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Ban someone from the LiveChat Finished

- Aiven - WowReach
- **Forum Navn':** #Feature Request

It is important to be able to ban someone annoying from the LiveChat if we consider him abusing of this function. It could be great to define a duration in his profile directly from the agent panel. In the front-end, the best thing is just to hide the LiveChat if he is banned, so the customer don't know he is banned but cannot chat during the ban period.

Kommentar (1)

**Earle Steel**

6 år siden

Hello Aiven, This is a great question, thank you. You are able to block a user from chatting, if you were to log on to our support site ([support.deskpro.com](https://support.deskpro.com)), click on Guides > Agent Guide > Chat > Chatting with Users > Chat Details > Block User. Or you follow the link I have provided below.

<https://support.deskpro.com/en/guides/agent-guide/chat/chatting-with-users#chat-details>

Please contact our Support Team if you have any further queries