



 $\underline{\text{Help Center}} > \underline{\text{Community}} > \underline{\text{Feature Request}} > \underline{\text{Hyperlinks in "busy" message in chat}}$

Hyperlinks in "busy" message in chat Collecting Feedback

- CD 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.