Migrating EU Chat Touchpoints

Please follow the prerequisites and steps as below to migrate European Union (EU) chat touchpoints that were **created before May 22nd, 2024** from the United States (US) to the EU instance.

Prerequisite Conditions [Mandatory]:

- When the customer's website incorporates Content Security Policy (CSP) checks, it's imperative to **add CSP rules** to Talkdesk Chat into the website. Failure to do so will lead to the Chat Widget being unusable.
- Verify that all Chat Touchpoints associated with your Talkdesk Account are **set to an INACTIVE status**. Failure to deactivate active Chat Touchpoints will disrupt the entire migration process, maintaining Chat connected with the US Instance.
- Ensure that **all current Chat Conversations linked to the Talkdesk Account are closed**. This step is crucial before proceeding to the next stage.

Step 1: Uninstall and install the Chat App under the Talkdesk Account.

Step 2: Re-activate Chat Touchpoints under the target Talkdesk Account.

Important Note:

We strongly recommend following the prerequisites and migration steps above to avoid potential issues. Failure to do so will lead to the following issues.

- Missing Talkdesk Chat-related CSP rules.
  - This will cause the Chat Widget to be completely unavailable, preventing users from contacting customer support through this channel.
- Not closing ongoing chat conversations and deactivating the chat touchpoint during migration.
  - Ongoing chat conversations will be **frozen**, preventing further message exchange between the contact and agent.
  - Contacts may miss out on post-chat surveys sent through the chat widget.
  - Agents are not able to access the message history of ongoing conversations within the Conversation App.
  - Essential functionalities like assigning, unassigning, or transferring ongoing conversations will be unavailable to agents.

Note: *Prior to using the Conversations app following migration, agents must refresh the Conversations app page.*

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