# Live Chat Support Transcript

*This document captures the full transcript of a customer service live chat session. It may be used for training, quality assurance, and record-keeping purposes.*

## Chat Session Details

* **Date:** {date}
* **Start Time:** {startTime}
* **End Time:** {endTime}
* **Support Agent:** {agentName}
* **Customer Name:** {customerName}
* **Customer Email:** {customerEmail}
* **Issue Topic:** {issueTopic}

## Summary of the Issue

{issueSummary}

## Chat Transcript

|  |  |  |
| --- | --- | --- |
| **Timestamp** | **Sender** | **Message** |
| {#chatMessages}{time} | {sender} | {message}{/chatMessages} |

{#hasResolution}

## Resolution

**Resolved By:** {resolvedBy}

**Resolution Summary:** {resolutionSummary}

{/hasResolution}

{^hasResolution}

## Status

This issue was not resolved during the chat session.

{/hasResolution}

## Follow-Up Actions

{#followUpRequired}

* **Action Required:** {followUpAction}
* **Assigned To:** {followUpAgent}
* **Deadline:** {followUpDate}

{/followUpRequired}

{^followUpRequired}*No follow-up actions required.*{/followUpRequired}

## Agent Notes

{agentNotes}