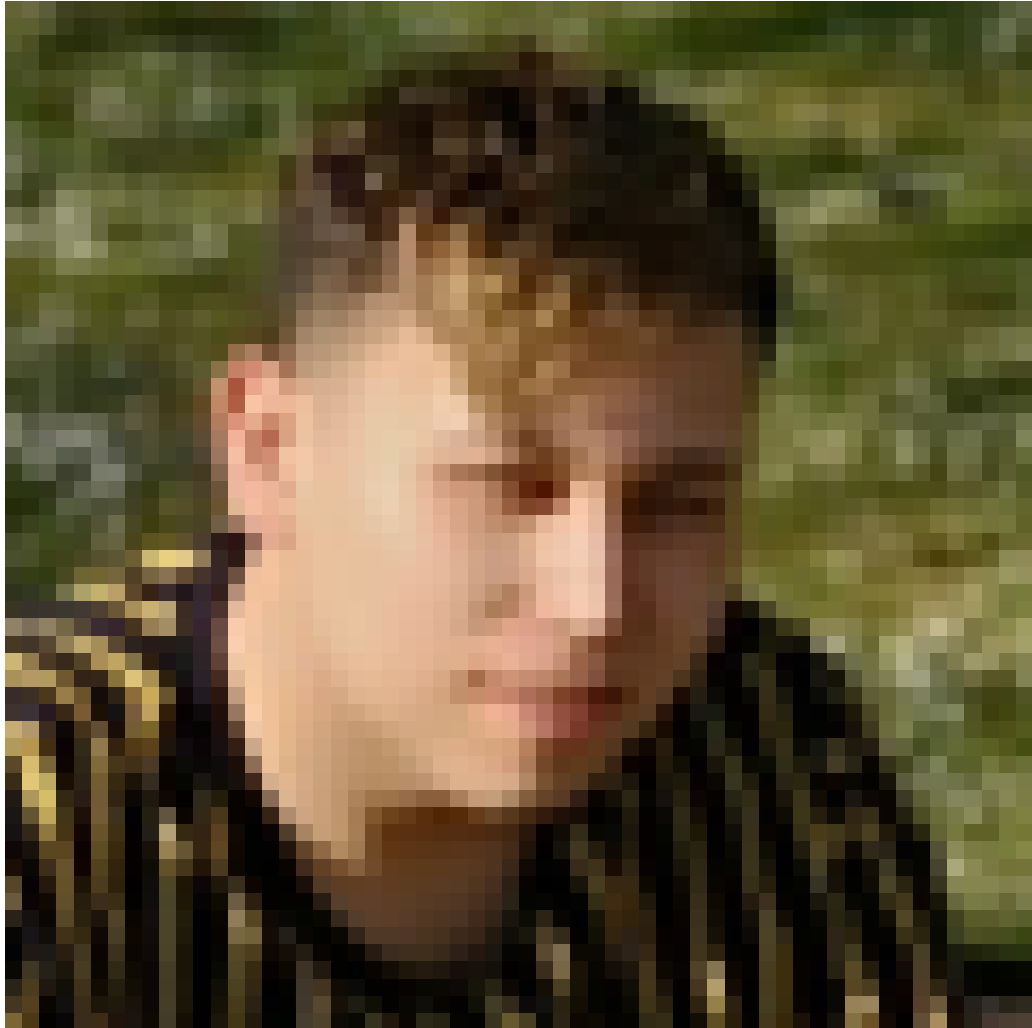




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Hyperlinks in "busy" message in chat Collecting Feedback



• 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.