 000000000001 000000000002</p>
Run ID	Unique ID	<p>XXXXXXXX-XXXX-XXXX-XXXX- XXXXXXXXXXXXX</p>
Extension	The combination of the selected file type.	<p>.jsonl .jsonl.gpg .csv .csv.gz.gpg</p>