

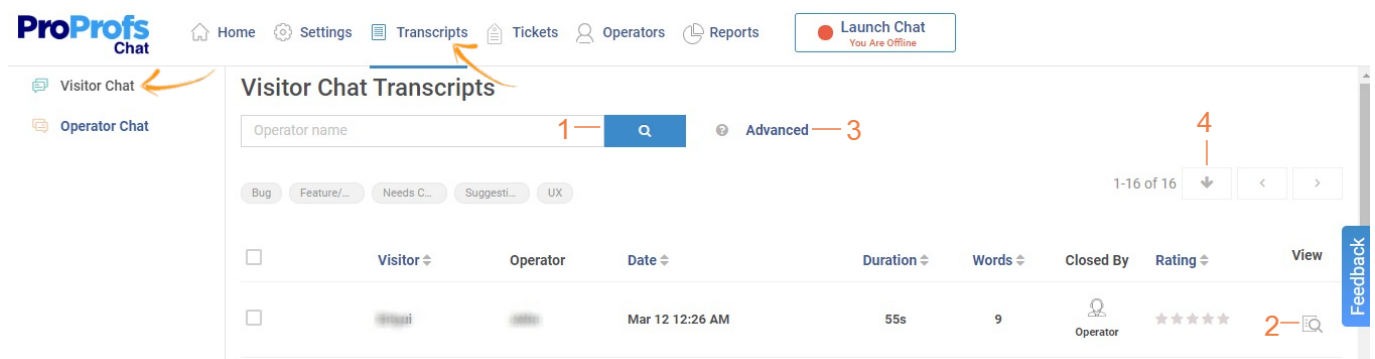
How to Access/Download Visitor Chat Transcripts

Chat Transcripts hold all the chats that are done between your operators and website visitors or customers making them a vital source of information.

You can choose to download all the chat transcripts at the same time, sort them by individual operators and departments or [delete transcripts](#). Use them for analyzing the interactions, communication history of a visitor, future improvements, and so on.

Here's how you can view and download Chat Transcripts:

Step 1: On your ProProfs Live Chat dashboard, go to **Transcripts >> Visitor Chat**.



Once you're inside the Visitor Chat section, you can perform the following actions:

1. **Search** chats by entering an operator's name.
2. **View** a chat by clicking the magnifying glass icon present under the column **View**.
3. **Advanced:** It lets you sort out chats by operator names, departments, date, and the search criteria.

Visitor Chat Transcripts

Operators

Department

Date Range

Search Criteria

4. Download the chat transcripts. Clicking the download icon allows you to download chat transcripts from within a specific **date range**.

Download chat transcripts

Date range

Total records: 6

Records 1 to 6



Here's how you can delete chat transcripts:

On your ProProfs Live Chat dashboard, go to **Transcripts >> Visitor Chat** and select the transcript which you want to delete and click on delete icon.

ProProfs Chat Home Settings Transcripts Tickets Operators Reports Launch Chat You Are Offline

Visitor Chat Operator Chat Vault

Visitor Chat Transcripts

Operator name

Bug Feature/... Needs C... Suggesti... UX 1-4 of 4

<input checked="" type="checkbox"/>	Visitor	Operator	Date	Duration	Words	Closed By	Rating	View
<input checked="" type="checkbox"/>	Rgew	John	Mar 27 07:04 AM	9m 38s	26	Visitor	★★★★★	<input type="button" value="Q"/>
<input checked="" type="checkbox"/>	Rgew	John	Mar 27 06:47 AM	16m 1s	7	Visitor	★★★★★	<input type="button" value="Q"/>
<input checked="" type="checkbox"/>	Saas	John	Mar 26 07:52 AM	1h 9m 10s	12	Visitor	★★★★★	<input type="button" value="Q"/>
<input checked="" type="checkbox"/>	Ertyui	John	Mar 12 12:26 AM	55s	9	Operator	★★★★★	<input type="button" value="Q"/>

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Related Articles:

- [How to Create Department in Live Chat?](#)
- [How to Add Tags to Live Chat Transcripts & Tickets?](#)
- [How Do Tickets Help Improve Customer Support?](#)