



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>Customizing timeout before agent takes</u> <u>chat</u>

Customizing timeout before agent takes chat Under Review

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- Ime foruma: #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.