Chat module

Find information about how to monitor chat requests, chat with patrons, and indicate when follow-up is needed for a chat session.

• **Warnings and alerts**

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  Find information about warning and alert messages that may appear in your Chat monitor.

  ◦ Alert: QuestionPoint Session Exited
  ◦ Connection Lost
  ◦ Fatal Error
  ◦ Warning: Duplicate Logins Detected

• **Symbols that appear in chat**

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  Find information about the symbols that appear in your active chat sessions.

• **Resolution codes, transcript status, question lists, and descriptive codes**

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  Find information about resolution codes and transcript status.

  ◦ Resolution code guidelines
  ◦ Resolution codes and transcript status
  ◦ Resolution codes and question lists when you chat with your library's patrons
  ◦ Resolution codes and question lists when you chat with another library's patrons
  ◦ Resolution codes and question lists when other libraries chat with your patron
  ◦ Resolution codes and chat sessions that end unexpectedly
  ◦ Resolution codes by question list
  ◦ Tips about which question lists to use to follow up on chat sessions
  ◦ Descriptive code guidelines

• **Select queues to monitor**

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  Select queues when you start to monitor chat.
• Settings
  
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  Find information about changing settings and settings options.

• Accept a chat request from a patron
  
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  Find information about accepting requests from a patron.
  ◦ Accept a chat request
  ◦ Patron view
  ◦ Preview the question and patron information before you accept a request

• Policy pages
  
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  Find information about accessing and viewing policy pages.

• Framebusting web pages and URLs
  
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  Find information about viewing and reporting framebusting web pages.

• Transcript and End Session tips
  
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  Find tips to help ensure that a complete transcript is sent to the patron's e-mail address after a chat session.

• IM and transfer in chat
  
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  ◦ View list of monitoring librarians
  ◦ Send an Instant Message (IM) to another monitoring librarian
  ◦ Respond to an IM from another librarian
  ◦ Leave and return to an active IM session
  ◦ End an IM session
  ◦ Transfer an active patron session to another monitoring librarian
  ◦ Receive a transferred patron session from another librarian

• In Progress chat transcripts in question lists
  
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  Find information about the In Progress label in front of a chat transcript.
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