



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Customizing timeout before agent takes chat</u> Customizing timeout before agent takes chat Under Review

- Christian Mattart
- Forum name: #Feature Request

When agents are online but don't take the chat for any reason, we should be able to customize timeout. At the moment, it will take around 2 minutes before timing out and display the ticket creation form.