Agent Instigated Chat Collecting Feedback

- Azeem Javed
- **Forum name:** #Feature Request

Is there a function where we can send a link to customers so they can chat with us on there, and have the chat automatically start?

Rather than the website where we have to sign in.

We want to control who can and can't chat with us.

Comment (1)

Brandon Williams

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This sounds like a great idea - We often tend to chat over Hangouts with users relating to tickets they have open - It would be great to bring this all in to Deskpro and have it logged in the ticket.