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?

Last updated: Wed, 14 Nov 2018 23:10:33 GMT

Applies to
- QuestionPoint

Answer
Once the chat has ended, a staff member can update the patron’s e-mail address within the Ask module of QuestionPoint. This will create a copy of the question and a staff member can click to Answer the question and send the patron a message. The message will include the Question History, which will include the chat transcript.

Additional information
Information about updating the patron e-mail address can be found on the Change patron e-mail address help page.