



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Ability to change chat widget appearance based on whether agent is available or not](#)

## **Ability to change chat widget appearance based on whether agent is available or not Collecting Feedback**

- Lauren Cumming
- **Forum name:** #Feature Request

Further customization to chat widget based on whether agents are online or not e.g if no agents are available be able to change the text to something like Sorry no one is available right now etc. / edit the pop up