



Demo analytics and session transcripts

Purpose

Review every conversation your demo workspace has run. Filter the session history by date, outcome, channel, or language, and open any session to read its full transcript.

Prerequisites

- A demo workspace with at least one finished conversation (chat or voice). Run one from the Chat page if the history is empty; sessions are recorded when the conversation ends.

Steps

1 Step 1

Ringle

Guide Ecommerce

Dashboard

Chat

Voice

Blueprints

Experiments

Helpdesk

Analytics

Settings

Sharing

Demo Owner ☐ *

Log Out

Analytics

Start Date: mm/dd/yyyy End Date: mm/dd/yyyy Outcome: Channel: Language:

Session History

Session ID	Date	Duration	Outcome	Language	Channel	Actions
text::f2	7/9/2026, 10:14:15 PM	45s	Completed	en-US	Web	View
text::61	7/9/2026, 10:10:35 PM	137s	Completed	en-US	Web	View

Action: Click Analytics in the workspace sidebar.

✓ **What you should see:** The Analytics page opens. A filter bar (Start Date, End Date, Outcome, Channel, Language) sits above a Session History table. Each session row shows a short Session ID (text chat ids start with "text::"), the start date and time, and the duration in seconds. It also has a colored Outcome chip (Completed, Abandoned, or Failed), the language, a Channel chip, and a View button.

2 Step 2

The screenshot shows the Ringle Analytics dashboard. On the left is a sidebar with navigation links: Dashboard, Chat, Voice, Blueprints, Experiments, Helpdesk, Analytics (selected), Settings, and Sharing. The main content area is titled 'Analytics' and contains a 'Session History' table. Above the table are filters for Start Date, End Date, Outcome, Channel (set to 'Chat'), and Language. The table has columns for Session ID, Date, Duration, Outcome, Language, Channel, and Actions. Two sessions are listed, both with an outcome of 'Completed' and a channel of 'Web'.

Session ID	Date	Duration	Outcome	Language	Channel	Actions
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⚡ Action: Open the Channel filter. Pick Chat. Combine it with the date pickers or the Outcome and Language filters to narrow the list further.

✅ What you should see: The dropdown offers All, Voice, Chat, and Email. The table narrows to matching sessions as soon as you pick one. Web chat sessions display a "Web" channel chip. Clearing a filter back to All restores the full history.

3 Step 3

The screenshot displays the Ringle interface. On the left is a sidebar with navigation options: Dashboard, Chat, Voice, Blueprints, Experiments, Helpdesk, Analytics (selected), Settings, and Sharing. Below the sidebar, there's a 'Demo Owner' toggle and a 'Log Out' button. The main content area is titled 'SessionDetail - text::61' and includes a 'Back to Analytics' link. It is divided into two panels: 'Session' and 'Transcript'. The 'Session' panel shows metadata: Language (en-US), Started (7/9/2026, 10:10:35 PM), Ended (7/9/2026, 10:12:53 PM), Outcome (Completed), Turns (6), and Translation (Disabled). The 'Transcript' panel shows a chat conversation with five turns. Bot turns are on the left in light gray bubbles, and User turns are on the right in blue bubbles. The conversation starts with a welcome message from the bot, followed by a user asking for help, and then a detailed order status update from the bot.

Session

Language
en-US

Started
7/9/2026, 10:10:35 PM

Ended
7/9/2026, 10:12:53 PM

Outcome
Completed

Turns
6

Translation
Disabled

Transcript

Bot - Turn 0
Welcome! I'm Ringle — I can help with order status, returns, exchanges, subscriptions, and more. Can I get your name?
7/9/2026, 10:10:35 PM

User - Turn 1
Sam Johnson
7/9/2026, 10:10:58 PM

Bot - Turn 2
How can I help you today, Sam Johnson?
7/9/2026, 10:10:59 PM

User - Turn 3
What's the status of my order DEMO-20260710-EC91FC?
7/9/2026, 10:11:19 PM

Bot - Turn 4
One moment...
7/9/2026, 10:11:19 PM

Bot - Turn 5
Here are your order details: Status: processing. Items: Screen Protector, Wireless Earbuds. Total: \$178.18. You can cancel this order. What would you like to do?
7/9/2026, 10:11:19 PM

Action: Click View on a session.

✓ **What you should see:** The Session Detail page opens with a Back to Analytics button. The Session card summarizes the metadata: language, start and end time, outcome, turn count, and whether translation was enabled. The Transcript card replays the whole conversation as chat bubbles: bot turns on the left, user turns on the right. Each bubble is labeled with its turn number and timestamp.

Troubleshooting

- “No sessions found”: no conversation has finished in this workspace yet, or the filters exclude everything. Clear the date pickers and set Outcome and Channel back to All.
- A conversation you ran a moment ago is missing: sessions appear once the conversation ends. Click Stop on the Chat or Voice page, then return to Analytics.

- The transcript contains bot lines you never saw in the chat window, such as “One moment...” or follow-up questions: the transcript is the verbose record and includes interim turns the live chat view may not have rendered. It is the more complete account of the session.
- The transcript card says “No transcript available”: the session ended before any turns were exchanged (for example, Start followed immediately by Stop).
- The transcript card says “This transcript is no longer retained.”: the transcript for that session has been cleaned up. The Session card still shows the session’s metadata.

Notes

- Routes: `/demos/:demoWorkspaceId/analytics` (list) and `/demos/:demoWorkspaceId/analytics/:callId` (session detail).
- Source components: `pages/demo-workspace/DemoWorkspaceAnalytics.jsx` and `pages/demo-workspace/DemoWorkspaceSessionDetail.jsx` in the portal app.
- The detail page shows outcome, turn count, and translation state; it does not show per-turn latency or quality scores.
- Analytics covers demo workspace sessions only, so browsing and filtering here is always safe.