Chat widget reports for events

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This article is designated for administrators.

About

The Chat widget provides several reports that help you monitor participant activity, moderator activity, chat transcripts, blocked users, and poll responses.

User stats report

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 report

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

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- 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 report

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 report

This report contains the moderated 1:1 chat transcripts.

Contains the following data:

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

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Blocked contexts report

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

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