

Search results for Chats

Select Type = Chat and enter your search criteria. When you click "Search and show result", chats that match your search will appear.

[Home](#) » [Archive](#) » Search

Search ?

Storage time

▼ Search criteria

Type

Chat

Time period*

Yesterday

Last week

01-06-2023 00:00

to

01-07-2024 00:00

Based on request's: Start ☒ Finish ☐

Chatter's Name/Email

petter*

Access Points

Queues

Agents

Search and show result

Search and download

Search completed, 1 records found

Start	Access Point	Speak Time	Chatter's Email (id)	Chatter's Name	Time before answer	Agent(s)	<input type="checkbox"/> Select
▶ 19.06.2023 15:20	Chat_10009_q_chat_sales	2:56	petter@email.com	Petter	6:32	Paul Kingshill	<input type="checkbox"/>

Select Action ▼

General Information for Chat

In the General information tab, you will find time spent in queue and chat conversation time with agent(s). This is the same structure as with phone calls.

Start	Access Point	Speak Time	Chatter's Email (id)	Chatter's Name	Time before answer	Agent(s)	<input type="checkbox"/> Select
▼ 17.10.2018 09:13	Chat_10009_q_ch...	0:53	petter@smart.no	Petter Smart	0:39	Agent PK	<input type="checkbox"/>

General Information

Chat

Enquiry Registration

Survey

Queue (0:38)

Chat Sales

Conversation (0:53)

Agent PK

Start

17.10.2018 09:13:56

Finish

17.10.2018 09:15:06

Hung up First

Caller

Supervisor Tags

Supervisor Comments

Save Changes

Undo changes

Select Action ▼

Who ended the chat first

For chats connected to an agent we will show who ended the chat first (Hang up first). The normal situation is that the chatter disconnects first, and that the agent a bit later closes the chat dialog tab in the Agent application. If the agent tries to close a chat tab in the Agent application before the chatter has disconnected, a warning is given but the agent can close it.

Chat tab showing chat log (aka chat transcript)

Under the Chat tab, the actual chat text is shown. If you need a copy of the text, select the text and copy it to your computer's clipboard, and then paste it into a document or email. Or, select the chat in the right margin and choose Download to get an xml-file with the text.

Start

Access Point

Speak Time

Chatter's Email (id)

Chatter's Name

Time before answer

Agent(s)

Select

▼

17.10.2018 09:13

Chat_10009_q_ch...

0:53

petter@smart.no

Petter Smart

0:39

Agent PK

☐

General Information

Chat

Enquiry Registration

Survey

Name Petter Smart

ID petter@smart.no

Petter Smart: 09:13

09:13 Home

09:13 Contact us

Agent PK: 09:14

Hil You are chatting with Agent PK. How can I help you?

Petter Smart: 09:14

just testing

Agent PK: 09:14

ok

Agent PK: 09:15

Thanks for your request. Have a nice day!

Agent PK: 09:15

Thanks for your request, and have a great day! Best regards Agent PK.

You can also find answers to frequently asked questions on <https://help.puzzel.com/>

Select Action

If an agent sends a **file (chat attachment)** to the customer during the chat, this file name is shown as a text entry/link from the agent in the Chat text. Since the file was only temporarily stored, the link only works a short time after the attachment was sent.

If you have configured one or more (custom) chat **variables** to be used, the variables that are given value in a chat will be shown in the Variables tab for the chat.

Home » Archive » Search

Storage time

Search ?

▼ Search criteria

Type

Chat

Time period*

Yesterday

15-02-2024 00:00

to

15-02-2024 24:00

Chatter's Name/Email

Access Points

Queues

Agents

Search and show result

Search and download

Search completed, 4 records found

Start

Access Point

Speak Time

Chatter's Email (id)

Chatter's Name

Time before answer

Agent(s)

Select

▼

15.02.2024 11:16

Chat_37056

0:16

0:40

Kris

☐

General Information

Chat

Variables

Time

Variable Name

Variable Value

15.02.2024 10:16:00

engagE_CONVERSATION_ID

8822d0c

Delete chat logs

A user can be given access to **delete** call recording files and **chat logs** from Archive. This is done by turning ON property

'Allowed to delete recordings and chat logs from Archive' ([Users - Products - Recording](#)) for the user.

To delete a chat log, tick the Select box in the right column for this chat and then select action 'Delete chat log'. You will be asked to confirm.

If a chat where the chat log is deleted by an admin appears in a search result for any user later, we wil show that this chat's chat log was deleted by user x at dd.mm.yyyy

Start	Access Point	Speak Time	Chatter's Email (id)	Chatter's Name	Time before answer	Agent(s)	<input type="checkbox"/> Select
▼ 11.05.2022 12:59	Chat_10009_q_ch...	5:45	bob@builder.no	Bob	1:14	paal-agent	<input type="checkbox"/>
General Information Chat Survey							
This chat log was deleted by user Paal Admin(paal), on 15.12.2022 08:26							