

Chat log XML format

The Puzzel chat logs are usually stored in the Archive in the Admin Portal for as many days as configured by each customer. A chat log shown in the Archive can be download as an xml file.

As an alternative to Archive, Puzzel can deliver the chat logs to Puzzels FTP server so that the Puzzel customer can fetch them and store them in his own system. In this case, the chat logs are delivered as XML files.

The **file name** for chat logs delivered to FTP is **<session_id>.xml**

The session_id is Puzzels unique identifier for the chat, which is also shown inside the chat log and it is also used in Raw data.

About the chat log XML format

Parameter	Description
iq_session_id	The chats session id in the Puzzel platform. Used in the chat logs file name, in Raw data and in Archive.
customer_key	The Puzzel customers customer number in the Puzzel platform
start	When the chat request arrived in Puzzel platform
finish	When the agent ended the chat
caller_finish	When the end-customer ended the chat (might be earlier or later than the agent finished (Finish))
queue_key	The queue the chat was put in (same as used in Raw data)
request_destination	The access-point in Puzzel (also used in Raw data)
UserInformation	
user_id	The agents id (also used in Raw data)
user_name	The agents username
name_first	The agents defined first name
name_last	The agents defined last name
nickname	The agents defined nickname
detail	For each time a message is sent (by system, agent or chatter), a detail element is created
sent	When this detail/message was sent
role	-1 means system, 1 means agent and 0 means chatter/end-customer
nickname	The chatters/agents nickname
user_id	The agents user_id (the same as agent_id in Raw data)
privacy	0 = Not marked as private. 1 = Marked as private. Only agent can mark as private, and this might happen when another agent is invited into the chat and the agent want to send a private message to the other agent.

Parameter	Description
msg	<p>The message sent by agent or chatter.</p> <p>The first message in a chat (from role=-1) is usually the chatters nickname and ID (and other variables) shown to agent.</p> <p>If Track chatters browser history is configured, such tracking messages are sent from the system (role=-1) and only shown for the agent (and also in Archive).</p> <p>If URLs are sent from agent, we usually show both the shown text with the link (e.g. Product page) and the underlying URL (e.g. https://productdemo.puzzel.com/product/products)</p>