

## Chat analytics

This article provides details regarding the 1:1 chat reports, available from the Chat Widget.


### Reports

#### User stats

This report provides an overview of all users who use the chat widget.

Contains the following data:

- id
- email
- connections - # of connections
- internalReceived - # of messages received from other attendees
- internalSent - # of messages sent to other attendees
- externalReceived - # of messages received from moderators
- externalSent - # of messages sent to moderators

 The report does not have to be limited for a time frame.

#### Context stats


This report provides an overview of the moderated sessions/channels status.

Contains the following data:

- contextId - The moderated session's entry ID on Kaltura / the moderated channel ID in Kaltura
- contextName - The moderated session's name / the moderated channel name
- lastActivity - last time a moderator did any action in the context
- pending - # of pending messages in the context
- owned - # of messages owned by moderators and not resolved in the context
- resolved - # of messages owned by moderators and resolved in the context
- done - # of messages that are resolved and were cleared from the moderator's queue
- blocked - # of blocked users in this context
- user messages - total # of messages sent by users to this context
- moderator messages - total # of messages sent by moderators in this context
- moderators owning resolved threads - emails of moderators owning resolved

threads + number of threads per moderator

- moderators owning unresolved threads - emails of moderators owning unresolved threads + number of threads per moderator


 The report must be set with from-to dates before downloading.

## Peer to peer transcripts

This report contains the attendees 1:1 chat transcripts (not moderated chat).

Contains the following data:

- sender
- recipient
- time
- message

 The report does not have to be limited for a time frame.

## Moderator transcripts

This report contains the moderated 1:1 chat transcripts.

Contains the following data:

- creator
- contextId
- state
- sender
- recipient
- time
- message

## Blocked contexts

This report contains the list of users who were blocked by a moderator.

Contains the following data:

- userId - the ID of the user who was blocked.
- userEmail - the email address of the user who was blocked.
- contextId - The moderated session's entry ID on Kaltura / the moderated channel ID

in Kaltura

- moderatorId - the ID of the moderator who blocked the user
- moderatorEmail - the email of the moderator who blocked the user
- blockedAt - The time at which the user was blocked

## **Polls user votes**

This report contains the polls' votes information.

Contains the following data:

- contextId - The moderated session's entry ID on Kaltura / the moderated channel ID in Kaltura
- pollId - the ID of the poll for which the vote was submitted
- userId - the ID of the user who submitted the vote.
- userFirstName - the first name of the user who voted, as provided during registration
- userLastName - the last name of the user who voted, as provided during registration
- userEmail - The email address of the voting user
- question - The question that was asked in the poll
- vote - The answer or vote chosen by the user
- voteTime - The time at which the user submitted the vote

[template("cat-subscribe")]

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