

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

Time period*: 01-06-2023 00:00 to 01-07-2024 00:00

Chatter's Name/Email: petter*

Access Points: [Dropdown]

Queues: [Dropdown]

Agents: [Dropdown]

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)	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: 17.10.2018 09:13 | Access Point: Chat_10009_q_ch... | Speak Time: 0:53 | Chatter's Email (id): petter@smart.no | Chatter's Name: Petter Smart | Time before answer: 0:39 | Agent(s): Agent PK

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: [Text Field]

Supervisor Comments: [Text Field]

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.

The screenshot shows a chat transcript for a chat session on 17.10.2018 at 09:13. The chat is titled 'Chat_10009_q_ch...'. The participant is Petter Smart (ID: petter@smart.no). The agent is Agent PK. The transcript shows the following messages:

- Petter Smart 09:13: 09:13 Home, 09:13 Contact us
- Agent PK 09:14: Hi! 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/>

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.

The screenshot shows a search interface for chat logs. The search criteria are set to 'Yesterday' (15-02-2024 00:00 to 15-02-2024 24:00). The search results show a chat record for 15.02.2024 at 11:16, titled 'Chat_37056...'. The chat is with Petter Smart (ID: petter@smart.no) and the agent is Kris. The 'Variables' tab is highlighted with a red arrow, showing the following variable values:

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 will 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"/>

This chat log was deleted by user Paal Admin(paal), on 15.12.2022 08:26