

Chat analytics

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 This article is designated for administrators.

About

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