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[side](#)  
Ability to open a chat with an agent-side Planning



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alex

- **Nome do fórum:** #Feature Request

You will realize the possibility of opening a chat agent. For example: If the user is currently logged into the service support, the Agent has the ability to open a chat from the circulation of the user. Mark: Not only from the user's card, and of his ticket Thus, we can significantly increase the speed of resolution of the issue.

Comentário (1)



**Tommy Jackson**

há 12 anos

Agree. Currently we open notepad on the user's desktop and communicate with that. We don't think we want the user initiating a chat, but would like the agent to be able to.