



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Composer Help

Chat Transcript Block

# Chat Transcript Block

## Contents

- **1 Chat Transcript Block**
  - 1.1 Use Case
  - 1.2 Special Note on Cc, From, and Exclude Addresses Properties
  - 1.3 Name Property
  - 1.4 Block Notes Property
  - 1.5 Email Server Property
  - 1.6 Exceptions Property
  - 1.7 Do Not Thread Property
  - 1.8 Output Queue Property
  - 1.9 CC Property
  - 1.10 Exclude Email Addresses Property
  - 1.11 Field Codes Property
  - 1.12 From Property
  - 1.13 Standard Response Property
  - 1.14 Subject Property
  - 1.15 To Property
  - 1.16 Use Subject From SRL Property
  - 1.17 Interaction ID Property
  - 1.18 Output Result Property
  - 1.19 Detach Property
  - 1.20 Detach Timeout Property
  - 1.21 Condition Property
  - 1.22 Logging Details Property
  - 1.23 Log Level Property
  - 1.24 Enable Status Property

Use to create (but not send) an e-mail message that is generated from your site's Standard Response Library and which has the customer's chat transcript attached. Use the [Send Email block](#) to send the message out.

## Use Case

1. A customer engages in a chat interaction with an agent.
2. The agent asks the customer if he wants to receive a chat transcript
3. The customer agrees, and the agent presses a button on his desktop that initiates an open media interaction into the Genesys system. The context of the interaction includes information provided by the agent desktop, including a customer ID and the subject of the chat.
4. This interaction initiates a routing workflow.
5. The routing workflow uses the information, such as the customer ID and the subject of the chat to identify additional customer details, such as customer name, from the Universal Contact Server database.
6. The routing workflow creates and sends an e-mail message that includes the chat transcript. The e-mail message uses text from the standard response library, which was retrieved based on the subject of the chat, and personalized to include the customer's first and last name.

## Special Note on Cc, From, and Exclude Addresses Properties

The Literal and Variable types can have a value set to an actual e-mail address, e.g., joe@test.com, or refer to the name of a previously configured e-mail address from Configuration Server (e.g., if "Tech Support" is configured as a Configuration Server E-mail Accounts Business Attribute, then "Tech Support" can be the value for the Literal type and the platform will use that e-mail address).

The Chat Transcript block has the following properties:

### Name Property

Find this property's details under [Common Properties](#).

### Block Notes Property

Find this property's details under [Common Properties](#).

## Email Server Property

Find this property's details under [Common Properties](#).

## Exceptions Property

Find this property's details under [Common Properties](#).

## Do Not Thread Property

Find this property's details under [Common Properties](#).

## Output Queue Property

Find this property's details under [Common Properties](#).

## CC Property

Find this property's details under [Common Properties](#).

## Exclude Email Addresses Property

Find this property's details under [Common Properties](#).

## Field Codes Property

Find this property's details under [Common Properties](#).

## From Property

Find this property's details under [Common Properties](#).

## Standard Response Property

Find this property's details under [Common Properties](#).

## Subject Property

Find this property's details under [Common Properties](#).

## To Property

Find this property's details under [Common Properties](#).

## Use Subject From SRL Property

Find this property's details under [Common Properties](#).

## Interaction ID Property

Find this property's details under [Common Properties](#).

## Output Result Property

Find this property's details under [Common Properties](#).

## Detach Property

Find this property's details under [Common Properties](#).

## Detach Timeout Property

Find this property's details under [Common Properties](#).

## Condition Property

Find this property's details under [Common Properties](#).

## Logging Details Property

Find this property's details under [Common Properties](#).

## Log Level Property

Find this property's details under [Common Properties](#).

## Enable Status Property

Find this property's details under [Common Properties](#).