



<u>Hjelpesenter</u> > <u>Samfunnet</u> > <u>Feature Request</u> > <u>Option for agents to write in chat after user</u> <u>has left / timed-out</u>

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

- Elizabeth Quezada
- Forum Navn': #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.