

Q&A transcripts report for events - Public Q&A disabled

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 This article is designated for all users.

About

The Q&A transcripts report provides full transcripts of Q&A exchanges.



See [Analytic reports for events](#) for instructions on generating and/or downloading this report.



This report is available only when a **non-public** Q&A experience has been enabled for Chat and Collaboration.

Report contents

Data in the Q&A transcripts report includes the following:

- contextId - A unique ID of the context (a context can be a specific session or the event's home page)
- contextName - The name of the context.
- creator - A unique ID of the attendee that initiated the thread.
- sender - A unique ID of the user who sent the message (can be an attendee OR moderator).
- senderEmail - Email address of the user who sent the message (can be attendee OR moderator).
- recipient - A unique ID of the user who received the message (can be an attendee OR moderator).
- recipientEmail - Email address of the user who received the message (can be attendee OR moderator).
- message - The content of the thread.
- time - The time the message was sent.
- state - There are 4 states:
 1. pending - The thread is pending and hasn't been handled by a moderator.



2. owned - The thread is owned by a moderator and is not resolved.
 3. resolved - The thread is owned by a moderator and was resolved but wasn't clear.
 4. done - The thread was resolved and cleared from the moderator's queue.
- labels - A list of tags applied to the thread by moderators or automated rules, used to categorize, prioritize, or organize messages (for example: "technical issue," "follow-up needed," or "VIP"). These labels help moderators manage and filter threads during the event.
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