

Inactivity timeout & surfing on the web site without disconnecting chat

The chat is only available on web pages that has the chat form implemented. If a chatter during a chat-conversation moves to a web page on a different domain or a page on the same domain not containing the chat code (in the same browser tab), the ongoing chat is kept alive for approximately 3 minutes before it is disconnected and ended.

To avoid ongoing conversations to be disconnected when a chatter leaves the chat and moves to other web pages (within your own domain), you must include the chat code on those pages. This enables chatters to surf between your web pages without disconnecting the chat conversation.

For this to work, it is essential that “Customer key” and “Queue key” are the same for all pages the chatter should be able to surf on without disconnecting the chat.