I can't see the patrons email address even though it appears they typed it

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Symptom

• It appears patron typed in their email address from chat context
• Email address is not visible in request or on a search
• Chat displays "Patron has chosen to remain anonymous (no email address available for followup)"

Applies to

• Chat Interface

Resolution

1. After patron enters email, have patron clear the "Stay Anonymous" checkbox.
2. Request patron resubmit email address.