



<u>Centro de Ajuda</u> > <u>Comunidade</u> > <u>Feature Request</u> > <u>Customizing timeout before agent takes</u> <u>chat</u>

Customizing timeout before agent takes chat Under Review

• CM Christian Mattart

• Nome do Fórum: #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.