

Case Browser

Case browser option allows you to search for a specific case/cases associated with an agent. You can specify a time range to list all the cases against an agent in that duration. Each record consists details about when the case was opened and closed, case type associated with it, the queue it was in, the closure and outcome of a case.

Case browser

The Case browser lets you search for specific cases associated with an agent. From the list of results you can get the dialog transcript and details about the dialog.

			10 😡		
Type to search by name or id		m 00:00		1	23:59
Get first 💮	Number of cases	s to retrieve		_	_

ResultTotal number of retrieved cases: 100 Load 100 more

#	Date ~	Opened ~	Closed Y	Agent ~	Case type 👻	Group ~	Closure ~	Outcome
1	03/25/2022	10:36 AM	10:44 AM	tiskovic	Hemsida	Kundtjänst	Produkt finns på	Neutral
2	03/25/2022	10:24 AM	10:31 AM	er	BOT Intro Case	BOTDev	BOT inaktivitet	Positive
3	03/25/2022	10:18 AM	10:20 AM	,er	BOT Intro Case	BOTDev	Dialog stängd av	Positive
4	03/25/2022	10:16 AM	10:23 AM	er	BOT Intro Case	BOTDev	BOT inaktivitet	Positive
5	03/25/2022	10:05 AM	10:14 AM	er	BOT Intro Case	BOTDev	BOT inaktivitet	Positive
6	03/25/2022	10:03 AM	10:09 AM	iovic	Kundklubb	Kundtjänst	Koppla medlems	Neutral
7	03/25/2022	9:49 AM	9:58 AM	or o	Hemsida	Kundtjänst	Lagersaldo	Neutral

You can also perform search based on case id by toggling to **Search by case ID** tab. Enter the case ID and click on get cases.

To view details of a case, click on it to open the case details window. The case ID is at the top of the window and the details are presented in two tabs:

• Transcript : Along with other basic information, it also contains the transcript from the chat with the visitor



Case	browser		Case Details	Case ID: 4EE4	0891-2D37-430F-832D-D64	E5A1F418D ×			
The Case browser lets you search for spec			Transcript Overview				and details about the dialog.		
Sear	rch by agent	Search by case I	VergicBOT	м	□ Sho	w visitor navigation			
By a	gent 💿		Visitor - 10:18	3:55 AM					
Ту	pe to search by	name or id	E1 Visitor	information - 10:18:	5 AM				
Get f	first 💿 ewest 🔿 Oldest		Name Message	mikaela mikaela					
0 in	clude ongoing o	cases	Boten Birger Hej mikaela!	- 10:18:57 AM					
Resu	tTotal numbe	r of retrieved case	Det är jag som	n är Birger, Granngård nikens värld, men ska	ens digitala gårdstomte. 🤧 försöka hiälpa dig så gott ja	e kan 💻			
#	Date	Y Opened Y	Om jag inte ka kollegor (inom	an svara på din fråga k n våra öppettider).	an du istället chatta med er	n av mina mänskliga	Closure Y	Outcome =	
1	03/25/2022	10:36 AM	Vill du komma	a tillbaka till startmeny	rodukt finns på	Neutral			
2	03/25/2022	10:24 AM	"Disla and"				OT inaktivitet	Positive	
3	03/25/2022	10:18 AM			Close	Delete Case data	ialog stängd av	Positive	
4	03/25/2022	10:16 AM					OT inaktivitet	Positive	
5	03/25/2022	10:05 AM	10:14 AM Bot	ten Birger	BOT Intro Case	BOTDev	BOT inaktivitet	Positive	
6	03/25/2022	10:03 AM	10:09 AM Uro	os Jovanovic	Kundklubb	Kundtjänst	Koppla medlems	Neutral	

Overview : This tab gives you all the information about the case including the opportunity that was identified, solution
presented and the outcome of the case

er		Case Details	5 Case	ID: 4EE40B91-2	D37-430F-832D-D64	4E5A1F418D	×		
er lets	you search for spe	Transcript Overview					nd details about the dia		
ent	Search by case	c	State	Closed					
			Opened	03/25/2022 10	:18 AM				
rch by	name or id	Visit	or platform	Visitor	.20 AM				
		Cu	rrent owner	Boten Birger					
Opportunity				Övriga sidor					
			Solution	BOT					
going o	oing cases Group								
			Case type	BOT Intro Cas	e				
			Closure	Dialog stängd	av BOT				
umber of retrieved cases Outcome			Outcome	Positive					
	Opened ~		Participants	Boten Birger, Visitor				Closure ~	Outcor
		Co	nversations	8CB194A3-E63	32-4B01-8187-3FC14	41C75207			
022	10:36 AM		refNumber	41876				rodukt finns på	Neutral
022	10:24 AM							OT inaktivitet	Positive
022	10:18 AM				Close	Delete Case data	ן ו	ialog stängd av	Positive
022	10:16 AM	1						OT inaktivitet	Positive
022	10:05 AM	TU:IA AM B	oten Birger		BOT intro case	BOIDEV	в	OT inaktivitet	Positive
022	10:03 AM	10:09 AM U	ros Jovanovic		Kundklubb	Kundtjänst	K	oppla medlems	Neutral