



[Feature Request](#) > [Transcript retrieval](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Transcript retrieval Collecting Feedback

Becky •

Forum name: #Feature Request •

Emojis are not showing up to agents when the customer sends them. No option for agents to .send emojis to customers either

.First letter of the word goes to the end when a customer sends a message