



[Centre d'aide](#) > [Communauté](#) > [Feature Request](#) > [Option for agents to write in chat after user has left / timed-out](#)

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

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- **Nom du forum:** #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.