

## Ending a Session

1. Once you have completed a session, click End Session.

Chat: Tracy

**Question:** [Practice] Chat Transcript: I need a brief history of Glacier National Park.

**Tracy:** Note: Patron's screen name: Tracy

**Tracy:** Librarian 'Tracy' has joined the session.

**Tracy:** Welcome [Patron's name] welcome to askMONTANA, a live information service of Montana's libraries. I'm looking at your question now.

**Tracy:** The official website for Glacier National Park has a brief history of the Park. Here is the website address <http://www.nps.gov/glac/historyculture/index.htm>

**Tracy:** Thanks! This is perfect.

**Tracy:** Goodbye [Patron's name]. Thanks for visiting askMONTANA. Feel free to contact us again, if you have further questions

Send

Cobrowse Transfer End Session

2. Select a resolution code

**Select Resolution**

Answered

Followup By Me

Followup By Patron's Library

Add

3. Click Add. It will then say "Resolution Code Set"
4. Select a description code. (Hint: only do this if it is a patron from your library. Otherwise ignore this option.)

**Select Description (up to 4)**

Access

Catalog

Circulation

Add

#0

5. Click Add. You can choose up to 4 description codes.
6. Click Close to officially end the chat session.