

# Exporting Conversation Transcripts

RTT conversations transcripts can be exported in the following way:

## ❑ Exporting a single conversation transcript

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A single conversation transcript can be retrieved via the following endpoint:

```
GET https://augment.parloa.com/api/v1/conversations/{tenantSlug}/{id}/e
```

## Parameters

- `tenantSlug` – Identifier of the tenant from which the data is provided.
- `id` – The ID of the relevant conversation.
- `apiKey` – The key generated from the UI for the specific tenant.

Access is only available for Admin users of the relevant tenant with a valid `apiKey`.

## How it Works

### Generating the File

- Input the URL with the relevant parameters.
- When executing the command, a `.CSV` file will be generated and downloaded to the relevant location for the requested conversation.

### Example URL

```
https://augment.parloa.com/api/v1/conversations/rtt-live-project/6xxxxx
```

## Output (CSV)

**File Name:** `conversation_date_id_caller_locale--agent_locale.csv`

**Example Name:** `conversation_2024026_65b3cc40c184555a1b433455_pt-PT--fr-FR.csv`

## ☑ Exporting multiple conversation transcripts

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A single conversation transcript can be retrieved via the following endpoint:

```
GET https://augment.parloa.com/api/v1/conversations/{tenantSlug}/export
```

## Parameters

- `tenantSlug` – Identifier of the tenant from which the data is provided.
- `apiKey` – The key generated from the UI for the specific tenant
- `limit` – Maximum number of conversation to be retrieved
- `from` – Date and time ISO 8601
- `to` – Date and time ISO 8601
- `type` – Type of conversation practice or normal (production) call

Access is only available for Admin users of the relevant tenant with a valid `apiKey`.

## How it Works

### Generating the File

- Input the URL with the relevant parameters.
- When executing the command, a `.CSV` file will be generated and downloaded to the relevant location for the requested conversation.

**Example URL**

Example URL

https://augment.parloa.com/api/v1/conversations/rrt-live-project/export

Output (CSV)

File Name: conversations-fromdate-todate.csv

Example Name: conversations-2025-01-21-2025-01-23.csv

Output Fields when exporting Transcripts

Field	Description
timestamp	Time when the message was created
actor	Who sent the message, caller or agent
actorLocale	Source locale of the message
originalText	Transcript of the original message in the actor's locale
targetLocale	Target locale to which the original message is translated
standardTranslation	Translation of the original message by Azure
enhancedTranslation	Translation of the original message by DeepL
englishTranslation	Translation of the original message in English language