



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Option for agents to write in chat after user has left / timed-out</u>

Option for agents to write in chat after user has left $\mbox{\it /}$ timed-out Collecting Feedback

• EQ Elizabeth Quezada

• Forum name: #Feature Request

There is no option to type/write once a user timeout. Sometimes customer comes back again and type after this "user timeout" or "chat ended by user" but unfortunately agents can't answer chat anymore.