



<u>Help Center</u> > <u>Tanggapan</u> > <u>Feature Request</u> > <u>User chat: Automatic greeting when agent is assigned a chat</u>

User chat: Automatic greeting when agent is assigned a chat Finished

• Christopher Nadeau

• Forum name: #Feature Request

Add the ability to automatically send a greeting once an agent is assigned a chat. For example, it might say "hello" and then ask the user to describe their issue.