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## Composer Help

Chat Transcript Block

# Chat Transcript Block

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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.

### Tip

This block is only used for creating a chat transcript. For an example interaction process diagram and workflow strategy that routes interactions to agent targets skilled in handling chats, see [Customizing\\_the\\_Chat\\_Routing\\_Strategy](#).

## Use Case

1. A routing workflow is configured in Composer and deployed to route interactions to agents with a chat [Skill](#) or an Agent Group specifically created to handle chat interactions.
2. The customer requests a chat, and the agent presses a button on his desktop to initiate a chat 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.
3. The routing workflow uses 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.
4. A customer engages in a chat interaction with the agent.
5. At the end of the chat conversation, the agent asks the customer if he wants to receive a chat transcript.
6. If yes, the routing workflow creates (Chat Transcript block) and sends an e-mail message that includes the chat transcript. The e-mail message uses text from the eServices 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).

### Important

For the Create Email, Email Forward, Email Response, Send Email, Chat Transcript, and CreateSMS blocks, Orchestration Server does not copy User Data from any Interaction into an outgoing ESP request. Currently there is no attribute support to overwrite this behavior. If User Data must be included as part of the above blocks, use [External](#)

**Service blocks** or **SCXML State blocks** to directly call the ESP methods (\\CFGEmailServer\\Email\\Forward and \\CFGEmailServer\\Email\\Send).

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**.

## Associate New Interaction Property

This property, introduced in Composer 8.1.420.xx for the Chat Transcript, Create Email, Create SMS, Email Forward, and Email Response blocks, supports the Orchestration Server **<ixn:createmessage>** tag associate attribute. See **Using eServices Blocks**, section Associate New Interaction. This property requires Orchestration Server version 8.1.400.45+.

## Do Not Thread Property

Find this property's details under **Common Properties**.

## Output Queue Property

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

Starting with Release 8.1.410.14, you can use a queue defined in referenced Projects. For more information, see [Adding an Interaction Queue](#).

## 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](#).

## ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new [ORS Extensions](#) property.