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Genesys Designer Help

[Get Chat Transcript Block](#)

Get Chat Transcript Block

The **Get Chat Transcript** block enables you to store the contents of the latest chat transcript in a variable which can then be referenced at a later point in the application flow. For example, you might want to retrieve the chat transcript and send it to multiple email recipients.

Using this block

This block can be used in the **Assisted Service** and **Finalize** phases.

Select a variable to store the chat transcript and a variable to store the result of the **Get Chat Transcript** request.

Properties - Get Chat Transcript



This block is used to get the latest version of the chat transcript.

Store the chat transcript in this variable

varChatTran

The format of the chat transcript will be an ECMAScript Object (array), that contains transcript messages as elements. Each element has the following properties:

- date: number of seconds since 1 January 1970 00:00:00 UTC
- device: name of chat party
- text: chat message
- visibility: specifies the visibility level of this particular transcript event (could be: "ALL" – like conference mode, "INT" – like coaching mode, "VIP" – like monitoring mode for supervisors)

E.g. [{ "date": 1510304070, "device": "system", "text": "Hi, welcome to FitBizz. A coach will be with you shortly.", "visibility": "ALL" }, { "date": 1510304074, "device": "system", "text": "Your estimated waiting time is 1 minutes.", "visibility": "ALL" }]

Store the outcome of the Get Transcript block in this variable

varChatTranResult

The format of the outcome variable will be an object with the contents:

- <var>.success = true | false
- <var>.error = 'error description' (optional property)