

Chat Log Table

The Chat Log table is a special table that can be used in conjunction with the integrated chat function to store chat information and transcripts.

Use Case

A chat transcript can be automatically saved when a user clicks the End Session button. The transcript is then saved as a record to the Chat Log table. If saving is optional, a popup will appear when the user clicks the End Session button.

Ownership

Records in this table are owned by the staff member accepting the chat session. Specifically, the record is owned by the user whose Login matches the Acceptor Login field.