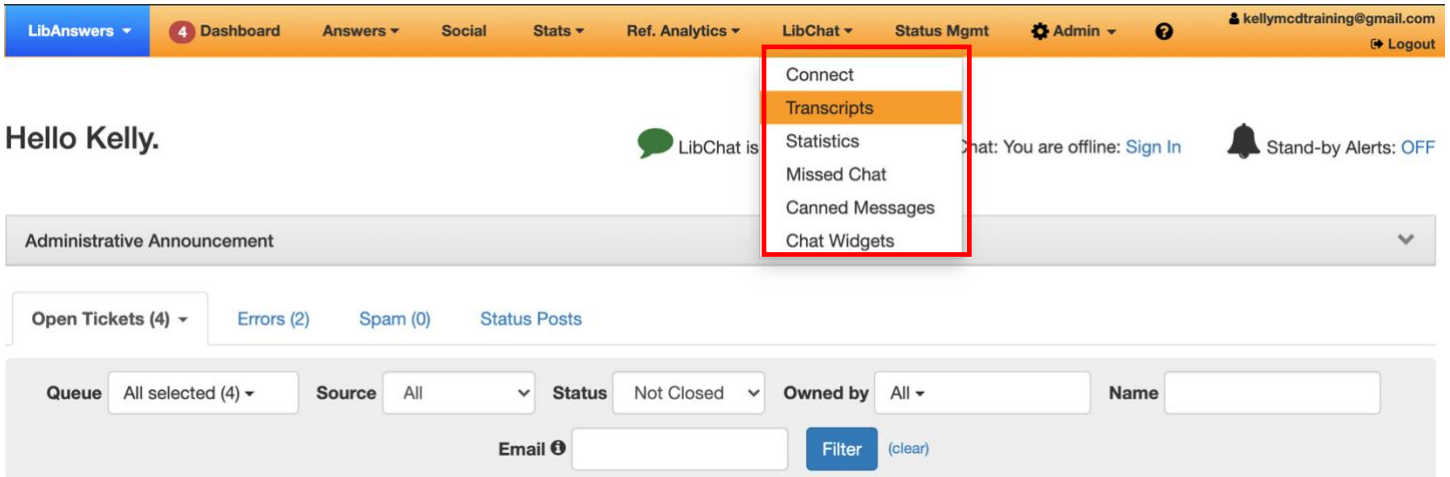


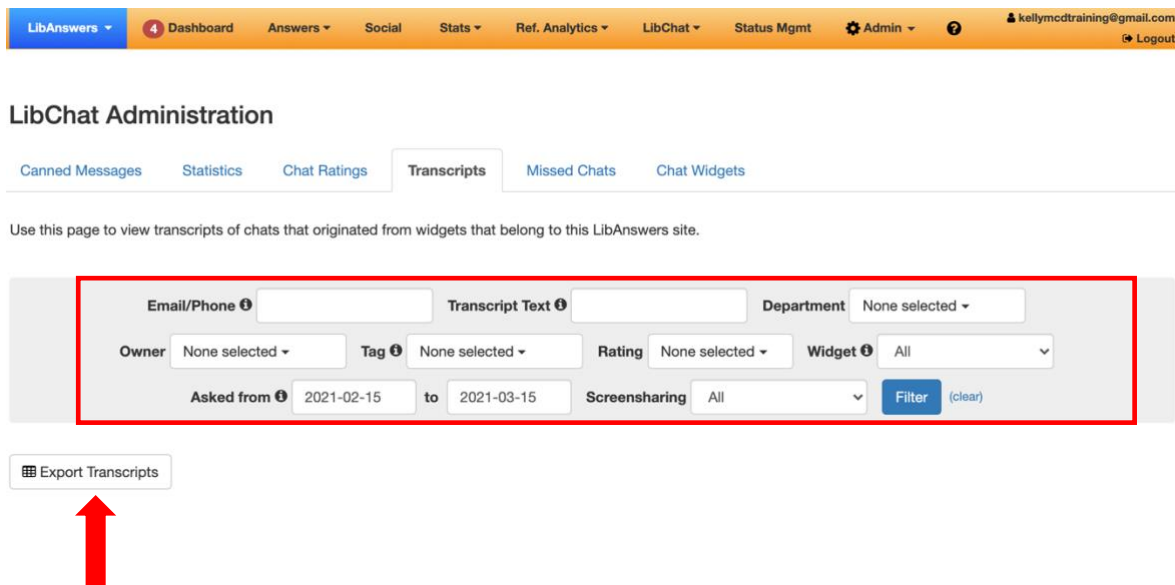
How to retrieve transcripts

You can view transcripts from past chat sessions

1. Log in to your LibApps Account
2. Click the LibChat button on the top orange toolbar
3. Select Transcripts from the dropdown menu

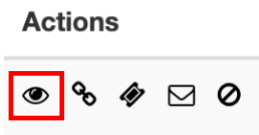
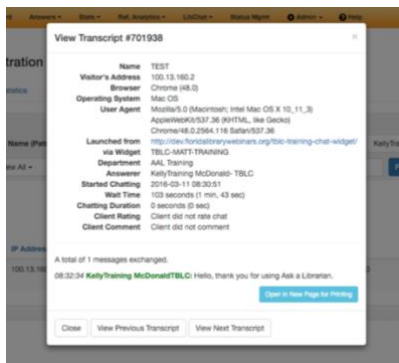


4. In the Filter Records box you can filter by Email/Phone (depending on availability of information), Transcript Text, Department, Owner, Tag, Rating (if the widget allows ratings after the chat window closes), Widget, Asked From, or Screensharing.

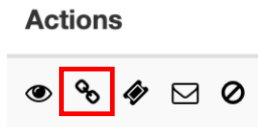


5. Once you have filtered to the transcripts you want to see, you may export those results to an Excel file.

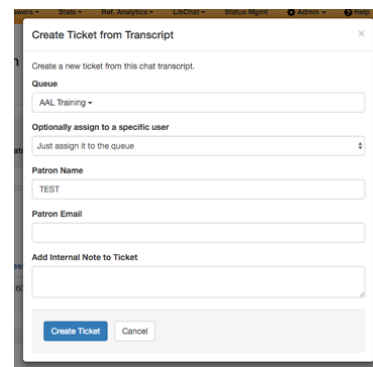
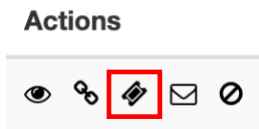
6. To view the entire exchange of a single chat session, select the eyeball under Actions



7. "Link to Full Transcript" opens the transcript text in a separate page that can be shared or printed



8. You can create an email ticket from the transcript if you have the patron's email address



9. You can also mail a copy of that transcript to another Ask a Librarian user or add an outside email address

Email the chat transcript to an account holder or email address.

Choose the type of transcript you'd like to send.
Patron Transcript: This version of the transcript is intended to share with patrons, & will not include system messages or internal notes, and the chatting librarian's name will display as their nickname.
Librarian Transcript: This version of the transcript is intended to share with librarians & staff. It will include system messages and internal notes, and the chatting librarian's name will display as their real name (not their nickname).

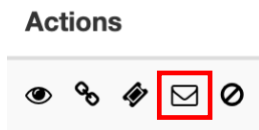
Transcript Type
 Patron Transcript Librarian Transcript

Recipient
 Select the user to email

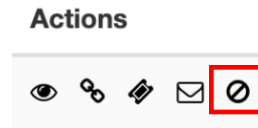
or Email Address (space separated for multiple addresses)

Add a Note

Email Transcript Cancel



10. There is an option to Ban the IP Address of an abuser of the system.



PLEASE take great consideration before banning an IP Address! If the abusive user is on a shared network (using a library's computer) and you ban that IP Address, other people from that network will not be able to reach this service. Always contact the Help Desk after you've banned someone.