



[Hjælpecenter](#) > [Community](#) > [Feature Request](#) > [User chat: Automatic greeting when agent is assigned a chat](#)

User chat: Automatic greeting when agent is assigned a chat Finished

- Christopher Nadeau
- **Navn på forum:** #Feature Request

Add the ability to automatically send a greeting once an agent is assigned a chat. For example, it might say "hello" and then ask the user to describe their issue.