

Freedom of Information Act 2000 – Request Reference FoI/24/204
Live Chat Tool

1) Do you use a tool for live chat/ web chat?

No.

2) If so, which supplier do you use for this tool?

Not applicable.

3) How much do you spend annually on a live chat/ web chat tool?

Not applicable.

4) Which month & year does your contract with your supplier end?

Not applicable.

5) Who is the budget holder for this contract?

Not applicable.

Live chat is a tool that connects customers with actual, human support representatives. This allows your users to resolve issues in real time. Using live chat, customers can get answers quickly. They'll spend less time waiting to find a solution or sifting through a knowledge base on your website.