

All Chat History

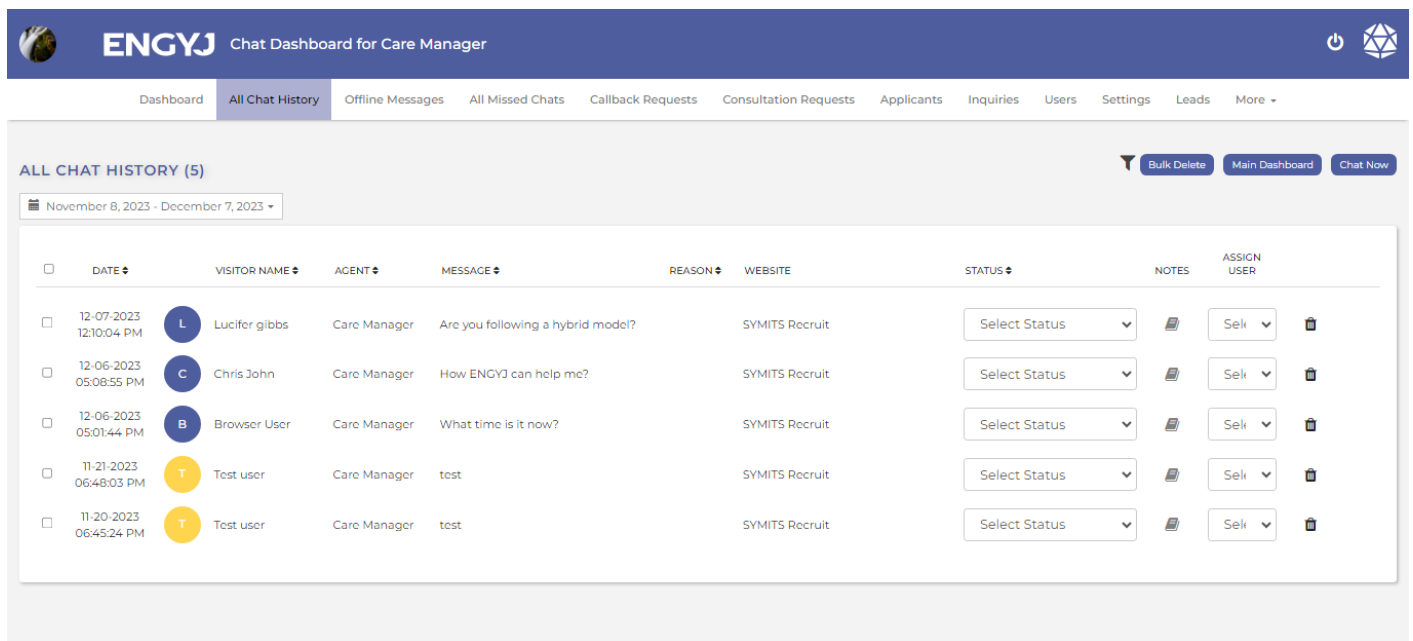
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Chat History List

In the "All Chat History" section, all the chat conversations that have occurred between the admin and the visitor will be displayed along with some details.

To view chat history, go to the **All Chat History** menu item.

Here, you will find a record of all chats.



The screenshot displays the 'All Chat History' section of the ENGYY Chat Dashboard for Care Manager. The dashboard header includes the ENGYY logo and navigation tabs: Dashboard, All Chat History (selected), Offline Messages, All Missed Chats, Callback Requests, Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The main content area shows 'ALL CHAT HISTORY (5)' with a date range filter set to 'November 8, 2023 - December 7, 2023'. Below the filter is a table of chat records with columns for Date, Visitor Name, Agent, Message, Reason, Website, Status, Notes, and Assign User. Each row includes a checkbox, a date and time, a visitor name with a profile icon, an agent name, a message snippet, a reason, a website, a status dropdown, a notes icon, and an assign user dropdown with a delete icon.

<input type="checkbox"/>	DATE	VISITOR NAME	AGENT	MESSAGE	REASON	WEBSITE	STATUS	NOTES	ASSIGN USER	
<input type="checkbox"/>	12-07-2023 12:10:04 PM	Lucifer gibbs	Care Manager	Are you following a hybrid model?		SYMITS Recruit	Select Status		Seli <input type="button" value="v"/>	
<input type="checkbox"/>	12-06-2023 05:08:55 PM	Chris John	Care Manager	How ENGYY can help me?		SYMITS Recruit	Select Status		Seli <input type="button" value="v"/>	
<input type="checkbox"/>	12-06-2023 05:01:44 PM	Browser User	Care Manager	What time is it now?		SYMITS Recruit	Select Status		Seli <input type="button" value="v"/>	
<input type="checkbox"/>	11-21-2023 06:48:03 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Seli <input type="button" value="v"/>	
<input type="checkbox"/>	11-20-2023 06:45:24 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Seli <input type="button" value="v"/>	

View Chat

To view chat history, go to the **All Chat History** menu item.

From here, you can also view the chat. Just click on the chat you want to see. The dialogue box for the chat will open up.

The screenshot displays the 'ENGJY Chat Dashboard for Care Manager' interface. The main header includes the logo and navigation options like 'Settings', 'Leads', and 'More'. The left sidebar shows 'Dashboard' and 'All Chat History'. The central area is titled 'ALL CHAT HISTORY (2)' and lists chat entries with columns for 'DATE' and 'VISITOR NAME'. A modal window titled 'Chat Conversation with Test user' is open, showing details for a chat with 'test@gmail.com' (ID: 1234567890, Status: Okay to contact, IP: 110.93.227.46) on 11-21-2023 at 06:47:03 PM. The chat content includes a message from 'test' at 11-21-2023 06:47:03 PM and three system messages: 'Sorry everyone is still busy.' (11-21-2023 06:48:03 PM), 'Jones joined the Chat.' (11-21-2023 06:54:28 PM), and 'Jones Closed the Chat.' (11-21-2023 06:55:16 PM). The device is identified as 'Desktop'.

Select Status And Assign User

You can select the dropdown option available here to change the status and assign a user

The screenshot displays the 'ENGYS Chat Dashboard for Care Manager'. The top navigation bar includes 'Dashboard', 'All Chat History', 'Offline Messages', 'All Missed Chats', 'Callback Requests', 'Consultation Requests', 'Applicants', 'Inquiries', 'Users', 'Settings', 'Leads', and 'More'. The main content area is titled 'ALL CHAT HISTORY (2)' and shows a list of chat messages. Two messages are visible, both from 'Test user' to 'Care Manager' with the message 'test' and reason 'SYMITS Recruit'. The interface includes a 'STATUS' dropdown menu and an 'ASSIGN USER' dropdown menu for each message, both highlighted with red boxes. The 'STATUS' dropdown shows 'Select Status' and the 'ASSIGN USER' dropdown shows 'Select User'. There are also 'Bulk Delete', 'Main Dashboard', and 'Chat Now' buttons in the top right corner.

DATE	VISITOR NAME	AGENT	MESSAGE	REASON	WEBSITE	STATUS	NOTES	ASSIGN USER
11-21-2023 06:48:03 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Select User
11-20-2023 06:45:24 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Select User

Internal Note

Here, the admin can also add an internal note by clicking on the book icon.

The chat that has an internal note attached will have its book icon displayed in green.

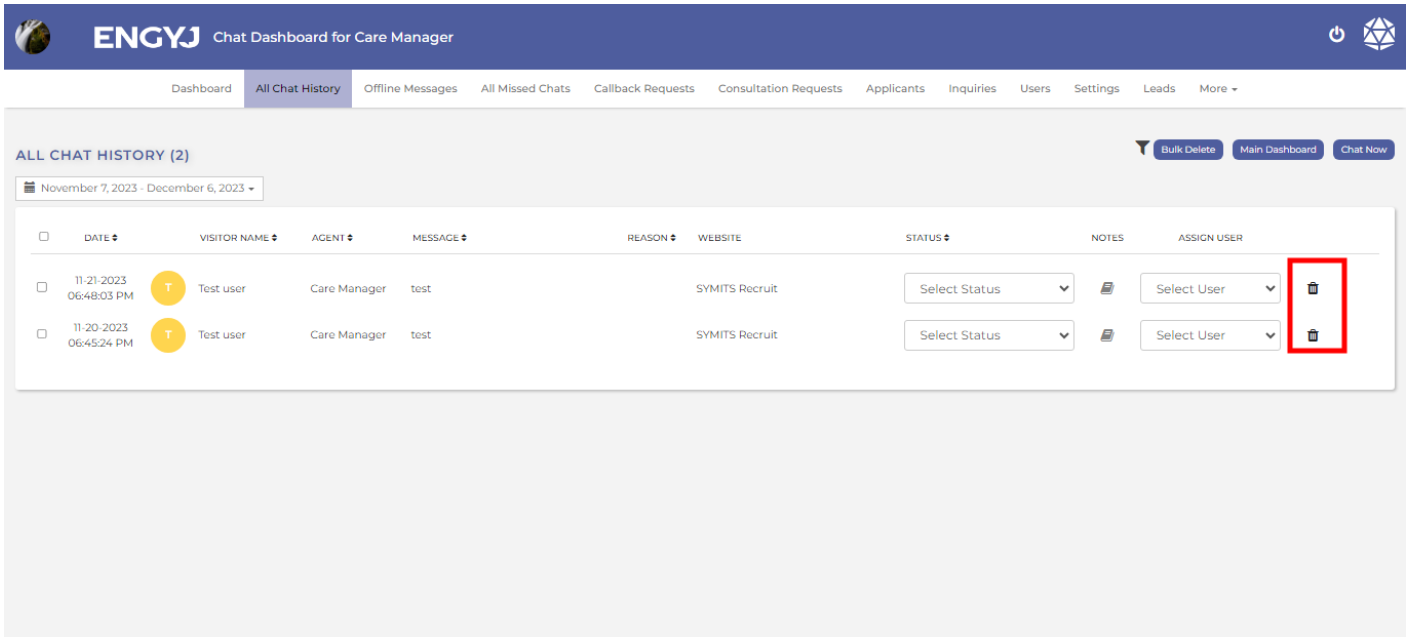
The screenshot shows the 'ENGYS Chat Dashboard for Care Manager' interface. The top navigation bar includes 'Dashboard', 'All Chat History', 'Offline Messages', 'All Missed Chats', 'Callback Requests', 'Consultation Requests', 'Applicants', 'Inquiries', 'Users', 'Settings', 'Leads', and 'More'. The 'All Chat History' section is active, displaying a table of chat records. A red box highlights the 'NOTES' column, which contains a green book icon for the first chat and a grey book icon for the second chat. The 'ASSIGN USER' column contains a 'Select User' dropdown and a trash icon for each chat.

DATE	VISITOR NAME	AGENT	MESSAGE	REASON	WEBSITE	STATUS	NOTES	ASSIGN USER
11-21-2023 06:48:03 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Select User
11-20-2023 06:45:24 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Select User

Delete Chat

To delete chat history, go to the **All Chat History** menu item.

You can delete a chat by clicking on the delete icon in the right column.



The screenshot shows the ENGYS Chat Dashboard for Care Manager. The top navigation bar includes 'Dashboard', 'All Chat History', 'Offline Messages', 'All Missed Chats', 'Callback Requests', 'Consultation Requests', 'Applicants', 'Inquiries', 'Users', 'Settings', 'Leads', and 'More'. The 'All Chat History' section is active, displaying a table of chat records. The table has columns for DATE, VISITOR NAME, AGENT, MESSAGE, REASON, WEBSITE, STATUS, NOTES, and ASSIGN USER. Two chat records are visible, both from 'Test user' on '11-21-2023' and '11-20-2023'. The delete icon (trash can) in the 'ASSIGN USER' column for the second record is highlighted with a red box.

DATE	VISITOR NAME	AGENT	MESSAGE	REASON	WEBSITE	STATUS	NOTES	ASSIGN USER
11-21-2023 06:48:03 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Select User
11-20-2023 06:45:24 PM	Test user	Care Manager	test		SYMITS Recruit	Select Status		Select User

This will open a confirmation popup box with YES and No options to confirm before deleting a Chat. If chosen **YES**, then the Chat will be deleted from list.