Designer User's Guide

Get Chat Transcript Block

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  - Administrator

This block enables you to store the contents of the latest chat transcript in a variable which can then be referenced at a later point in the application flow. For example, you might want to retrieve the chat transcript and send it to multiple email recipients.
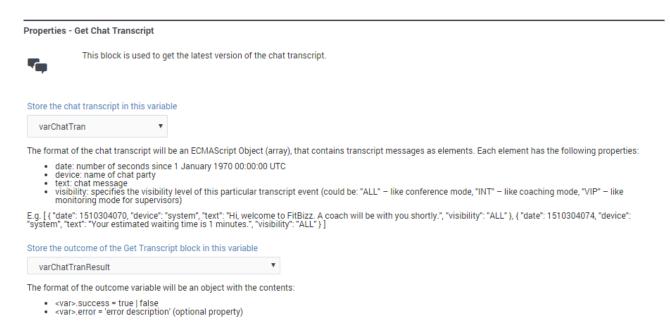
Related documentation:
  -

Using this block

This block can be used in the **Assisted Service** and **Finalize** phases.

Select a variable to store the chat transcript and a variable to store the result of the **Get Chat Transcript** request.

Properties - Get Chat Transcript

This block is used to get the latest version of the chat transcript.

Store the chat transcript in this variable

| varChatTran ▼ |

The format of the chat transcript will be an ECMAScript Object (array), that contains transcript messages as elements. Each element has the following properties:

- date: number of seconds since 1 January 1970 00:00:00 UTC
- device: name of chat party
- text: chat message
- visibility: specifies the visibility level of this particular transcript event (could be: "ALL" – like conference mode, "INT" – like coaching mode, "VIP" – like monitoring mode for supervisors)

E.g. [{ "date": 1510304070, "device": "system", "text": "Hi, welcome to FitBizz. A coach will be with you shortly.", "visibility": "ALL" }, { "date": 1510304074, "device": "system", "text": "Your estimated waiting time is 1 minutes.", "visibility": "ALL" }]

Store the outcome of the Get Transcript block in this variable

| varChatTranResult ▼ |

The format of the outcome variable will be an object with the contents:

- <var>.success = true | false
- <var>.error = 'error description' (optional property)