

# **GENESYS**

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## Designer User's Guide

Get Chat Transcript Block

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Designer User's Guide



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.

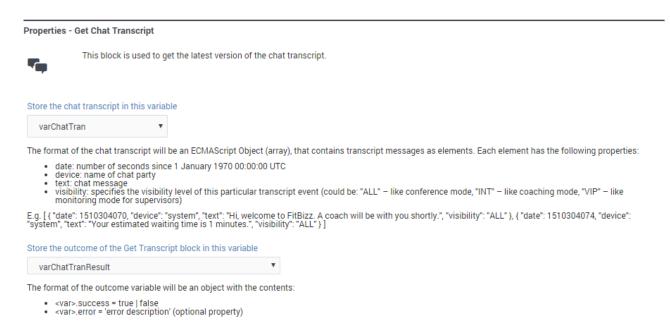
#### **Related documentation:**

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### 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.



Designer User's Guide