



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Option for agents to write in chat after user has left / timed-out</u>

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

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- 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.