



[Help Center](#) > [Spätná väzba](#) > [Feature Request](#) > [Transcript retrieval](#)

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.