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Only allow user to start chatting once agent has joined Collecting Feedback

- 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 (1)

Bill Gabay

2 years ago

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