

Sending a Script to the Patron

1. Once you have selected a patron, you can send a script to let them know that you are looking at their question. Here's what the screen looks like once you have selected a patron:

The screenshot shows a chat interface with a table of sessions and a chat transcript. The table has columns for 'My Sessions', 'Time', and 'Patron's Last Message'. The first row shows a session with a green checkmark, a name in parentheses, and a time of 11:36:52. To the right, a chat transcript shows a question about Glacier National Park, a note about the patron's screen name, and a message from Librarian 'Tracy'. Below the transcript are buttons for 'Cobrowse', 'Transfer', and 'End Session'.

New (0)	My Active (1)	Librarians (1)
My Sessions	Time	Patron's Last Message
() Tracy	11:36:52	

Tracy Policies

Info Scripts URLs Notes

Question: [3101903] [Practice] I need a brief history of Glacier National Park.
Patron: Tracy (No email provided)
Patron's Library: askMONTANA (MT Public)
Queue: A Montana Public
Referer:
http://www.questionpoint.org/crs/servlet/org.odc.ask.PatronChatForm
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)
Cobrowse: Yes

Send

Cobrowse Transfer End Session

2. To send a script, click "Scripts" which appears in the bottom left hand part of the screen. You should see something similar to the following:

The screenshot shows the chat interface with the 'Scripts' tab selected. It displays two lists of scripts: '(18) Patron Library' and '(18) My Library'. Both lists contain items '01_Welcome', '02_TellMeMore', '03_HowUse', and '04_NotAtYourLibrary'. A '>>' button is visible at the bottom right.

Tracy Policies

Info Scripts URLs Notes

(18) Patron Library

- 01_Welcome
- 02_TellMeMore
- 03_HowUse
- 04_NotAtYourLibrary

(18) My Library

- 01_Welcome
- 02_TellMeMore
- 03_HowUse
- 04_NotAtYourLibrary

>>

3. Click on the script title to see what it says. Here's what it looks like when we click on 01_Welcome

The screenshot shows the chat interface with the 'Scripts' tab selected. The '01_Welcome' script is highlighted in green in both the 'Patron Library' and 'My Library' lists. Below the lists, a text box displays the content of the selected script: 'Welcome [Patron's name] welcome to askMONTANA, a live information service of Montana's libraries. I'm looking at your question now.' A '>>' button is visible at the bottom right.

(18) Patron Library

- 01_Welcome
- 02_TellMeMore
- 03_HowUse
- 04_NotAtYourLibrary

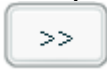
(18) My Library

- 01_Welcome
- 02_TellMeMore
- 03_HowUse
- 04_NotAtYourLibrary

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

>>

4. Type in the patron's name in the [Patron's name] area.



5. Click >> to place the script in your box on the right. Here's what you should see.

The screenshot shows a web interface with a 'Scripts' panel on the left and a chat window on the right. The 'Scripts' panel has two columns: '(18) Patron Library' and '(18) My Library'. Both columns list four scripts: '01_Welcome', '02_TellMeMore', '03_HowUse', and '04_NotAtYourLibrary'. The '01_Welcome' script is highlighted in the Patron Library. Below the lists is a text input field and a '>>' button. The chat window on the right contains the text: 'Welcome [Patron's name] welcome to askMONTANA, a live information service of Montana's libraries. I'm looking at'. To the right of the text is a 'Send' button. Below the chat window are three buttons: 'Cobrowse', 'Transfer', and 'End Session'.

6. Click "Send" to send the script to the patron.