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## How to take agent off LiveChat.

1. Click on Agents icon located on the menu on the left form your screen.



2. Click on the agent



3. On the right hand side of your screen, click on the pencil to edit the agent's information

Sarah Agent Customer Service Representative sterenzi@arlon.com	4
✓ Groups General	
6 General	
EMEA English	

4. Scroll down to fin the option to Delete Agent.

Chats limit	
3 × concurrent chat	ts (3 is optimal for rookies)
Status after logging in	
Accept chats	
<ul> <li>Don't accept chats</li> </ul>	
	Hannada In Britismur
Working hours	opgrade to business
This feature lets you schedule w	working hours for agents. It automatically switches
when off.	uning working nours, and to bon't accept chats
Delete agent	
Archived chats will not be remo	oved, but all statistics will be lost. Delete agent.

5. End