

yalst LiveSupportTool

XML Chat Export Documentation

Revision: 1.0 - October 2013

Author: Dr. Markus Jasinski
Visisoft OHG, Kröpeliner Str. 21, 18055 Rostock, Germany
www.visisoft.de - www.yalst.de - www.yalst.com

Copyright © 2013 by Visisoft. All rights reserved.

Introduction

Chat transcripts can be exported automatically as an e-mail or they can be pushed to a server-side script via HTTP or HTTPS for further processing. The setting can be found in the administration tool at

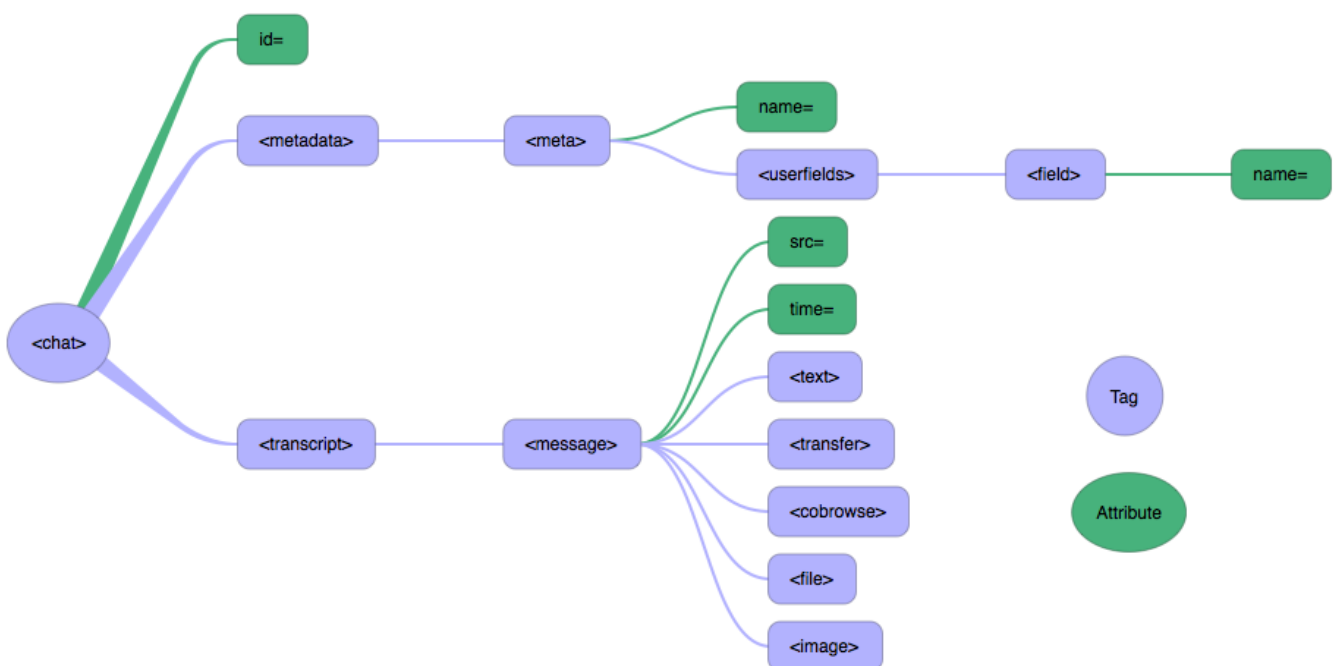
Configuration > Settings > Domains, E-Mail and Transcripts > Transcript export

and requires at least a Business edition of yalst.

The XML format is identical in both cases. If you use the HTTP/HTTPS method a POST request will be used to transfer the XML data in a variable called "chat".

XML Structure

The following chart explains the XML structure of your chat data. The root element is a `<chat>` tag with the chat ID as the only attribute. A chat consists of meta data (information about the operator and the visitor) and the transcript (the actual conversation).



If a particular meta information is not available the respective meta tag will not appear in the XML data.

Tag	Attributes	Attribute Values	Description
<chat>	id	a number	unique chat ID number
<metadata>	<i>none</i>		
<meta>	name	"version" "site" "domain" "operators" "operator" "department" "visitor" "email" "reg_user" "reg_mail" "reg_credits" "country" "city_region" "monitor" "ref" "host" "browser" "resolution" "colors" "ainfo" "start" "duration" "waittime" "comment"	yalst XML format version yalst site, e.g. "1-1" domain of Web site operator list (if a second operator joined the chat) username of operator department name chat name of visitor email address of visitor name of registered user e-mail address of reg. user time credits charged for chat country of visitor city and region of visitor yalst visitor ID origin of the chat visitor host name user agent of visitor's browser screen resolution of visitor screen color depth of visitor active chat information chat start time (HH:MM:SS) chat duration (HH:MM:SS) visitor wait time (HH:MM:SS) chat comment
<userfields>	<i>none</i>		information about user-defined additional fields in the chat start window
<field>	name	a string	name of additional field, the value can be found between the <field> and </field> tags
<transcript>	<i>none</i>		
<message>	src time	"system" "operator" "operator2" "visitor" HH:MM:SS	message is from the chat system message is from the operator message is from the 2nd operator message is from the visitor time stamp of message
<text>	<i>none</i>		text of message in CDATA format

Tag	Attributes	Attribute Values	Description
<transfer>	<i>none</i>		chat transfer message (string)
<cobrowse>	<i>none</i>		cobrowsing start message (string)
<image>	<i>none</i>		name of inline image (string)
<file>	<i>none</i>		name of a transferred file (string)

Sample File

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<chat id="6335">
  <metadata>
    <meta name="version">1.0</meta>
    <meta name="site">1-1</meta>
    <meta name="domain">www.visisoft.de</meta>
    <meta name="operator">johndoe</meta>
    <meta name="department">support</meta>
    <meta name="visitor">Joe Public</meta>
    <meta name="country">Germany</meta>
    <meta name="city_region">Rostock (Mecklenburg-Vorpommern)</meta>
    <meta name="ref">http://www.visisoft.de/kontakt/</meta>
    <meta name="host">gateway.visisoft.de</meta>
    <meta name="browser">Mozilla/5.0 (Macintosh; Intel Mac OS X 10_8_5) AppleWebKit/536.30.1 (KHTML, like Gecko) Version/
6.0.5 Safari/536.30.1</meta>
    <meta name="resolution">1920*1200</meta>
    <meta name="colors">24</meta>
    <meta name="start">17:04:11</meta>
    <meta name="duration">00:00:59</meta>
    <meta name="waittime">00:00:06</meta>
  </metadata>
  <transcript>
    <message src="operator" time="17:04:16"><text><![CDATA[Hi, my name is John Doe, how can I help you?]]></text></message>
    <message src="visitor" time="17:04:29"><text><![CDATA[Hello. Just a test for the XML export.]]></text></message>
    <message src="operator" time="17:05:08"><text><![CDATA[OK, that's fine]]></text></message>
  </transcript>
</chat>
```