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Ban someone from the LiveChat Finished

- AW Aiven - WowReach
- **Forum name:** #Feature Request

It is important to be able to ban someone annoying from the LiveChat if we consider him abusing of this function. It could be great to define a duration in his profile directly from the agent panel. In the front-end, the best thing is just to hide the LiveChat if he is banned, so the customer don't know he is banned but cannot chat during the ban period.

Comment (1)

Earle Steel

9 years ago

Hello Aiven, This is a great question, thank you. You are able to block a user from chatting, if you were to log on to our support site (support.deskpro.com), click on Guides > Agent Guide > Chat > Chatting with Users > Chat Details > Block User. Or you follow the link I have provided below.

<https://support.deskpro.com/en/guides/agent-guide/chat/chatting-with-users#chat-details> Please contact our Support Team if you have any further queries