Chat module

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**
  
  [No image available]

  Find information about warning and alert messages that may appear in your Chat monitor.

  ◦ Alert: QuestionPoint Session Exit
  ◦ Connection Lost
  ◦ Fatal Error
  ◦ Warning: Duplicate Logins Detected

• **Symbols that appear in chat**
  
  [No image available]

  Find information about the symbols that appear in your active chat sessions.

• **Resolution codes, transcript status, question lists, and descriptive codes**
  
  [No image available]

  Find information about resolution codes and transcript status.

  ◦ Resolution code guidelines
  ◦ Resolution codes and transcript status
  ◦ Resolution codes and question lists when you chat with your library's patrons
  ◦ Resolution codes and question lists when you chat with another library's patrons
  ◦ Resolution codes and question lists when other libraries chat with your patron
  ◦ Resolution codes and chat sessions that end unexpectedly
  ◦ Resolution codes by question list
  ◦ Tips about which question lists to use to follow up on chat sessions
  ◦ Descriptive code guidelines

• **Select queues to monitor**
  
  [No image available]

  Select queues when you start to monitor chat.
• Settings

No image available

Find information about changing settings and settings options.

• Accept a chat request from a patron

No image available

Find information about accepting requests from a patron.

◦ Accept a chat request
◦ Patron view
◦ Preview the question and patron information before you accept a request

• Policy pages

No image available

Find information about accessing and viewing policy pages.

• Framebusting web pages and URLs

No image available

Find information about viewing and reporting framebusting web pages.

• Transcript and End Session tips

No image available

Find tips to help ensure that a complete transcript is sent to the patron's e-mail address after a chat session.

• IM and transfer in chat

No image available

◦ View list of monitoring librarians
◦ Send an Instant Message (IM) to another monitoring librarian
◦ Respond to an IM from another librarian
◦ Leave and return to an active IM session
◦ End an IM session
◦ Transfer an active patron session to another monitoring librarian
◦ Receive a transferred patron session from another librarian

• In Progress chat transcripts in question lists

No image available

Find information about the In Progress label in front of a chat transcript.

•