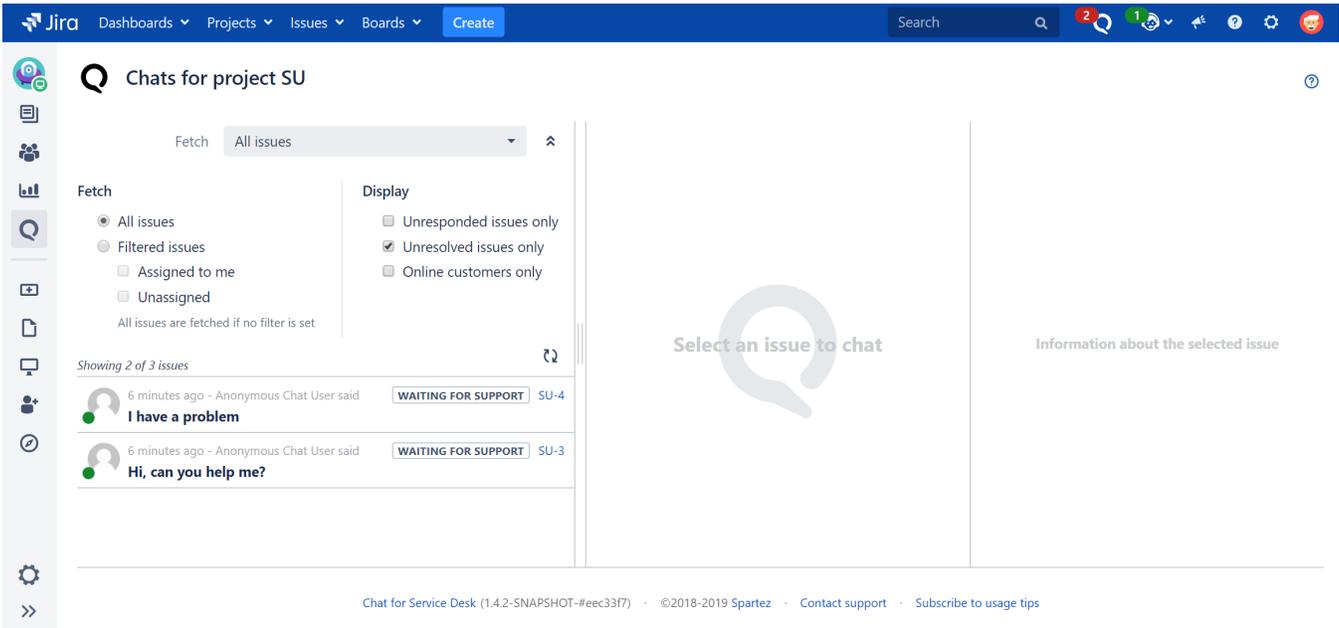
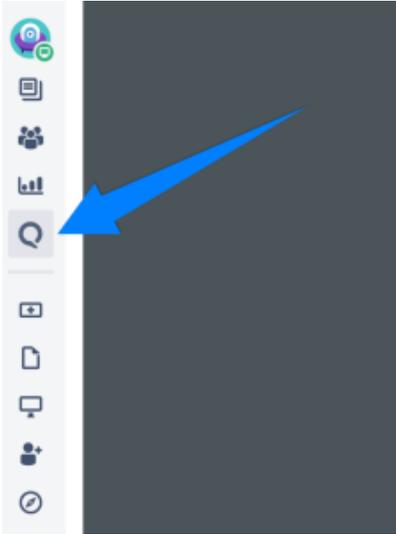


Chats Page

Overview

You can access the **Chat Dashboard page**, where all your project's chats are located, by clicking the icon in the project's left navigation panel:



This opens a page, which is organized into three vertical areas:

- chats list
- chat panel
- chat data

Each of these is described below.

Chats List

This panel lets you view chats in your project. You can filter those that you are interested in using various criteria, such as:

- chats not older than a certain time

- chats assigned to you
- unassigned chats
- unresponded chats
- unresolved chats
- only chats for customers who are online

The list is sorted by last updated time, so that chats with newest messages are on top.

Filtering criteria are persisted across page reloads, so that you get your last filter settings when you come back to the page.

The list is updated in real time, as customers create new chats or post new messages.

Chats for project SU

Fetch All issues  

Fetch

- All issues
- Filtered issues
 - Assigned to me
 - Unassigned

All issues are fetched if no filter is set

Display

- Unresponded issues only
- Unresolved issues only
- Online customers only

Showing 2 of 3 issues 



a few seconds ago - You said

What seems to be the problem?

WAITING FOR CUSTOMER

SU-3



22 minutes ago - Anonymous Chat User said

I have a problem

WAITING FOR SUPPORT

SU-4

Each chat is represented as a line in the list. The line contains the following information:

- customer who started the chat - represented as an avatar on the left
- online/offline status circle - green for online customers, white for offline ones:

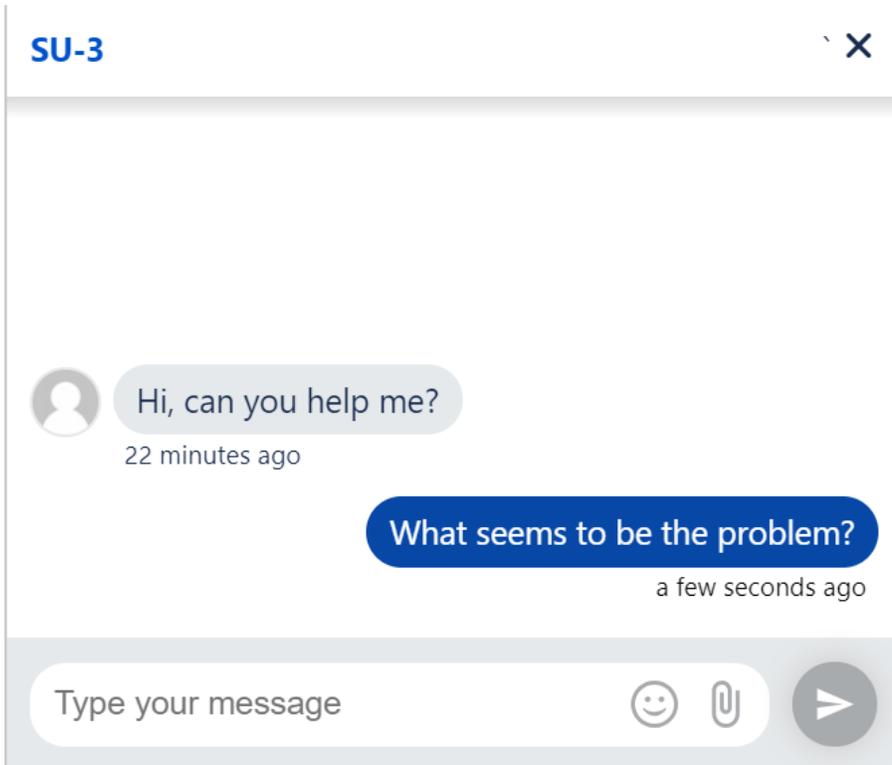


- user who last spoke in the chat and when
- last message - **displayed in bold for unresponded chats**
- chat's issue status for unresolved issues or resolution for resolved ones
- chat's issue key

Clicking the line in the chats list opens the chat panel for that chat and the chat data panel for it.

Chat Panel

Chat panel lets you respond to the customer using a familiar chat view:



Note that posting a message to chat in effect always produces an issue comment, so it does not matter whether you respond to the customer using chat interface or a regular issue page comment - the result is the same.

Chat Data

Server

The rightmost panel of the chats page contains information about the currently open chat. This information is a mixture of regular issue information - creation and update dates, reporter, assignee, status, priority and components, and information about the chat collected from the customer's chat widget - page where the customer is chatting from, IP address, country, locale, language.

SU-3

Priority:  Medium 

Status: Waiting for customer

Components: None

▼ People

Reporter:  Anonymous Chat User

Assignee:  Sup Porter
[Unassign](#)

▼ Dates

Created: 22 minutes ago

Updated: Just now

▼ Transitions

- [Respond to support](#)
- [Resolve this issue](#)
- [Cancel request](#)
- [Escalate this issue](#)

▼ Chat information

User:  Anonymous Chat User

Chat now at: <http://localhost:8089/>

Chat started at: <http://localhost:8089/>

IP Address: 213.192.67.34

Country:  Poland (PL)

Time zone: +01:00

Language: en-us

Locale: en-US

The issue information is editable - you can change the following data:

- priority
- components
- assignee - you can assign the issue to yourself, or unassign it
- state - you can change issue state using available state transitions

In addition to editable information, you can also view (but not edit) some of the most commonly used issue fields. A set of fields to be viewed can be customized by every user.

Cloud

The rightmost panel of the chats page contains information about the currently open chat. This information is a mixture of regular issue information - creation and update dates, reporter, assignee, and information about the chat collected from the customer's chat widget - page where the customer is chatting from, IP address, country, locale, language.

SUP-383

▼ People

Reporter:  Anonymous Chat User

Assignee: Unassigned
[Assign to me](#) · [Assign to](#)

▼ Dates

Created: Today 1:07 PM

Updated: Today 1:07 PM

▼ Chat information

User:  Anonymous Chat User

Started at: <http://localhost:8089/cl.html>

IP Address: 89.70.93.211

Country:  Poland (PL)

Time zone: +01:00

Language: Polish

Locale: en-US

In that panel, you can assign the issue either to yourself or to a selected user. To change other issue fields or to transition the issue, open the issue by clicking on the issue key at the top of the panel.