



[Feature Request](#) > [Option for agents to write in chat after user has left / timed-out](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Option for agents to write in chat after user has left / timed-out Collecting Feedback

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