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?

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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.