



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Hyperlinks in "busy" message in chat</u> Hyperlinks in "busy" message in chat Collecting Feedback

- Colin Dunn
- Forum name: #Feature Request

Add the ability to specify a hyperlink in the "busy" message which end users receive if no agents are available to take their live chat.