

2011 Live Chat Support Software Review Product Comparisons

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[TopTenREVIEWS](#) | [Software](#) | [Internet / Ecommerce](#) | Live Chat Support Software Review

Rank	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10
	LiveHelpNow	Velaro	WebsiteAlive	Livehelper	LivePerson	WhosOn	KirzenChat LiveHelp	BoldChat	LiveChatNow!	PHP Live
cellent										
ry Good										
od										
ir										
or										
Reviewer Comments										
Monthly Price										
	\$21.00	\$52.95	\$69.95	\$39.95	\$99.99	\$39.00	\$4.95	\$49.00	\$19.50	\$49.95
Overall Rating										
Ratings										
Ease of Use										
Setup Ease										
Multi-Tasking Ease										
Monitoring Capabilities										
Feature Set										
Help/Support										
Scalability										
View Specification	Go!	Go!	Go!	Go!	Go!	Go!	Go!	Go!	Go!	Go!
View Screenshots										
Additional Pricing Info.	1 Operator per Month									
	\$21	\$49.95	\$69.95	\$39.99	\$99	\$39	\$4.95	\$49.00	\$19.50	N/A

Proactive Invitation Who Is Browser Lookup Website Statistics Summary Capture of Visitor Data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customer Support										
24/7 Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Live Chat Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Toll-Free Telephone Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Supported Configurations										
Windows Vista	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Windows 7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Windows XP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Reviewer Comments	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW	READ REVIEW
Monthly Price	BUY \$21.00	BUY \$52.95	BUY \$69.95	BUY \$39.95	BUY \$99.99	BUY \$39.00	BUY \$4.95	BUY \$49.00	BUY \$19.50	BUY \$49.95

*These programs only support iPhones for mobile support.

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Rank	#11	#12	#13
	123 Live Help	Live2Support	SiteChatter.com
			
Reviewer Comments			
Monthly Price			
	\$49.00	\$8.99	\$29.95
Overall Rating			
Ratings			
Ease of Use			
Setup Ease			
Multi-Tasking Ease			
Monitoring Capabilities			
Feature Set			
Help/Support			
Scalability			
View Specifications	Go!	Go!	Go!
View Screenshots			
Additional Pricing Info.			
1 Operator per Month	\$50.00	\$8.99	\$29.95
5 Operators per Month	\$250.00	\$39.95	\$29.95
20 Operators per Month	\$1000.00	N/A	\$29.95
Max Number of Operators	Unlimited	5	Unlimited
Cost per Month for Additional Operators	\$50.00	N/A	\$29.95
Features			
Online/Offline Status			
Mobile Phone Chat			
Online/Offline Messaging System			
Built-In Chat Buttons/Images			
Customizable Chat Buttons			
Customizable Chat Window			
Remote Administration			

[Self-Generating Scripts](#)



Chat Operator Convenience

[Sound Alerts](#)



[Visual Alerts](#)



[Canned Greetings](#)



[Modify Canned Greetings](#)



[Built-In Spell Checker](#)

[Multiple Chat Sessions](#)



[Chat Transfer to Other Operators](#)



[Preview Text Before Visitor Sends Message](#)



Chat Customer Convenience

[Typing Indicator](#)



[Email Chat Transcripts](#)



[Force Images](#)

[Force Webpages](#)



[Document Sharing](#)

[Co-Web Browsing](#)



Marketing Features

[Floating Invitation to Chat](#)



[Live Keywords](#)

[Advertising Features](#)



[Customer Survey](#)



Safety Features

[SSL Secure Data Transfer](#)



[Block IP Addresses](#)



Tracking Abilities

[Repeat Visitor Identification](#)



[Visitor History/Transcripts](#)



[Track Visitor Refer](#)



[Track Visitor Footprints](#)



Traffic Monitoring Abilities

[Real-Time Visitor Monitoring](#)



[Real-Time Visitor Alert](#)



[Proactive Invitation](#)



[Who Is Browser Lookup](#)

[Website Statistics Summary](#)

[Capture of Visitor Data](#)



Customer Support

[24/7 Support](#)

[Live Chat Support](#)

[Email Support](#)

[Toll-Free Telephone Support](#)

Supported Configurations

Windows Vista

Windows 7

Windows XP



Reviewer Comments



Monthly Price



\$49.00

\$8.99

\$29.95

*These programs only support iPhones for mobile support.

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Review of...

Why Use a Live Chat Support Service?

Online consumers are some of the most impatient and demanding around. They expect answers from your online support group right away when they're only as quick as their computer's Internet connection and processor speed.

Fortunately, **live chat support software** makes it possible for your operators to answer questions, interact and solve problems at unprecedented speeds. It also gives you vital information about how consumers got to your site, how long they've been there and where they committed to buy or decided to bail, giving you new insight into what's working with your website and what's not.

Even though it's flexible enough to fit any support service, whether technical, sales or information-based, choosing the one that fits your needs can be time-consuming.

Within this site, you'll find [articles on live chat topics](#) and comprehensive reviews to help you make an informed decision on which live chat customer support service is right for your business.

At TopTenREVIEWS We Do the Research So You Don't Have To.™

What to Look for in Live Chat Service

We've highlighted attributes that we consider to be most important when purchasing live chat support software.

Easy Setup & Operation

Look for a live chat service that is simple to set up and maintain.

Customer Convenience

Little conveniences make all the difference to a customer, like knowing their question is receiving attention even before the live chat operator sends the response (typing indicator) or the offer to email a transcript of the live chat session to the customer afterward.

Big conveniences make a difference too, like your customers' ability to receive documents, images or the right webpage from your live chat operator. Look for features like these to delight customers.

Operator/Manager Convenience

Make live chat simple, not a chore for your operators. Features that add to operator convenience include: prewritten chat greetings you can edit, visual and sound alerts, a built-in spellchecker, ability to run several chat sessions at the same time and the ability to transfer live chats to other operators.

Built-in, customizable chat buttons and images can reinforce your company's branding efforts and remote administration means you can make changes on the fly from any computer. Management will be delighted with the automatic online/offline status and messaging system to avoid losing a single customer.

Monitoring and Tracking Abilities

With the right tools, you can collect rich information about online visitors, including the website they came from, what pages they visit on your site and the browser they use. You can see if the visitor has been on your website before, look up past chats and customer information then launch a live chat. Some chat services offer a built-in "Who Is" browser lookup if you want to learn more about a specific customer.

Marketing Features

Top features to look for include live keywords to help you understand your customers' goals, and the ability to send your customer a survey after chat is complete. On your website, you can add a floating invitation to chat, or place advertisements in your live chat window.

All these features give you the opportunity to serve your customer better (and to get your customer's attention).

Safety Features

If you deal with sensitive data online (such as customer financial information), look for a live chat service that offers SSL secure data transfer abilities so customers can chat about sensitive issues with confidence.

The ability to block an IP address comes in handy when a customer becomes belligerent or aggressive. To avoid further confrontation (and wasted chat operator time), block that customer's computer from accessing your live chat server.

Customer Support

Look for **live chat support software** that is willing to help you in ways you find most convenient: live chat support, email and/or a toll-free telephone number. With live chat support services, you have all the tools and resources you need to turn a first-time customer into a lifetime customer.