



[Yardımler Merkezi](#) > [Topluluk](#) > [Feature Request](#) > [Customizing timeout before agent takes chat](#)

Customizing timeout before agent takes chat Under Review

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- **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.