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XMPP support for Live Chat Collecting Feedback

- TL Tom Lucas
- **Forum name:** #Feature Request

It would be great to allow agents to interact in live chats via their regular IM client using XMPP. While the agent would not have all the functionality of the Live Chat window in Deskpro, it would allow for a smooth, easy to use experience when agents are using XMPP IM for interaction with other staff already.