



[Help Center](#) > [Comentário](#) > [Feature Request](#) > [Customizing timeout before agent takes chat](#)

Customizing timeout before agent takes chat Under Review

- Christian Mattart
- **Forum name:** #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.