



 $\underline{Hulpcentrum} > \underline{Gemeenschap} > \underline{Feature\ Request} > \underline{Customizing\ timeout\ before\ agent\ takes\ chat}$

Customizing timeout before agent takes chat Under Review

• CM Christian Mattart

• Naam forum: #Feature Request

When agents are online but don't take the chat for any reason, we should be able to customize timeout. At the moment, it will take around 2 minutes before timing out and display the ticket creation form.