

ChatEscalateDto

September 4, 2026

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Kind: Class

Source: [atloria-monorepo/apps/api/src/project/dto/chat-escalate.dto.ts](https://github.com/atloria-monorepo/apps/api/src/project/dto/chat-escalate.dto.ts)

Body for the PUBLIC chat → human escalation endpoint

(`POST /public/p/:slugWithId/chat/escalate`).

All fields are optional: the widget is anonymous and we never want to block a "Talk to a human" click on missing data. Email is validated only when present.

`transcript` arrives as newline-joined "role: content" lines from the widget; the controller parses it back into structured turns before handing off to `IssuesService.createFromChatEscalation`.

Properties

Property	Type
<code>email</code>	<code>string</code>
<code>note</code>	<code>string</code>
<code>question</code>	<code>string</code>
<code>transcript</code>	<code>string</code>
<code>sessionId</code>	<code>string</code>