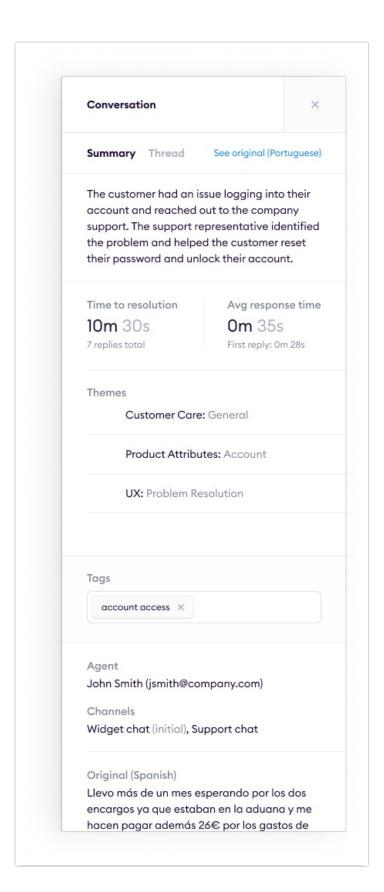# Conversation Summarization in Alchemer Pulse

This FAQ document will guide you through the key features and benefits of the Conversation Summarization feature and explain how you can switch between viewing the summary and the conversation thread within our app.

Conversation ✕

Summary   Thread   See original (Portuguese)

The customer had an issue logging into their account and reached out to the company support. The support representative identified the problem and helped the customer reset their password and unlock their account.

Time to resolution | Avg response time
10m 35s | **0m** 35s
7 replies total | First reply: 0m 28s

Themes

Customer Care: General

Product Attributes: Account

UX: Problem Resolution

Tags

account access ✕

Agent
John Smith (jsmith@company.com)

Channels
Widget chat (initial), Support chat

Original (Spanish)
Llevo más de un mes esperando por los dos encargos ya que estaban en la aduana y me hacen pagar además 26€ por los gastos de

What is Summarisation?
Summarisation is a powerful addition to our product that utilizes chatGPT to automatically

summarise your customer support conversations. It analyses the back-and-forth turns between a customer and an agent and generates a concise summary in bullet point format, highlighting the key points and insights of the conversation.

What are the benefits of using Summarisation?

- Time-saving: Instead of manually reading through lengthy conversations, summarisation provides you with a quick overview, enabling you to understand the essential details and take action efficiently.

- Improved productivity: By having access to a condensed summary, you can extract valuable information without having to go through the entire conversation, helping you prioritise and respond to customer inquiries more effectively.

- Enhanced decision-making: The summarised insights allow you to identify trends, recurring issues, and important customer feedback, empowering you to make data-driven decisions.

How do I access the Conversation Summary?

To access the conversation summary, follow these steps:

1. Open the conversation thread you wish to view.

2. Look for the "Summary" button or icon, located in the upper-right corner of the conversation view.

3. Click on the "Summary" button to switch to the summarised view.

You can easily switch back to the full conversation thread after viewing the summary. Simply click 'Thread' to switch back to the whole conversation. Your preferred view will be saved so the next time you open another Conversation you will be able to see the Summary or Thread by default.

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