



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Option for agents to write in chat after user has left / timed-out](#)

Option for agents to write in chat after user has left / timed-out Collecting Feedback

- Elizabeth Quezada
- **Forum name:** #Feature Request

There is no option to type/write once a user timeout. Sometimes customer comes back again and type after this "user timeout" or "chat ended by user" but unfortunately agents can't answer chat anymore.