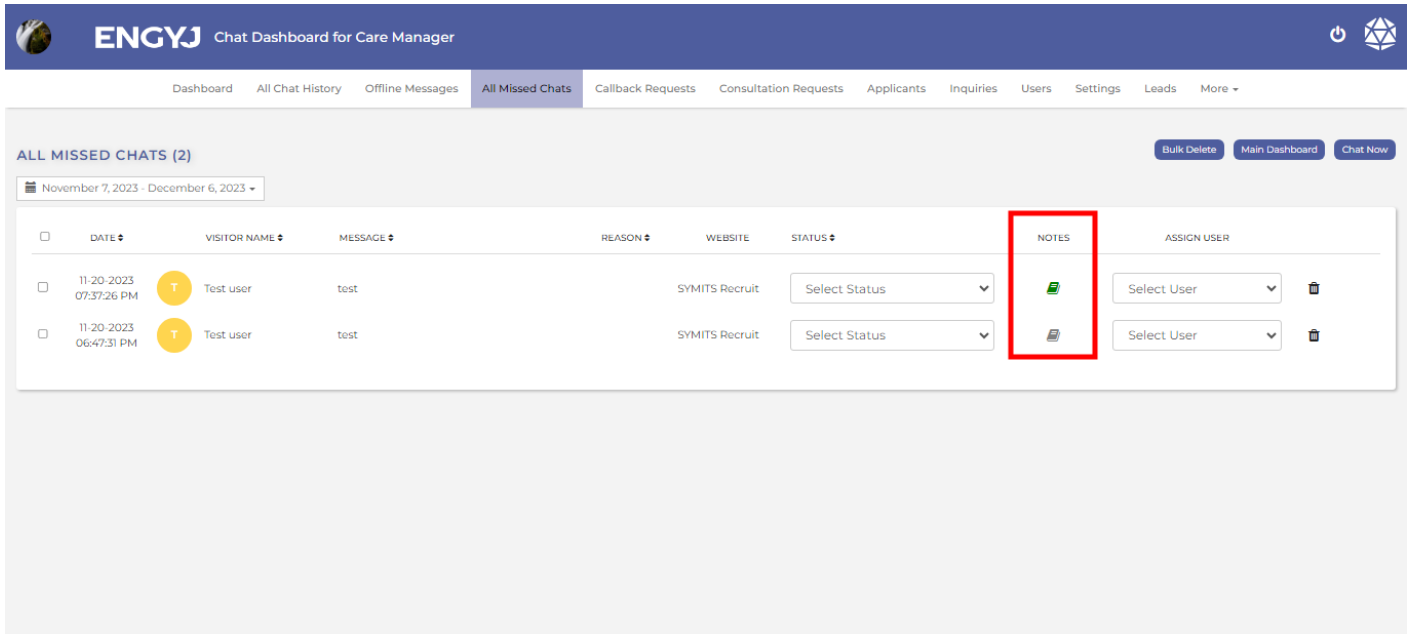


Internal Note



To add internal note to Missed Chats, go to the **All Missed Chat** menu item.

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 'All Missed Chats' section of the ENGJY Chat Dashboard. The dashboard header includes the ENGJY logo and navigation links like 'Dashboard', 'All Chat History', 'Offline Messages', 'All Missed Chats', 'Callback Requests', 'Consultation Requests', 'Applicants', 'Inquiries', 'Users', 'Settings', 'Leads', and 'More'. The 'All Missed Chats' section is active, showing a list of missed chats. The table has columns for 'DATE', 'VISITOR NAME', 'MESSAGE', 'REASON', 'WEBSITE', 'STATUS', 'NOTES', and 'ASSIGN USER'. Two chat entries are visible, both with a green book icon in the 'NOTES' column, indicating that an internal note has been attached to these chats. The 'NOTES' column header and the green book icons are highlighted with a red box.

DATE	VISITOR NAME	MESSAGE	REASON	WEBSITE	STATUS	NOTES	ASSIGN USER
11-20-2023 07:37:26 PM	Test user	test		SYMITS Recruit	Select Status		Select User
11-20-2023 06:47:31 PM	Test user	test		SYMITS Recruit	Select Status		Select User

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