QuestionPoint

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Query Search

Please see the QuestionPoint support pages for documentation and training.

• Chat module

No image available

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
◦ Symbols that appear in chat
◦ Resolution codes, transcript status, question lists, and descriptive codes
◦ Select queues to monitor
◦ Settings
◦ Accept a chat request from a patron
◦ Policy pages
◦ Framebusting web pages and URLs
◦ Transcript and End Session tips
◦ IM and transfer in chat
◦ In Progress chat transcripts in question lists
◦ QuestionPoint chat: Quick reference

• QuestionPoint training

No image available

Find training on QuestionPoint.

• Troubleshooting

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Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

◦ Can I create additional administrator accounts in QuestionPoint?
◦ How do I edit our web message for when we are not online?
◦ How do I update my QWidget?
◦ I'm getting an error that there was a problem with the question form and my question was not sent
Is it possible to change our institutional name as it displays on QuestionPoint?

- Is there a way to email a patron a chat transcript if they provide an email in the conversation, but did not provide one when beginning the chat?
- I am a QuestionPoint user and have forgotten my password.
- I can't see the patrons email address even though it appears they typed it
- I forgot my QuestionPoint user ID. How do I look it up?
- I have issues when in Chat what information do you need?
- I need to get stats for our QuestionPoint service for the past few years. How I can access these stats?
- Our patrons are getting an error message when they submit an email question
- We are experiencing issues with the chat services
- We’re using the Viewport chat option, but we see a blank screen where our website should show
- When trying to contact us through chat, patrons encounter an error stating our institution is no longer a participant of QuestionPoint
- Why am I getting a message to install Flash in Chrome when launching QuestionPoint chat?
- Why am I unable to create librarian accounts with permissions to contribute to my Knowledge Base?
- Why didn't QuestionPoint send an email transcript when the user provided an email?
- Why is my QuestionPoint not working when my colleague's is?
- Why is QuestionPoint no longer alerting librarians of patrons with undeliverable emails?
- Will QuestionPoint automatically log a librarian out of chat after a given time?