

Customer History: New Historical Transcript View

Agents can access all historical transcripts with an authenticated customer from the **Customer panel** in the right rail of Agent Desk, under the **History** tab.

Historical interactions will no longer appear in the central conversation panel. Instead, agents can view historical transcripts under the Customer History tab. This streamlines the focus of the center panel on the current interaction, and allows agents to look back at historical interactions side by side with the current conversation.

The screenshot displays the ASAPP Agent Desk interface. On the left, there's a sidebar with customer profiles for Sophie Leonard and Samantha Hyers. The central area shows a chat conversation with Paige Powers. On the right, the 'Customer History' tab is active, showing a list of past conversations. A callout box points to the 'Customer History' tab with the text: "Historical Transcript Agents can view historical transcripts under the Customer > History tab".

To access historical transcripts, the agent can either navigate to the **Customer** panel and select the **History** tab or scroll to the top of the center conversation panel and select **View history**

Chat Duration 2:05

Past conversations [View history](#)

SRS Support 11:26:49 AM
Hello! How can I help you today? Choose from a topic below or type a specific question.

Sophie Leonard 11:30:04 AM
Change my address

SRS Support 11:30:16 AM
Great! I'll be happy to assist you. Let's get you connected with one of our rate specialists and see what we can do.

Issue accepted by Paige at 11:30:16 AM

Paige Powers 11:30:16 AM

Thank you for verifying your account information.
Give me a moment while I pull up your account.
Thank you, let me check your account.

Write a message to Sophie [Send](#)

to search Last message sent 00:02

Sophie Leonard

Profile History

ACCOUNT OVERVIEW

ACCOUNT NUMBER
22-0450-8099

BILLING ADDRESS
76 East Smith Store St.
Galloway, OH 43119

EMAIL ADDRESS
sophie@email.com

PHONE NUMBER: HOME
(614) 345 - 5687

PHONE NUMBER: MOBILE
(614) 863-4857

BILLING AND PAYMENT OVERVIEW

TOTAL DUE	PAST DUE	LAST CYCLE
\$198.47	\$115.98	\$145.21

CUSTOMER BROWSER BEHAVIOR

- https://support.hudson.com/support Current URL
- https://www.hudson.com/account Previous URL

Suggestions

Sophie Leonard

Profile History

Jump to date

February 2021

Feb 01, 3:34 PM [View transcript](#)

Intent unavailable

ISSUE ID	START	DURATION
20883200297	5:22 AM	00:35:32

AGENT NAMES CHANNEL TYPE
Susan Tran Voice Live Agent

VERIFICATION
Resolved

AGENT NOTES
Susan Tran ID:87357120
"The customer wanted to update their plan from Plan A to Plan B. I processed the payment for the new plan."

Intent unavailable

Issue: 20883200297 Start: Feb 01 • 3:34 PM Total Duration: 00:35:32

Issue accepted by Susan at 3:34 PM

Sophie Leonard 03:34:31 PM
Hi

Susan Tran 03:34:35 PM
Hello, thank you for chatting with Hudson Airlines. How can I help you?

Sophie Leonard 03:34:36 PM
My internet is not working

Susan Tran 03:34:55 PM
Just a moment please. Thanks for holding, will you verify your email address, because it shows the email was unsuccessful in delivering

Sophie Leonard 03:35:02 PM
XXXXXXXXXX@XXX.XXX

Sophie Leonard 03:35:14 PM
Thanks for holding, you should receive your updated itinerary shortly. Sorry for the inconvenience

View Transcript Button

Alongside each historical interaction, there is a button option to **View transcript**.

Historical Transcript Detail View

When the agent clicks on **View transcript**, the panel displays a detail view of the transcript. The agent can scroll through to read the full transcript and hit the < back button to return to the main Customer History view.