Conversation logs

Conversation logs are important to have access to, and can be made available both for the company and the chatter.

Logs for the company

Logs for the company is activated through the *"Enable archiving of chat sessions"* option in the Administration Portal under *Users->Products->Chat*. When activated, chat logs are made available in the Administration Portal Archive (see the Administration Portal User Guide for more information).

Logs for the customer

By default, the chatter is offered a copy of the chat conversation after ending the chat. If the chatter has entered his e-mail address when initiating the chat, this address will be predefined in the address field. Otherwise the chatter can enter the e-mail address after ending the chat.

When clicking "Send", a copy is sent to the given e-mail address with no-reply@puzzel.com as the From-address. This is to prevent the receiving e-mail server to interpret the e-mail as spam, since it otherwise would appear to be sent from a different e-mail server than stated.

You can disable the option for the chatter to request a copy with the "showSendEmail" property.