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

- **Resolution codes, transcript status, question lists, and descriptive codes**
  
  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**
  
  Select queues when you start to monitor chat.
• **Settings**
  
  No image available
  
  Find information about changing settings and settings options.

• **Accept a chat request from a patron**
  
  No image available
  
  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**
  
  No image available
  
  Find information about accessing and viewing policy pages.

• **Framebusting web pages and URLs**
  
  No image available
  
  Find information about viewing and reporting framebusting web pages.

• **Transcript and End Session tips**
  
  No image available
  
  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**
  
  No image available
  
    ◦ 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**
  
  No image available
  
  Find information about the In Progress label in front of a chat transcript.
QuestionPoint chat: Quick reference

No image available