



[Yardımler Merkezi](#) > [Topluluk](#) > [Özellik Talebi](#) > [Özellik Talebi: Önce temsilci sohbeti alır](#)

Özellik Talebi: Önce temsilci sohbeti alır Under Review

- Christian Mattart
- **Forum adı:** #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.