Live Chat for Support Agents

Salesforce, Winter ’16
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Agent for Support Agents</td>
<td>1</td>
</tr>
<tr>
<td>Index</td>
<td>19</td>
</tr>
</tbody>
</table>
Welcome to Live Agent for support agents! Live Agent is a comprehensive chat solution that makes it easy for you to support customers.

As a support agent, you assist dozens of customers with their support issues every day. Live Agent is a chat solution that’s fully integrated with the rest of Salesforce, making it easy for you to access all the information you need about your customers in a single workspace. In addition, Salesforce leverages the power of the Service Cloud, giving you access to important tools like a knowledge base and pre-defined support messages, that let you assist your customers and close cases more quickly.

Whether you’re a seasoned veteran or new to Live Agent, there are several tools at your disposal that make it easy to assist multiple customers at the same time with chat. Let’s get started.

IN THIS SECTION:

1. **Change Your Live Agent Status**
   - Change your Live Agent status to control when you’re available to receive new and transferred chats.

2. **Assist Customers with Chat**
   - Use Live Agent chat in the Salesforce console to help customers with their issues with the support of robust customer service tools.

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**EDITIONS**

<table>
<thead>
<tr>
<th>Available in: Salesforce Classic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Agent is available in: Performance Editions and Developer Edition organizations that were created after June 14, 2012</td>
</tr>
<tr>
<td>Live Agent is available for an additional cost in: Enterprise and Unlimited Editions</td>
</tr>
</tbody>
</table>

**USER PERMISSIONS**

To chat with visitors in Live Agent in the Salesforce console:
- Live Agent is enabled, set up, and included in a Salesforce console app
Change Your Live Agent Status

Change your Live Agent status to control when you’re available to receive new and transferred chats.

In Live Agent, you can set your online status to online, away, or offline. When you exit Live Agent, your status automatically changes to offline and any active chat sessions end.

1. Click the Live Agent footer widget to open the chat monitor.
2. Click the drop-down arrow in the upper right corner of the chat monitor to view your status options.
3. Select your status.

IN THIS SECTION:

Live Agent Statuses
Live Agent statuses define how you can interact with customers while you’re online, away, or offline.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td>You can receive and accept incoming chats and transfers.</td>
</tr>
<tr>
<td>Away</td>
<td>You can continue any chat sessions you’ve already started, but you can’t accept incoming chats or transfers.</td>
</tr>
<tr>
<td>Offline</td>
<td>You can’t accept incoming chats or transfers, and no chats can be routed to you.</td>
</tr>
</tbody>
</table>

EDITIONS

Available in: Salesforce Classic

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Live Agent is available for an additional cost in: Enterprise and Unlimited Editions

USER PERMISSIONS

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EDITIONS

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Assist Customers with Chat

Use Live Agent chat in the Salesforce console to help customers with their issues with the support of robust customer service tools.

Of course you can chat with customers using Live Agent, but using Live Agent in the Salesforce console gives you access to several other Service Cloud products that let you assist customers in a comprehensive way.

IN THIS SECTION:

Chat with Customers
Accept incoming chat requests to begin chatting with customers.

Access Customer Details during a Chat
When you accept a chat request, a details tab for that chat opens automatically. The details tab includes information about the visitor and lets you look up records related to the chat, such as contacts and cases.

Send Quick Text Messages in Chats
Send pre-written messages to chat customers to send common messages more quickly.

Transfer Files During a Chat
Give customers the ability to upload and transfer files during a chat so they can easily share more information about their issues.

Transfer Chats
There are several ways you can transfer chats to agents. Transfer a chat session to a specific agent, send a transfer request to all available agents with a particular skill, or send a transfer request to all agents who are associated with a particular chat button.

Send a Chat Conferencing Request
As wise as support agents are, sometimes a single support agent doesn’t have all the information that’s required to solve a customer’s problem. Chat conferencing lets you invite one or more agents into your customer chats. That way, your agents can turn boring chats into veritable support parties for your customers—all without disrupting the flow of conversation! Send a chat conferencing request to ask another agent to join you in a customer chat.

Attach Articles to Live Agent Chats
Use the Knowledge One widget to find articles that help solve customer issues during chats.

Attach Records to Chat Transcripts
Search for or create records to attach to a chat transcript as you chat with customers.

Request Help with a Chat
When you need help with a chat, you can raise a virtual flag to alert a supervisor. Supervisors are alerted that you need help, and they can respond directly via the console.

Block Unwanted Chat Customers
You can block chats from troublesome customers right from the Salesforce console. For example, if a customer is using abusive language or sending spam messages, you can block that user from starting a new chat.

End a Chat Session
End a chat session after you’ve finished chatting with a customer and updating the records related to their chat.
Chat with Customers

Accept incoming chat requests to begin chatting with customers.

When you receive a new chat or transfer request, the pending request appears in your chat monitor. You can see the deployment or website the chat came from, the customer’s name (if it’s available), and the number of minutes the request has been waiting to be answered.

You can chat with several customers at the same time. Each chat session opens in a separate primary tab.

1. In the chat monitor, click Accept on the chat request.
   The chat log opens in a new primary tab.
2. Type your message to the customer in the message field.
3. Click Send or hit ENTER on your keyboard to send your message to the customer.
4. Click End Chat when you’re done assisting the customer.
   If the customer ends the chat first, a notice appears in the chat log.

SEE ALSO:
- Send Quick Text Messages in Chats
- Attach Articles to Live Agent Chats
- Transfer Chats
- Transfer Files During a Chat
- Attach Records to Chat Transcripts
- End a Chat Session
Access Customer Details during a Chat

When you accept a chat request, a details tab for that chat opens automatically. The details tab includes information about the visitor and lets you look up records related to the chat, such as contacts and cases.

- To search for a record, type a name in the relevant box in the Related Entities section of the page, then click . To associate a record you find to the chat, select it from the search results list and click Save.

In older organizations, you could access records and visitor details from the Related Entities panel during chats. However, starting with Summer ’14, the Related Entities panel in the details tab isn’t available for new Live Agent customers. Existing customers will continue to have access to the Related Entities panel.

- Once you associate an existing record to the chat, click the name of the record to open it in a new tab.
- To create a new record, click New Case, New Lead, New Contact, or New Account.

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USER PERMISSIONS

To search for and view a record:
- “Read” on the object
  AND
  “Create” on Live Chat Transcripts

To create a new record:
- “Create” on the object
  AND
  “Create” on Live Chat Transcripts

To edit a record:
- “Edit” on the object
  AND
  “Create” on Live Chat Transcripts

To delete a record:
- “Delete” on the object
  AND
  “Create” on Live Chat Transcripts
Send Quick Text Messages in Chats

Send pre-written messages to chat customers to send common messages more quickly.

Quick Text lets you respond to customers more efficiently by letting you insert predefined messages, such as greetings or common troubleshooting steps, into your chat messages.

Note: If you don’t have access to Quick Text, contact your administrator.

1. While chatting with a customer, type `;;` in the message field.
   A list of Quick Text messages appears. The messages you’ve used most recently appear at the top of the list.
2. To see additional Quick Text messages that are available, type a word or phrase.
   A list of messages that include those words appears.
3. To see the title and full text of a message, click it once or highlight it using the arrow keys on your keyboard.
   The full message appears at the bottom of the Quick Text list.
4. To select a message and add it to your chat, double-click it or highlight it and hit ENTER on your keyboard.
5. To send the message, click Send or hit ENTER on your keyboard.

Transfer Files During a Chat

Give customers the ability to upload and transfer files during a chat so they can easily share more information about their issues.

For example, if a customer is receiving an error when they try to complete a process, they can upload and transfer a screenshot of the error message to the agent.

Before a customer can upload a file, you must associate the chat with a record, such as a case or a contact. Since the chat transcript isn’t created until you end the chat, you can’t attach a customer’s file directly to the transcript during the chat.

1. Click 🔍 to search for or create a record to attach to the chat.
2. Click the file transfer icon ("></>.

Note: A customer can’t upload a file until you initiate the file transfer by clicking the file transfer icon. This helps prevent customers from uploading unsolicited or potentially dangerous files into the chat.

3. Select the record you chose in the first step to attach the transferred file to.
   The customer receives a prompt to upload their file to the chat window.
4. When the customer has sent the file through the chat, click the link in the chat log to view the file.
Transfer Chats

There are several ways you can transfer chats to agents. Transfer a chat session to a specific agent, send a transfer request to all available agents with a particular skill, or send a transfer request to all agents who are associated with a particular chat button.

You may need to transfer chat sessions to other agents if a customer has an issue another agent can solve, or because you need to pass along some of your chat sessions to accept new requests. When you transfer a chat to a skill group, it’s available to all online agents with that skill, regardless of their capacities and how many active sessions they’re already engaged in.

When an agent transfers a chat, any records attached to the chat transcript will open in the other agent’s workspace when another agent accepts the chat. This way, the agent who accepts the transferred chat has all the information to start assisting the customer right away, without having to search for related records.

If an agent tries to transfer a chat, but has open records that are unsaved or unattached to the chat transcript, the first agent will be prompted to save those changes before completing the chat transfer. This way, the agent who accepts the transfer will see the most up-to-date details about the customer.

If the accepting agent does not have permission to view certain records or objects, those items will not open in the transferred workspace.

1. While chatting with a customer, click **Transfer**.
2. Choose the skill group or chat button queue to which you want to transfer the chat.
   - **Note:** You can transfer a chat to a skill group or a chat button queue, but not both.
3. Select **All Qualified Agents** to send the transfer request to all online agents in the skill group, or choose the name of a specific agent.
4. If the transfer is accepted, you don’t need to do anything else. If it’s rejected, you can try transferring it to a different agent or skill group.
   - **Warning:** When another agent accepts your transfer request, your chat workspace closes automatically, including the chat log and any related subtabs. Make sure to save any changes to these records before you transfer the chat, since any unsaved changes will be lost when the workspace closes.
Send a Chat Conferencing Request

As wise as support agents are, sometimes a single support agent doesn’t have all the information that’s required to solve a customer’s problem. Chat conferencing lets you invite one or more agents into your customer chats. That way, your agents can turn boring chats into veritable support parties for your customers—all without disrupting the flow of conversation! Send a chat conferencing request to ask another agent to join you in a customer chat.

Note: You can conference in a single agent, or send a request to all agents and the first to accept will join the conference. You can conference multiple agents into a chat, but you need to send each request individually.

1. While you’re chatting with a customer, click ✉️.
2. Select the skill group of the agents that you want to transfer into the chat.
3. Select whether to send the conference request to all agents with that skill or to a specific agent.
4. Click Conference to send the conference request.
   
   If the agent accepts the conference request, you see a notification in the chat log, and that agent can start chatting with you and the customer. If the agent declines the request, you see a notification above the chat log. The customer receives a notification when an agent joins or leaves a conference.

5. If you decide to exit the conference, click Leave, and then click Leave again.

   If the other agent leaves the conference, you’ll see a notification in the chat log.

Any saved and attached records will open for other agents who join the conference. But only the originating or longest-attending agent will be able to attach other records. If the longest-attending agent attaches or removes records during the conference, other agents won’t see these changes in their workspaces.

For more about transferring chats and workspaces, see Transfer Chats.
Attach Articles to Live Agent Chats

Use the Knowledge One widget to find articles that help solve customer issues during chats.

The Knowledge One widget is only available if your organization uses Knowledge and your administrator has included the tool in your Salesforce console app.

1. When chatting with a visitor, click an article from the list in the Knowledge One widget. A tab with the full text of the article opens.

2. To search for a specific article in the list, type a word or phrase in the text box in the widget and click or press ENTER.
   - Alternatively, click at the top of the widget to search all articles, including those not in the list. The main widget search gives you the option of limiting your results to specific types of articles.
   - To filter your search results, click Filters and choose how you want to restrict your search.

3. When you find the article you want, click , then click Share.
   The text of the article appears in the chat text box.

4. Click Send or press ENTER on your keyboard to send the article to the visitor.

   Note: You can only send articles to visitors if your administrator has set up a Chat Answer field on articles. If this field isn’t set up, you can view articles but can’t include them in chats.
Attach Records to Chat Transcripts

Search for or create records to attach to a chat transcript as you chat with customers.

Find existing records or create new ones to associate with a transcript as you chat with customers. For example, you can create a new case based on the customer’s issue, or search for the customer’s existing contact record and attach these records to the transcript for later reference. You can attach standard or custom records to your chat transcripts.

1. While chatting with a customer, click 🔗 to attach a record to the transcript.

   **Note:** You can only attach one of each type of record to a chat transcript. For example, you can’t attach more than one case to a single transcript.

2. To search for an existing record:
   a. Click the search icon (🔍) in the records window next to the type of record you want to search for.
   b. Type the name of the record and hit ENTER. The record opens in a new tab.
   c. Click the attach icon (🔗) again.
   d. Select the check box next to the record you searched for to link it to the chat transcript.

3. To create a new record:
   a. Click the create icon (➕) next to the type of record you want to create.
   b. Complete the information in the new record and save it. The record will automatically link to the transcript once the record is created.

4. After you complete the chat with the customer, exit the chat.

5. If prompted, click **Save**. The records you linked are now attached to the transcript. You can access them from the transcript’s detail view.

SEE ALSO:

   Live Agent Transcripts
Request Help with a Chat

When you need help with a chat, you can raise a virtual flag to alert a supervisor. Supervisors are alerted that you need help, and they can respond directly via the console.

1. In the interaction pane, click the flag icon.
2. Enter a message briefly explaining what help you need.
3. Click Raise Flag.

Either you or a supervisor can lower the flag when your issue is resolved.

If you don’t see the flag icon in your console, contact your Salesforce administrator to enable it.

Block Unwanted Chat Customers

You can block chats from troublesome customers right from the Salesforce console. For example, if a customer is using abusive language or sending spam messages, you can block that user from starting a new chat.

Blocking a chat ends the chat and blocks any new chat requests coming from that user’s IP (Internet Protocol) address.

If your organization is receiving many spam chats from a particular region, your administrator can block entire ranges of IP addresses.

1. In the interaction pane, click the block icon.
2. (Optional) Enter a comment explaining why you’re blocking this visitor.
3. Click Block.

When you click Block, you immediately end the chat, and the visitor sees a notification that an agent ended the chat. If multiple agents are engaged in a conference, Block immediately ends the conference, and the other agents are also notified.

If you don’t see the block icon in your console, contact your Salesforce administrator to enable it. Only an administrator can unblock an IP address.
End a Chat Session

End a chat session after you’ve finished chatting with a customer and updating the records related to their chat.

After you end a chat with a customer, the primary and secondary tabs related to that chat remain open in your console. Close them to save your work and free up space to take on more chats.

1. Close the primary tab for the chat.
2. If prompted, click Save.

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USER PERMISSIONS

To chat with visitors in Live Agent in the:

- Live Agent is enabled, set up, and included in a app
View Customer Records

Salesforce automatically creates some records when a chat ends. These records store information about chat customers and their interactions with agents. These records are mostly used internally to provide an audit trail about your customers and their chats with agents. However, you can access these records yourself if you ever need them.

1. To access customer records in the Salesforce console, select the type of record you want to view from the Salesforce console navigation list.
   A list of those records will appear in the main window.

IN THIS SECTION:

Live Agent Session Records
   Every time your agents log into Live Agent, a Live Agent session record is automatically created. These session records store information about your agents’ and customers’ interactions online, such as how many chat requests were processed, how long agents spent online, or how long agents were actively engaged in chats with customers.

Live Agent Visitor Records
   Every time an agent chats with a customer, Salesforce automatically creates a visitor record that identifies the customer’s computer.

Live Agent Transcripts
   A Live Agent transcript is a record of a chat between a customer and an agent. Salesforce automatically creates a transcript for each chat session.

Live Agent Session Records

Every time your agents log into Live Agent, a Live Agent session record is automatically created. These session records store information about your agents’ and customers’ interactions online, such as how many chat requests were processed, how long agents spent online, or how long agents were actively engaged in chats with customers.

Use Live Agent sessions to find and edit information about your support agents’ chats with customers. For example, you can create a list called “Today’s Sessions” to view chat activity that occurred in one day.

You can associate session records with cases, accounts, contacts, and leads or link them with other objects through custom lookup fields.

Note: If you have the correct permissions, you can create, view, edit, or delete session records, just like other record types in Salesforce. However, session records are meant to provide a paper trail for the chats between your agents and customers, so we don’t recommend tampering with these records in most cases.
Live Agent Visitor Records

Every time an agent chats with a customer, Salesforce automatically creates a visitor record that identifies the customer’s computer.

Each new visitor is associated with a session key, which Salesforce creates automatically. A session key is a unique ID that is stored in the visitor record and on the visitor’s PC as a cookie. If a customer participates in multiple chats, Salesforce uses the session key to link the customer to their visitor record, associating that record to all related chat transcripts.

Note: If you have the correct permissions, you can create, view, edit, or delete visitor records, just like other record types in Salesforce. However, visitor records are meant to provide a paper trail that associates your customers with their chat transcripts, so we don’t recommend tampering with these records in most cases.

Live Agent Transcripts

A Live Agent transcript is a record of a chat between a customer and an agent. Salesforce automatically creates a transcript for each chat session.

When a chat ends successfully—that is, when the chat is ended by a customer or an agent—the chat transcript is created as soon as the agent closes the chat window and any related tabs.

If a chat is disconnected or experiences another error, Salesforce still creates a chat transcript for it, though it takes up to 30 minutes to create the transcript after the chat is disconnected.

You can associate a transcript with cases, accounts, contacts, and leads, or you can link it to other objects.

Note: If you have the correct permissions, you can create, view, edit, or delete chat transcripts, just like other record types in Salesforce. However, chat transcripts are meant to provide a paper trail for the chats between your agents and customers, so we don’t recommend tampering with these records in most cases.

IN THIS SECTION:

Live Agent Transcript Fields
Live Agent transcript fields help you track information about your agents’ chats with customers.

Live Chat Transcript Events
Live chat transcript events automatically track events that occur between your agents and customers during chats.
### Live Agent Transcript Fields

Live Agent transcript fields help you track information about your agents’ chats with customers.

A Live Agent transcript has the following fields, listed in alphabetical order. Depending on your page layout and field-level security settings, some fields might not be visible or editable.

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned After</td>
<td>The amount of time in seconds an incoming chat request went unanswered by an agent before the chat was disconnected by the customer</td>
</tr>
<tr>
<td>Account Name</td>
<td>The name of the account associated with the transcript</td>
</tr>
<tr>
<td>Agent Average Response Time</td>
<td>The average time that it took an agent to respond to a chat visitor's message</td>
</tr>
<tr>
<td>Agent Maximum Response Time</td>
<td>The maximum time it took an agent to respond to a chat visitor's message</td>
</tr>
<tr>
<td>Agent Message Count</td>
<td>The number of messages an agent sent during the chat</td>
</tr>
<tr>
<td>Agent Skill</td>
<td>The skill associated with the live chat button used to initiate the chat</td>
</tr>
<tr>
<td>Body</td>
<td>The transcribed chat between an agent and a visitor</td>
</tr>
<tr>
<td>Browser</td>
<td>The type and version of the browser used by the visitor</td>
</tr>
<tr>
<td>Browser Language</td>
<td>The visitor's browser language selection</td>
</tr>
<tr>
<td>Case</td>
<td>The case associated with the chat</td>
</tr>
<tr>
<td>Chat Button</td>
<td>The chat button that the visitor clicked to initiate the chat</td>
</tr>
<tr>
<td>Chat Duration</td>
<td>The total duration of the chat in seconds</td>
</tr>
<tr>
<td>Contact Name</td>
<td>The name of the contact that participated in the chat</td>
</tr>
<tr>
<td>Created By</td>
<td>The user who created the transcript, including creation date and time (Read only)</td>
</tr>
<tr>
<td>Created Date</td>
<td>The date and time the transcript was created (Read only)</td>
</tr>
<tr>
<td>End Time</td>
<td>The time the chat ended</td>
</tr>
</tbody>
</table>

Live Agent transcript fields help you track information about your agents’ chats with customers. A Live Agent transcript has the following fields, listed in alphabetical order. Depending on your page layout and field-level security settings, some fields might not be visible or editable.

**Field** | **Definition**
--- | ---
Abandoned After | The amount of time in seconds an incoming chat request went unanswered by an agent before the chat was disconnected by the customer.
Account Name | The name of the account associated with the transcript.
Agent Average Response Time | The average time that it took an agent to respond to a chat visitor’s message.
Agent Maximum Response Time | The maximum time it took an agent to respond to a chat visitor’s message.
Agent Message Count | The number of messages an agent sent during the chat.
Agent Skill | The skill associated with the live chat button used to initiate the chat.
Body | The transcribed chat between an agent and a visitor.
Browser | The type and version of the browser used by the visitor.
Browser Language | The visitor’s browser language selection.
Case | The case associated with the chat.
Chat Button | The chat button that the visitor clicked to initiate the chat.
Chat Duration | The total duration of the chat in seconds.
Contact Name | The name of the contact that participated in the chat.
Note that contacts and visitors are not the same. See Live Chat Visitor for more information.
Created By | The user who created the transcript, including creation date and time (Read only).
Created Date | The date and time the transcript was created (Read only).
End Time | The time the chat ended.
<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ended By</td>
<td>Indicate whether the visitor or the agent ended the chat</td>
</tr>
<tr>
<td>Last Modified By</td>
<td>The user who last modified the transcript, including date and time (Read only)</td>
</tr>
<tr>
<td>Last Modified Date</td>
<td>The date and time the transcript was last modified (Read only)</td>
</tr>
<tr>
<td>Lead</td>
<td>The name of the lead that was generated by the chat or discussed during the chat</td>
</tr>
<tr>
<td>Deployment</td>
<td>The deployment from which the visitor initiated the chat</td>
</tr>
<tr>
<td>Live Chat Transcript</td>
<td>Unique, numerical identifier automatically assigned to the transcript.</td>
</tr>
<tr>
<td></td>
<td>Administrators can modify the format and numbering for this field.</td>
</tr>
<tr>
<td></td>
<td>Transcript numbers usually increase sequentially, but sometimes they can skip numbers in a sequence.</td>
</tr>
<tr>
<td>Live Chat Visitor</td>
<td>Unique, numerical identifier automatically assigned to the visitor.</td>
</tr>
<tr>
<td></td>
<td>Administrators can modify the format and numbering for this field.</td>
</tr>
<tr>
<td></td>
<td>Visitor numbers usually increase sequentially, but sometimes they can skip numbers in a sequence.</td>
</tr>
<tr>
<td></td>
<td>Note that visitors and contacts are different: a visitor might be a contact, but this is not a requirement, and there is no relationship between contacts and visitors.</td>
</tr>
<tr>
<td>Location</td>
<td>The visitor’s geographic location. Either the city and state, or city and country (if the visitor is located outside of the United States)</td>
</tr>
<tr>
<td>Owner</td>
<td>The name of the transcript owner. By default, the owner is the user who originally created the transcript (for example, the agent who answered the chat).</td>
</tr>
<tr>
<td></td>
<td>You can select a different user as the owner, or assign the transcript to a queue. When assigning transcripts to other users, make sure those users have the “Read” permission on live chat transcripts.</td>
</tr>
<tr>
<td>Platform</td>
<td>The user’s operating system</td>
</tr>
<tr>
<td>Referring Site</td>
<td>Site the visitor was on before they came to your website.</td>
</tr>
<tr>
<td></td>
<td>For example, if the visitor used Google to search for your organization’s website, the referring site is Google.</td>
</tr>
<tr>
<td>Request Time</td>
<td>The time that the visitor initially requested the chat</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>The screen resolution used by the visitor</td>
</tr>
<tr>
<td>Start Time</td>
<td>The time that the agent answered the chat request</td>
</tr>
<tr>
<td>Status</td>
<td>Completed or Missed. A missed chat was requested but not answered</td>
</tr>
<tr>
<td>Field</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>User Agent</td>
<td>A string that identifies the type of browser and operating system the visitor used</td>
</tr>
<tr>
<td>Visitor Average Response Time</td>
<td>The average time that it took a visitor to respond to an agent comment</td>
</tr>
<tr>
<td>Visitor Maximum Response Time</td>
<td>The maximum time it took a customer to respond to an agent’s message</td>
</tr>
<tr>
<td>Visitor IP Address</td>
<td>The IP address of the computer that the visitor used during the chat</td>
</tr>
<tr>
<td>Visitor Message Count</td>
<td>The number of messages a visitor sent during the chat</td>
</tr>
<tr>
<td>Wait Time</td>
<td>The total amount of time a chat request was waiting to be accepted by an agent</td>
</tr>
</tbody>
</table>

**Live Chat Transcript Events**

Live chat transcript events automatically track events that occur between your agents and customers during chats.

You can edit live chat transcripts to track events that occur between your agents and customers during live chats. You can add the following events to a live chat transcript:

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat Requested</td>
<td>Visitor requested a chat</td>
</tr>
<tr>
<td>Queued</td>
<td>Chat request was placed in queue</td>
</tr>
<tr>
<td>Routed (Push)</td>
<td>Chat request was routed to agent</td>
</tr>
<tr>
<td>Routed (Choice)</td>
<td>Chat request was routed to all available, qualified agents</td>
</tr>
<tr>
<td>Accepted</td>
<td>Chat request was accepted by agent</td>
</tr>
<tr>
<td>Critical Wait Alert Time Reached</td>
<td>Agent failed to respond to the customer’s message before reaching the critical wait alert time</td>
</tr>
<tr>
<td>Critical Wait Alert Cleared</td>
<td>Agent responded to the customer’s message after the critical wait alert was received</td>
</tr>
<tr>
<td>Transfer Requested</td>
<td>Agent requested chat transfer</td>
</tr>
<tr>
<td>Transfer Accepted</td>
<td>Chat transfer was accepted by agent</td>
</tr>
<tr>
<td>Transfer Request Canceled</td>
<td>Chat transfer request was canceled by the agent who sent the request</td>
</tr>
<tr>
<td>Transfer Request Declined</td>
<td>Chat transfer request was declined by the agent who received the request</td>
</tr>
<tr>
<td>Transferred to Button</td>
<td>Chat was transferred to a button</td>
</tr>
<tr>
<td>Event</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>Transfer to Button Failed</td>
<td>Chat transfer to button was unsuccessful</td>
</tr>
<tr>
<td>Chat Conference Requested</td>
<td>Agent sent a request to start a conference</td>
</tr>
<tr>
<td>Chat Conference Canceled</td>
<td>Conference request was canceled</td>
</tr>
<tr>
<td>Chat Conference Declined</td>
<td>Conference request was declined by an agent</td>
</tr>
<tr>
<td>Agent Joined Conference</td>
<td>An agent joined the conference</td>
</tr>
<tr>
<td>Agent Left Conference</td>
<td>An agent left the conference</td>
</tr>
<tr>
<td>File Transfer Requested</td>
<td>A file transfer was requested</td>
</tr>
<tr>
<td>File Transfer Canceled by Agent</td>
<td>File transfer was canceled by an agent</td>
</tr>
<tr>
<td>File Transfer Canceled by Visitor</td>
<td>File transfer was canceled by the visitor</td>
</tr>
<tr>
<td>File Transfer Succeeded</td>
<td>File transfer was successful</td>
</tr>
<tr>
<td>File Transfer Failed</td>
<td>File transfer failed</td>
</tr>
<tr>
<td>Canceled (Blocked)</td>
<td>An attempted chat was blocked via an IP blocking rule</td>
</tr>
<tr>
<td>Blocked by Agent</td>
<td>An agent blocked an active chat (creating an IP blocking rule)</td>
</tr>
<tr>
<td>Declined (Manual)</td>
<td>Chat request was declined by agent</td>
</tr>
<tr>
<td>Declined (Time-Out)</td>
<td>Chat request timed out while assigned to agent</td>
</tr>
<tr>
<td>Canceled (No Agent)</td>
<td>Chat request was canceled because no qualified agents were available</td>
</tr>
<tr>
<td>Canceled (No Queue)</td>
<td>Chat request was canceled because there was no room in queue</td>
</tr>
<tr>
<td>Canceled by Visitor</td>
<td>Visitor clicked Cancel Chat</td>
</tr>
<tr>
<td>Agent Left</td>
<td>Agent left chat</td>
</tr>
<tr>
<td>Visitor Left</td>
<td>Visitor left chat</td>
</tr>
<tr>
<td>Ended by Agent</td>
<td>Agent clicked End Chat</td>
</tr>
<tr>
<td>Ended by Visitor</td>
<td>Visitor clicked End Chat</td>
</tr>
<tr>
<td>Other</td>
<td>Another event occurred</td>
</tr>
</tbody>
</table>
INDEX

A
articles 9

C
changing status 2

K
Knowledge One widget 9

L
Live Agent
   attach records to transcripts 10
   block 11
   chat with customers 4
   customer records 13
   details tab 5
   end chat session 12
   Quick Text 6
   sensitive data 11

Live Agent (continued)
   status 2
   transcripts 10, 13–14
   transfer chats 7, 11
   transfer files 6
   visitor records 14

Live chat transcript
   fields 15
   Live chat transcripts
   event 17

Q
Quick Text 6

S
Salesforce console 3

T
Tabs
   Live Agent details tab 5