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Enterprise AI



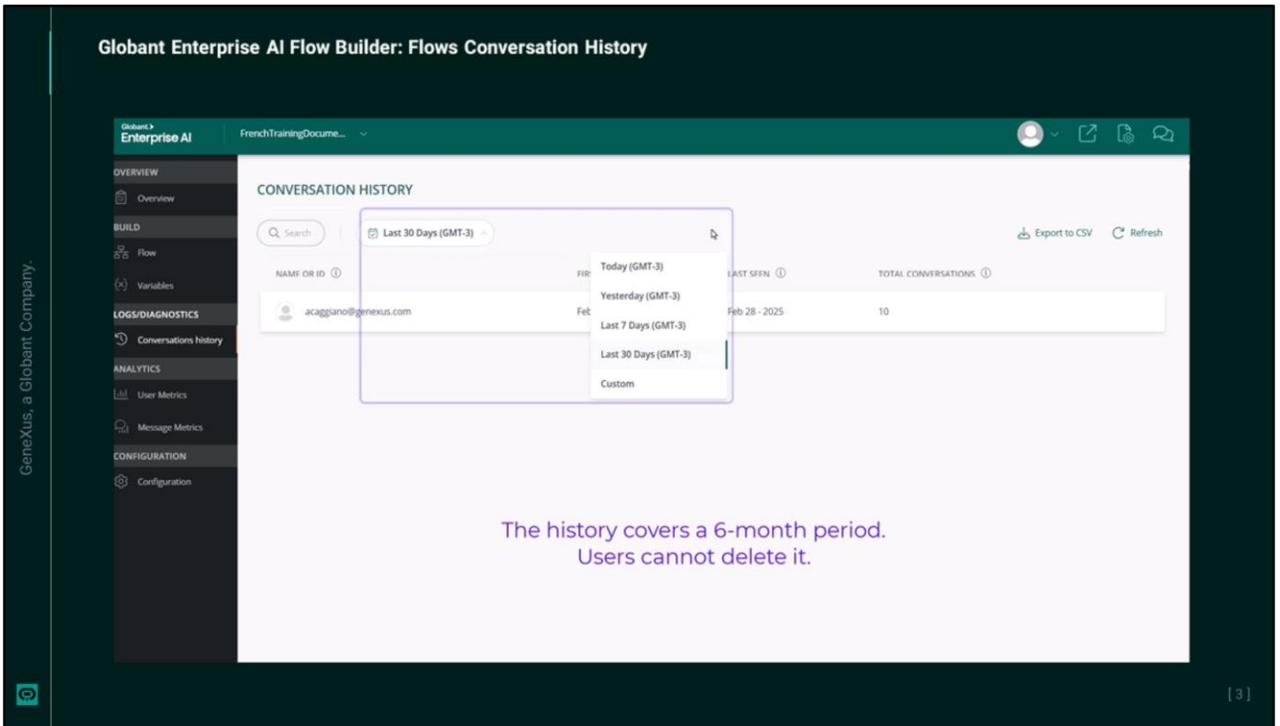
Globant Enterprise AI Flow Builder

Flows Conversation History



Alejandra Caggiano

Let's learn a little more about the Conversation History option under the Logs/Diagnostics section in the Flow Builder side menu.



This option displays the history of all conversations between end users and flows.

In the upper part of this window, we see that we can search for a specific user or a conversation in the history. And we can also filter by time period, adjusting the dates to see the conversations that took place in that period. The default value is the last 30 days.

We can also export the conversation history to a CSV file, which facilitates its analysis outside the platform.

Then the Refresh option updates the list of conversations to show the most recent ones.

Good. Each entry in the list includes the user's name or identifier along with its icon. In this case we see the email.

We also see the date on which the user interacted with the flow for the first time, and the date on which the user interacted for the last time.

And the user's total number of conversations is also displayed, with a link to view the details of each one.

performed during the process.

At the top of this section, we also see the option to perform specific searches for conversations using keywords, and the option to filter by a time interval, showing the conversations carried out in that period.

As for the Refresh option, it updates the list showing the most recent conversations.

Good. Next, we will talk about configuring Flows.

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