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Only allow user to start chatting once agent has joined Finished

- Joël Messas
- **Forum name:** #Feature Request

Currently in chat a user can start writing their request before an agent joins the chat.

Sometimes a user will write a request and an agent won't join. Then the chat will timeout and request the user to log a ticket. This means a user will have to essentially write out their request twice/waste time writing a message that won't be viewed by an agent.

We'd like to have the option to disable the user's ability to start chatting until the agent joins hence meaning all their chat will be viewed by an agent.

Comments (2)

BG Bill Gabay

8 years ago

Can we an option to prevent online customers from entering their messages BEFORE a CSR joins in and sends out a greeting?

Lara Proud

2 years ago

We have made changes to Live Chat in the latest version of Deskpro, this is to improve the interaction for users and help provide information agents need to get back to them.

Now, users do not have to manually re-submit information to log a ticket if the Chat times out and they aren't connected to an Agent, they will simply be asked to input their Name and Email address to make sure you have enough information to reach back out and resolve the issue:

Support conversation

BSE

What can we help you with today?

Hi, I need help updating my address on my account!

PH

BSE

Sorry that no one was able to handle your query right now. If you provide you're name & email address, we'll get back to you.

 Would you like an agent to contact you?

Enter your name and your email address and one of our agents will get back to you as soon as possible.

Name *

Email *

Submit

If the chat is missed, it is logged as a missed chat ticket with the information entered by the User visible on the helpdesk, meaning agents can get back to the user, this will look something like below:

The screenshot displays two parts of a user interface. The top part is a chat window with a blue header labeled 'CHAT'. It shows a message from 'Paul Hill <p.hill@example.com>' with a red warning box that says '! User identity not confirmed'. The message content is 'Hi, I need help updating my address on my account!' and is timestamped '1:13:42 PM'. The bottom part is a purple 'USER NOTE' box. It contains the text: 'Chat missed at 2024-02-06 13:13:30: Paul Hill requested to be contacted on p.hill@example.com. Missed chat from Paul Hill user: Hi, I need help updating my address on my account!'. The note is timestamped '9 secs #2'.