



LiveChat

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Director of Global Support at a hospitality company with 51-200 employees

it_user385002

WHAT IS MOST VALUABLE?

As a manager I use all features, but reporting and setting are my personal favorites because they're easy to use and provide data that helps you with the right decision.

HOW HAS IT HELPED MY ORGANIZATION?

Since we started to use LC we managed to increase our customer satisfaction level, increase sales and most important thing to speed up our interaction with our customers because it's all "in real time".

WHAT NEEDS IMPROVEMENT?

I have sent my feedback to their development team. I asked them for more filtering options for reporting and Agent profile permissions. This was because I wanted more options while creating agents profile, skill levels etc. They've added these into a beta version which I'm currently testing.

FOR HOW LONG HAVE I USED THE SOLUTION?

Since 2012.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We didn't encounter any issues with deployment, everything went rather smooth and I have to say pretty fast without taking too many hours of our IT team.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

None. This app is stable, not causing any problems on our website. running smoothly. I don't recall we ever had any problems.



WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

None. We didn't encounter any issues with scalability, we have more and more chats, tickets, rates, signups but it all works perfectly.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: They really try hard to help you ASAP, from my personal experience they are fast, reliable and customer friendly, always trying to find solution for you. Technical Support: Excellent, I did needed their advice few times and I must say they were always there and managed to resolve my request.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

No, this was the first application we tried and decided we don't change anything because we are super happy with it.

HOW WAS THE INITIAL SETUP?

It was easy to set everything up, it didn't take too long and it required minimum effort from our IT team. after it's set up it can be managed by non tech person.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented all in-house, with LC tech help and advice, but like I've already explained, it took minimum effort to do that.

WHAT WAS OUR ROI?

I'm not about to write an essay of 120 characters to explain our ROI, I'll just say we earn more than it costs. We use it since 2012, so you do the math.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

It's always a question what was before, the chicken or the egg, right at start your customers will probably need to get used to the idea of having this option but when it starts you will increase number of chats rapidly, so try to make some tests first and have faith, add more agents to the job.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We did investigate but pretty soon we realized we want LC, I really don't remember how this all went back in 2011. When we started to discuss this idea so I don't feel comfortable writing about it.

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