



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Ability to open a chat with an agent-side](#)

Ability to open a chat with an agent-side Planning

- alex
- **Forum name:** #Feature Request

You will realize the possibility of opening a chat agent. For example: If the user is currently logged into the service support, the Agent has the ability to open a chat from the circulation of the user. Mark: Not only from the user's card, and of his ticket Thus, we can significantly increase the speed of resolution of the issue.

Comment (1)

**Tommy Jackson**

11 years ago

Agree. Currently we open notepad on the user's desktop and communicate with that. We don't think we want the user initiating a chat, but would like the agent to be able to.