



[Feature Request](#) > [Customizing timeout before agent takes chat](#) < [مركز المساعدة](#) < [اقتراحات](#)

Customizing timeout before agent takes chat Under Review

- CM Christian Mattart
- اسم المنتدى: # Feature Request

When agents are online but don't take the chat for any reason, we should be able to customize timeout. At the moment, it will take around 2 minutes before timing out and display the ticket creation form