

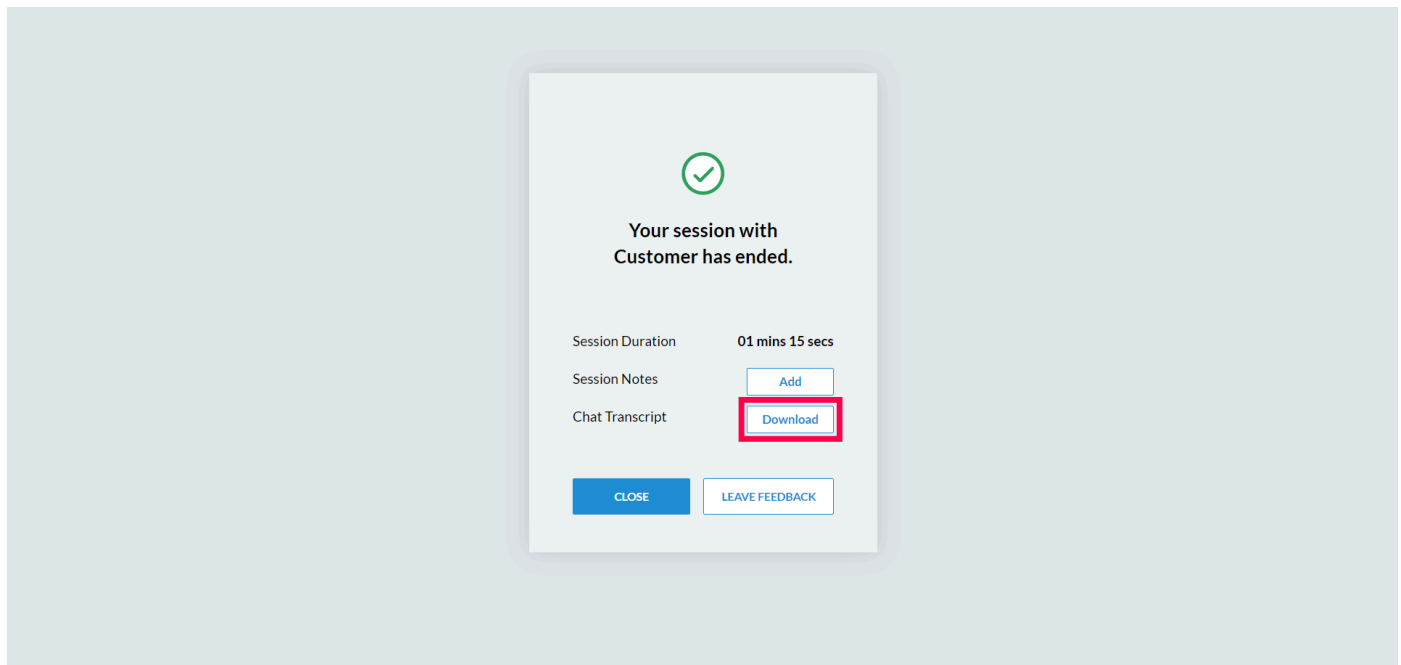


# Chat Transcript

Chat Transcript is a record of a chat between you and your customer which can be downloaded at the end of every session. You can download and save a copy of the chat transcript so that you can go through chat conversations on remote sessions for particular information or even have them collected for future reference.

## Steps

1. Once the session is over, an end session dialog will open up.
2. Click on Download Chat Transcript.



3. The downloaded chat transcript would be found in the default downloads folder of the specific browser.