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I want to be able to set a Users name and email automatically in the Chat Widget Collecting Feedback

- Josué Teixeira
- **Enw'r Fforwm:** #Feature Request

I would like it to be possible for me to set the Name and Email automatically in the Chat Widget when a user clicks on chat. I am unable to see how this is possible, so am submitting a feature request.

Sylw (1)

Peter Evrard

6 years ago

on the page

<https://support.deskpro.com/en/kb/articles/adding-an-embedded-contact-form-to-your-website> It states Prefilling user details On a dynamic website, when you already have the user's name or email (for example because they are logged into your site) you can have them prefilled in the form by setting these variables: `DpNewTicket_Options.formUserName = '';` `DpNewTicket_Options.formUserEmail = '';` I can't get this to work. Is there a more elaborate example (javascript) that shows how this is achieved?