

Søgeresultater for chatsamtaler

Vælg Type = Chat, og indtast dine søgekriterier. Når du klikker på Søg og vis resultat (Search and show result), vises chatsamtaler, der matcher din søgning.

The screenshot displays the search interface for chat conversations. At the top, there are search criteria filters including 'Type' (set to 'Recorded Calls'), 'Time period' (13-10-2020 00:00 to 18-10-2020 24:00), 'Access Points', 'Queues', and 'Agents'. A 'Search and show result' button is visible. Below the filters, a table lists search results with columns: Start, Access Point, Recording Time, Speak Time, Caller's Number, Time before answer, and Agent(s). One result is highlighted in red.

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)
13.10.2020 14:42	Z1896366	9:30	9:29	00447714397407	0:24	Agent human-3

Below the table, there are tabs for 'General information', 'Recording', and 'Transcript'. The 'Transcript' tab is active, showing a transcript with a filter bar and a list of words: 'copy of invoice', 'welcome', 'pretty upset', 'fact', 'welcome', 'demo', 'private business', 'production company', 'likes', 'positive notes', 'questions', 'can', 'Show all'. The transcript content includes:

F2
Welcome to Demo.

F4
Oh, my. Help me. I would like a copy of invoice.

F2

Du kan bruge filterindtastningsfeltet til at søge efter og vise dele, der indeholder bestemte ord i transkriptionen, og du kan klikke på et eller flere nøgleord for at se, hvor disse vises. Hvis et indgående opkald har 2 opkaldsoptagelser, da den, der ringer op, talte med 2 agenter, vil der også være 2 rækker i fanen Transkription.