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## **Chat permissions options, view historical chats. Collecting Feedback**

- LP Lu Parente
- **Forum name:** #Feature Request

In the situation where you have non-chat agents which need access to old chat logs to perform their duties, you will have to give them access to the live chat system, allowing them to mark themselves online. This can be improved to allow users to access old transcripts, but never use the actual chat system.

Thank you!