Converting Chats to Tickets automatically Finished

- Bill Gabay
- **Forum name:** #Feature Request

Is it possible to have completed chats convert to resolved tickets automatically? Currently, our agents convert completed chats to resolved tickets as part of their workflow. It would make us more efficient if this was done automatically.

Thanks!

Comment (1)

Lara Proud

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Deskpro's core functionality around Chats has changed with the release of the latest version of the product, Deskpro Horizon. Now Chats also creates tickets in the helpdesk which means agents no longer have to manually convert completed chats into tickets.