



[Feature Request](#) > [Ability to open a chat with an agent-](#) < [انتقادات و پیشنهادات](#) < [Help Center side](#)

Ability to open a chat with an agent-side Planning

alex •

Forum name: #Feature Request •

You will realize the possibility of opening a chat agent. For example: If the user is currently logged into the service support, the Agent has the ability to open a chat from the circulation of the user. Mark: Not only from the user's card, and of his ticket Thus, we can significantly .increase the speed of resolution of the issue

(Comment (1

Tommy Jackson

12 سال پیش

Agree. Currently we open notepad on the user's desktop and communicate with that. We .don't think we want the user initiating a chat, but would like the agent to be able to