We are experiencing issues with QuestionPoint chat services

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Symptom

• While monitoring chat sessions, staff experience issues such as dropped chats and error messages stating "Oops. Something went wrong."

Applies to

• QuestionPoint

Resolution

If you are experiencing issues with QuestionPoint chat, please contact OCLC Support and include as much of the following information as possible:

• Your library's QuestionPoint institution ID, your librarian ID, and/or the question ID under which the error occurred

• A description of the problem you are experiencing including the exact error message such as:
  ◦ "Oops. Something went wrong. Check your connections. Please try again."

• The URL of the chat chat page with the error

• The URL of the QuestionPoint homepage, which will include jsessionid= within the URL

• Full page screenshot of the error

• Date and time the error occurred

• The browser and browser version being used

Page ID

14314