



## <u>Centro de Suporte > Comunidade > Feature Request > Option for agents to write in chat</u> <u>after user has left / timed-out</u>

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

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- Nome do fórum: #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.