Ability to open a chat with an agent-side Planning

- a alex
- **Forum name:** #Feature Request

You will realize the possibility of opening a chat agent. For example: If the user is currently logged into the service support, the Agent has the ability to open a chat from the circulation of the user. Mark: Not only from the user's card, and of his ticket Thus, we can significantly increase the speed of resolution of the issue.

Comment (1)

tommy jackson
13 years ago
Agree. Currently we open notepad on the user's desktop and communicate with that. We don't think we want the user initiating a chat, but would like the agent to be able to.