



[Centre d'aide](#) > [Communauté](#) > [Suggestion](#) > [Disable transcript download](#)

Disable transcript download In Development

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- **Nom du forum:** #Suggestion

I would like to request a feature to disable the chat transcript to be downloaded by User and Agents according to Admin set up.

Also, allow the chat transcript depending on some chat criteria such as:

- The Agent has responded.
- The Agent hasn't responded.
- Others.