

2020 SUMMER

CUSTOMER SUCCESS REPORT



LIVE CHAT SOFTWARE CATEGORY

An aerial photograph of a city skyline at night, featuring numerous illuminated skyscrapers and a dense urban layout. A semi-transparent white rectangular box is overlaid on the left side of the image, containing the title and a paragraph of text. The city lights create a warm, golden glow against the dark sky.

LIVE CHAT SOFTWARE OVERVIEW

Live chat is a messaging solution that your website visitors and prospective customers can use to communicate with your support agents in real time. Similar to phone and email, it is one of the communication channels commonly deployed to provide customer support. Live chat combines the best aspects of phone and email. Your customers can engage in effective two-way communication in real time with your sales, support and other agents to get their queries and issues resolved quickly and efficiently.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2020 Customer Success Awards

Check out this list of the highest rated Live Chat Software software based on the FeaturedCustomers Customer Success Report.



zendesk chat





2020 MARKET LEADERS



DRIFT



INTERCOM



eGain





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DAVID'S BRIDAL

State Farm

Davita

FIT BODY
BOOT CAMP

FAST-FIRED
BLAZE PIZZA

ABOUT BIRDEYE

BirdEye is a comprehensive customer experience platform. More than 50,000 businesses of all sizes use BirdEye every day to be found online through reviews, be chosen by customers with text messaging interactions, and be the best business with survey and insights tools. Founded in 2012, BirdEye is headquartered in Palo Alto, and led by alumni from Google, Amazon, Salesforce and Yahoo. BirdEye is backed by Salesforce founder Marc Benioff, Yahoo co-founder Jerry Yang, Trinity Ventures and World Innovation Lab.

150

Customer references from
happy BirdEye users

[VIEW ALL REFERENCES](#)

"We've doubled our monthly new client appointments, all thanks to Webchat. The ability to reach out to each website visitor and answer questions wherever I am, at any time of day is a total game-changer."

Jason Hartline
Marketing Consultant, SkinSpaMed

"It is sweet and to the point! It works! Very functional layout, easy to navigate and understand, and almost instantly started providing our company with results."

Nic Seibert
Marketing & Guest Relations Director, Mountain Laurel Cabin Rentals

"What I love most about BirdEye is their level of commitment to their customers. Everyone I have worked with at BirdEye, including their COO and CEO, has been exceptional."

Holly Carroll
Vice President, Customer Service & Contact Center, David's Bridal

"I love that I can manage reviews, send automated campaigns, and chat with customers from one place. BirdEye makes the process so simple."

Doug Wisman
D and G Dealer Services



DRIFT

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 Marketo

 alteryx | The Thrill of Solving

 skillsoft

 HubSpot

 EllieMae

ABOUT DRIFT

With Drift on your website, any conversation can be a conversion. Instead of traditional marketing and sales platforms that rely on forms and follow-ups, Drift connects your business with the best leads in real-time, like a virtual assistant for your website.

139

Customer references from happy Drift users

[VIEW ALL REFERENCES](#)



"We can chat with people quickly rather than playing phone tag. We usually book a demo within 10-15 minutes on a chat rather than days of going back and forth with someone."

Lauren Quilty
Sales Team Lead, ThriveHive



"Drift enables us to connect with people as it's most relevant. They are on our website, they are asking about pricing, they are asking about demos, and we can start talking to them while it's most relevant."

Terrance Kwok
Sales Development, Vidyad



"It makes it easier for prospects to talk to people on your team, and the benefit is that you'll see conversion rates increase both from visit-to-lead and from lead-to-customer."

John Short
VP, Workable



"I have tried live chat for the past five years and have failed four consecutive years at getting my sales team on board. Within the first 3 weeks of implementing Drift, live chat became Segment's 3rd-strongest source of qualified opportunities. Today, Drift is Segment's #1 source of qualified opportunities."

Guillaume Cabane
Vice President Marketing, Segment



INTERCOM

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ABOUT INTERCOM

Intercom offers the world's leading business messaging platform that delivers real time contextual communications to drive growth at every stage of the customer lifecycle. Intercom is the first to bring a real time messaging-first experience to sales, marketing and support teams and offers the only business messenger that powers more than chat. Its Messenger and suite of customizable toolkits are built on top of a platform that creates brilliant and personal experiences for businesses and customers. Intercom has over 30,000 customers and powers 500 million customer conversations each month.

97

Customer references from
happy Intercom users

[VIEW ALL REFERENCES](#)

"Answer Bot helps us build a better customer experience. It resolves 1 in 5 of all our inbound conversations!"

Kieran Doyle
Head of Growth, Cleo



"The Intercom Messenger has helped Chariot easily personalize communication with our commuters. It has even opened up numerous opportunities to engage with new partners!"

Chariot



"Giving prospects and customers a way to reach out to us on our marketing site via the Intercom Messenger has tremendously increased our sign up rates."

Erwan Jegouzo
Co-founder & CTO, Pippa Inc.



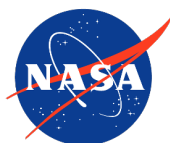
"We love the Messenger's teammate profiles - they allow us to show more personality, making it clear there's real people helping our customers - rather than faceless agents and this helps us build positive relationships."

Fog Creek Software



kayako

TRUSTED BY



ABOUT KAYAKO

Kayako is a simple customer service software that scales with your business. Kayako makes it easy to deliver an unrivaled customer support experience. Kayako started in 2001 with a goal: better customer support experience. Today, Kayako is the leading multi-channel helpdesk. Kayako is a team of more than 100 that helps 10,000s of businesses delight millions of customers using Kayako all around the world.

71

Customer references from
happy Kayako users

[VIEW ALL REFERENCES](#)



"I love that with Kayako, I can have conversations with my customers instead of just treating them like faceless tickets. This is the easiest and most efficient customer support tool that we've ever seen - and highly customizable. They're light-years beyond anyone else on the market."

Taylor Dally
IT Director, Storm Guard Restoration



"Kayako provides the best of both worlds in regards to a great real-time messaging experience and excellent conversation management. Kayako is an absolutely fantastic app that helps to keep us organized and our customers happy."

Chris Notley-Smith
Marketing Manager, Donesafe



"Kayko is the only solution that brings us closer to our prospects and customers, all from one place. Whether it's from social media, email, or live chat, we are always having a single conversation - creating a truly unified customer experience."

Amritpal Singh
Founder, CustomerSuccessBox



"With Kayako Messenger, we've seen an immediate 17% increase in customer satisfaction."

Eege Klop
Service Manager, Brunel



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Lombardi
Honda



GetResponse



Edmund
optics | worldwide

Roku

digimind

ABOUT LIVECHAT

Best live chat and help desk software for customer support and online sales. LiveChat helps to build a level of trust with people browsing the website and makes them more likely to make a purchase. Increase overall customer satisfaction through a more personalized way of communication with LiveChat. Over 28,000 companies rely on LiveChat in their everyday duties. Some of the major ones include: Ikea, Acer, Samsung, RyanAir, PayPal, Kaspersky Lab, LG, Suzuki, and Renault. Try LiveChat for free!

191

Customer references from
happy LiveChat users

[VIEW ALL REFERENCES](#)



"We use LiveChat for both support and sales. We love the groups feature because we have areas on the website that direct customers to either chat with a support agent or a styling agent."

Jamie Goldstein

Marketing Coordinator, Warby Parker



"We were impressed by the advanced functionality LiveChat provided. From auto chat routing, chat groups, and languages, to pop-up message automation. These things may sound common now, but at the time we were looking for a chat software, they were exclusive."

Daniel Miller

Marketing Director, Benchmark



"What I love most about LiveChat is that I can engage INSTANTLY with whoever has just landed on our website. If anyone has a question, we can answer straight away, which often leads the prospect to becoming a paid client's money in the bank, and provides wonderful customer service."

Luke Salway

Managing Director, NLP Top Coach



"The implementation of live chat helped increase our overall sales conversion. A person who chats with us is 11x more likely to convert than an average website visitor."

Syed Balkhi

Co-Founder and Chief Executive Officer, OptinMonster



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ABOUT LIVEPERSON

LivePerson, Inc. offers a cloud based platform that enables businesses to proactively connect in real time with customers via chat, voice, and content delivery at the right time, through the right channel, including websites, social media, and mobile devices. This "intelligent engagement" is driven by real time behavioral analytics, producing connections based on a true understanding of business objectives and customer needs.

161

Customer references from
happy LivePerson users

[VIEW ALL REFERENCES](#)

"LivePerson live chat has helped us better connect with our site visitors by extending our in-store brand to the online channel. In addition, the ability to highlight and communicate seasonal campaigns to website visitors has helped us achieve good online revenue growth."

Eve Henrikson
Head of eCommerce, Ted Baker

"We optimized our website so we could discover the key times and places when customers were most likely to abandon, and we now present a proactive live chat invitation five to ten seconds before this occurs."

Janet Davila
E-Commerce Product Owner, Newark element14

"One of the things I love about Live Chat is that it raises the visibility of text and allows me to analyse it much more easily than I can do with voice. We get immediate feedback from our customers on the chat agent call sheets which we can analyse and then use to improve our website & overall customer service performance. We chose to work with..."

Colin McDougall
Head of Digital, Sun Life Direct

"Live chat agents can immediately see what customers see on their screens, and agents can handle up to three conversations at a time."

Daniel Muller
Deputy Operations Manager, UberGlobal



eGain

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NETRADA

paylocity

BARCLAYS

FORRESTER®

FROST
&
SULLIVAN

ABOUT EGAIN

eGain's customer engagement solutions power digital transformation for leading brands. Our top-rated cloud applications for social, mobile, web and contact centers help clients deliver connected customer journeys in a multichannel world. Headquartered in Sunnyvale, California, eGain has an operating presence in North America, EMEA, and APAC.

75

Customer references from
happy eGain users

[VIEW ALL REFERENCES](#)



"The eGain team was excellent. It paid attention to all our user requirements, provided excellent support, and stayed with us through go-live."

Brad Hillebrand
Director of Enterprise Technology, Rust-Oleum



"New enterprise search features, combined with its knowledge management and multichannel suite, make eGain a must-have vendor for enterprise short lists."

John Ragsdale
Vice President of Technology Research, Technology Services Industry Association



"We went through a fairly full evaluation of all the providers in the market place and felt eGain's comprehensive product functionality met our key criteria most accurately. We felt it was a flexible product but—more importantly than anything—we felt there was a group of people in eGain that we could really work with and who could help to deliver..."

Andrew Ralston
Customer Relationship Director, Virgin Media



"eGain shines in both traditional features and newer market trends alike. eGain provides the best web self-service interface with the special set of technologies called Click2Collaborate. Users can choose their preferred method of support through one-click access on any mobile device. eGain (is) the product that offers most bang-for-the-buck with..."

Tim Hickernell
Customer Service Knowledge Management Suites, Info-Tech Research Group



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Europcar

LACOSTE 
LIFE IS A BEAUTIFUL SPORT

TOSHIBA

L'ORÉAL

AIRFRANCE 

ABOUT IADVIZE

iAdvize is a conversational platform that allows more than 2,000 brands in 100 countries to bring a profitable human touch to the digital experience at scale, using a blend of human touch and artificial intelligence. We connect customers with experts available 24/7 via messaging. iAdvize is a 'Gartner Cool Vendor' certified platform that generates value for brands such as Disney, TUI, L'Oréal, and Nespresso. In 2019, a Forrester study proved that a 64% ROI can be achieved.

93

Customer references from
happy iAdvize users

[VIEW ALL REFERENCES](#)



"With messaging, we are available where our customers need us during their buying journey. This touchpoint offers an emotion related to instantaneity and generates trust. We are entering into a conversation! It's a real source of service."

Tony Chavatte
Responsible for the Customer Experience Department, Banque Casino



"Our customers expect reactivity and immediacy when we handle their requests. Messaging meets their needs and enables us to increase their satisfaction."

Delphine Nathan
Business Development and Customer Relations Director, Oui.SNCF



"Nowadays, 24/7 availability is crucial in our market, which is what iAdvize Messenger enables us to do."

Fabien Borrás
Director of Tools Quality & Operations, Sage



"Customers are not left without assistance on the website, we can easily help them and the conversation is closed when they quickly obtain the answer they needed: there are no pending cases open. Messaging has become crucial, especially for our important offers like the sales or special offers."

Line Lécuyer
Responsible for Consumer Service Department, Petit Bateau



2020 TOP PERFORMERS

bold360
by LogMeIn®

goMoxie™

 **Comm100**

Olark

 **freshworks**

 **happyfox**

 **Provide Support®**
Empowering Customer Service

 **Help Scout**

 **engage**

 **LiveAgent**

zendesk chat



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ABOUT BOLD360

Bold360 is an intelligent customer engagement solution that provides businesses with actionable customer insights to efficiently deliver richer and more personalized experiences in real time. Bold360 provides live chat, email, messaging and social channels needed to engage and support consumers across self-service and agent assisted interactions. It presents agents with the full context of those interactions and quick access to support tools like remote access, file transfer and co-browse all through a single pane of glass. This unified experience simplifies the agent workflow and provide them with a complete view of each customer – improving contact center efficiencies and delivering better customer experiences that build loyalty, advocacy and grow share of wallet.

101

Customer references from
happy Bold360 users

[VIEW ALL REFERENCES](#)



"BoldChat's features and high uptime reliability have given us better sellthrough with our online customers. It's helped us take our web presence to a whole new level."

Jon Abt
Co-President, Abt Electronics



"Live chat is the most important and impactful customer communications and sales channel for our business. We have been exceedingly happy with BoldChat."

Ashley Bailey
eCommerce Director, Whiteflash



"The percentage of qualified leads has increased. This is largely attributed to the use of BoldChat which enables us to answer technical questions immediately, thus building customer confidence."

Barbara Kuntz
Marketing Communications Manager, Miyachi Unitek



"BoldChat has been helpful, time-saving, reliable and consistent. It's a quick and easy way for donors to connect with us to get answers on the spot and has helped us increase donor conversions by 10%."

Wendy Kirwan
Director of Public Relations, Kars4Kids



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ABOUT COMM100

The Comm100 digital conversation platform powers real-time interactions via web, mobile, and messaging. We make it easy for organizations to answer questions, solve problems, and keep customers happy. From front-line marketing and sales to ongoing service and support, Comm100 enables great digital experiences that drive revenue without increasing costs.

Organizations like HP, Advanced Auto Parts, Stanford University and Veridian Credit Union use Comm100 to exceed customer expectations every day. With headquarters in Vancouver, Canada, and over 10,000 customers worldwide, we help make customer conversations count. Learn more at www.comm100.com

44

Customer references from
happy Comm100 users

[VIEW ALL REFERENCES](#)



"Comm100 Live Chat provided immediacy during the user experience and gave us another channel to communicate with customers. One of the great things about chat is we get very pointed, specific questions based on where the customer is in their journey. Our customers are smart; they are doing their homework, but sometimes just need our validation to..."

Patrick Higgins

Digital Marketing & Social Manager, YSI Inc.



"We've increased new sales for 10-20% and having a reliable, fast live chat system in place gives our customers the confidence they look for."

Brian Grosz

Director of Marketing, CheckMark



"Search capability and history make it very easy for supervisors to review and monitor chats. We want to ensure we are providing superior customer service. Comm100 makes it easy for us to review chat transcripts. These transcripts can then be used as training tools for our customer service representatives."

Shannon Kochel

Customer Service Training Coordinator, Dixon



"Comm100 is the Cadillac of the live chats we demoed. Among many advantages, I can make quick and easy changes as a supervisor, as can our lead trainer. This keeps our live chat relevant and up to date at all times."

Holly Langenfelder

Customer Service Manager, Dixon



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ABOUT FRESHWORKS

Freshworks provides organizations of all sizes with SaaS customer engagement solutions that make it easy for support, sales and marketing professionals to communicate effectively with customers for better service and collaborate with team members to resolve customer issues. The company's products include Freshdesk, Freshservice, Freshsales, Freshcaller, Freshteam, Freshchat, and Freshmarketer. Founded in October 2010, Freshworks Inc., is backed by Accel, Tiger Global Management, CapitalG and Sequoia Capital India. Freshworks' headquarters are located in San Bruno, Calif., with global offices in India, UK, Australia and Germany. The company's cloud-based suite is widely used by over 150,000 businesses around the world including the NHS, Honda, Rightmove, Hugo Boss, Citizens Advice, Toshiba and Cisco.

529

Customer references from
happy Freshworks users

[VIEW ALL REFERENCES](#)

"After switching to Freshchat, our team members have been on the top of every visitor conversation and has not missed a single chat. The team member workflow and experience has been superior."

Kyu Renegado
Head of Customer Happiness and Sales, Poundit

"We've also started using Freshchat as part of our campaign designs and this has been really useful. As a result, we've been able to add more support services into our checkout journey, helping convert more customers and find problem areas on the website. The take up has been really good on some of the campaigns - on one we ran, we had a 28 percent..."

Jonathan Beirne
Group Head of Customer Service & Experience, Music Magpie

"We're using Freshchat to solve our customers' needs with precision, and in real time. It has ensured our customers receive prompt personalized experiences, and has also brought in operational efficiencies that make assisted buying extremely scalable."

Rajesh Magow
Co-Founder and CEO-India, MakeMyTrip

"We use Freshcaller, Freshdesk and Freshchat and love how they all integrate so well. Our CSRs love it, so they are happier. Customers get their questions answered faster so they are happier too."

Steve Perissinotto
Director, VetShopAustralia



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FORTUNE

FitTea

Whirlpool
CORPORATION



WARNER BROS.



ABOUT HAPPYFOX

HappyFox Inc., headquartered in Irvine, California, develops a multi-channel customer support help desk solution. HappyFox competes with Zendesk and Desk.com. Known for its solid ticketing capabilities and simple user interface, HappyFox caters to the help desk needs of both traditional businesses and modern, high-tech corporations of all sizes. HappyFox integrates with over 20 SaaS based applications including Salesforce and Google Apps, supports around 35 languages and is also available on iOS, Android and Windows mobile platforms.

57

Customer references from
happy HappyFox users

[VIEW ALL REFERENCES](#)

"We've been using HappyFox Chat on our website for about a month and we love it! All of the functionality we need at the right price."

Daniel W Crompton
Director of Technology, Oplerno LLC

"The chat trigger feature has provided a great benefit to us as well, we are noticing that a lot of our website traffic is responding to the pop-up, allowing us to reach a larger audience."

Justin Fowler
Marketing Lead, Upswing

"It really is the very best chat app I've tried. By simply collecting an email to start the chat, they can tell you what the customer has in their existing cart, their order history, their chat history, and more. This is such an obvious and useful feature, it's surprising I couldn't find it anywhere else."

John Fowler
Shoreline Music

"Integrating HappyFox has been one of the best decisions we've made for our support team. We're able to see customer info from Magento for each HappyFox ticket and chat. Our team is much more organized and efficient. It's been a game changer for us."

Whitney Pye
Director of Ecommerce, BGZ brands



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ABOUT HELP SCOUT

Help Scout provides your team with a scalable help desk while keeping the customer experience simple and personalized. Customers won't have to create an account or keep track of their ticket number because to them, it works just like email. The customer experience is simple and training staff is painless, but Help Scout still has all the powerful features you need to provide great support at scale.

58

Customer references from
happy Help Scout users

[VIEW ALL REFERENCES](#)



"One of the biggest things for us was that it was the same platform that a support agent could be working on a ticket and see that a chat comes in."

Ashley Cayla
Senior Manager of Customer Experience, TeamSnap



"From mobile improvements, to 'following' conversations, to auto-refreshing the pages (noticed this morning!) you guys keep adding things that make our jobs easier!"

Dan Chelgren
Support Manager, Stretch Internet



"Using the Android App has made my life 10x easier. I can now respond to my customers even quicker, while I'm on the go. I love it!"

Donn Felker
Founder, Caster.IO



"I love that you can quickly plug-in and customize a saved reply when you're responding to a customer. It's the in-between when you're answering a common question, but don't necessarily need to point the customer to Docs."

Emily Kinzig
Customer Support, GoNoodle



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ABOUT LIVEAGENT

LiveAgent is a fully-featured web-based live chat and helpdesk software. It harnesses the power of a universal inbox, real-time live chat, built-in call center, and a robust customer service portal. LiveAgent streamlines all of your customer interactions into an integrated, seamless hybrid ticketing system where everything is easily accessible and manageable. Advanced automation features, rules and vast amounts of integrations create powerful customer service software for businesses of all sizes. Join companies like BMW, Yamaha, Huawei and Oxford University in providing world-class customer service. Start your free trial, no credit card required. LiveAgent has served over 150M end-users worldwide is the most reviewed and #1 rated live chat software for SMB in 2020.

99

Customer references from
happy LiveAgent users

[VIEW ALL REFERENCES](#)

"We recommend LiveAgent to everybody, who is looking for complex solution. Using LiveAgent brought us a lot of features, which we missed in previously used ticketing software. The combination of e-mail, chat and call center is amazing! Everything can be found easily on the one place. Since we started to use LiveAgent, we have never missed..."

Petra tvrtníková
VIPTel

"LiveAgent gives us more control and an overall increase in keeping everything organized. Efficient channeling of tickets and therefore more efficient resource management are important factors as well. Reporting capabilities, department feature and easy automation are a godsend to us."

Justin Farrugia
Managing Director, Areto Systems

"We've been using LiveAgent for a few months and enjoy it a lot. LiveAgent is a great tool facilitating our online communication with customers across the globe. What makes LiveAgent convenient in use is a wide range of helpful functions - tickets, giving us chats history for any period or date; offline Contact US form, ensuring that we do not lose..."

Anna Blazhevich
XCart

"LiveAgent empowers our agents to provide better, faster, and more accurate support through its multichannel help desk and live chat software. The comprehensive solution combines various communication channels into one universal inbox, increasing efficiency and driving our customer satisfaction."

Christine Preusler
HostingAdvice.com



goMoxie™

TRUSTED BY

UNITED 

Sandals
the Luxury Included holiday

MICHAEL KORS



Crate&Barrel

ABOUT MOXIE SOFTWARE

Today's consumers are expected to navigate an increasingly complicated digital world. Pain points throughout the customer journey cause frustration and hesitation, ultimately leading to abandonment. goMoxie proactively guides users throughout the online journey, creating self-sufficient and self-assured customers, which leads to dramatically improved conversion rates, an increase in up-sells, reduce repeat contacts, and faster company growth. Create certainty, empower customers, and get results with goMoxie.

31

Customer references from
happy Moxie Software users

[VIEW ALL REFERENCES](#)

"We chose [Moxie Software] as they were able to demonstrate how we could improve customer satisfaction and retention while increasing revenues and agent productivity by using the [Spaces by Moxie™] multi-channel customer support-driven software - Moxie's chat and email solution."

Ian Bodsworth
Operations Manager, Epson America

"Four months after deploying Moxie Kbot® contextual guidance, the company saw a 50% reduction in chat volume, and a 10% reduction in phone volume, all while growing the business. The vast majority of digital engagements are now automated, and customers can still escalate to agents for more complex issues."

Michael Kors

"Our customers told us that when they are quoting small commercial accounts they want an online experience similar to large retail websites where they can receive immediate attention to win the business and move on to the next account. Live chat enables ICAT to be responsive, in-real-time, and provide fast, convenient, and relevant support to our brokers..."

Michael Ferber
Chief Information Officer, ICAT

"Moxie's Chat Spaces has helped improve patient care in our client facilities by providing great flexibility to our customers. And, internally, the solution has helped us increase operational efficiency and representatives' productivity."

Andrew Gabriel
Operations Support Supervisor, vRad



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ABOUT OLARK

Olark is the most beautiful and effective way to talk to your customers for sales and support. And they make it super easy for you! Solve customers' problems before they have a chance to click away. Give them the answers they need immediately and gain powerful insights about what Olark wants for relationships that last. Olark has powerful features to give you access to visitors and behaviors. Make your business (and your site) look good and keep customers coming back.

70

Customer references from
happy Olark users

[VIEW ALL REFERENCES](#)

"The Olark tool has helped us to not only address customer queries more quickly, but it's also given us valuable insight into how we can improve our website. When we get questions around the usability of our website, it helps us to identify and correct any problems quickly. This has been invaluable for keeping our site clean and free of bugs."

Simon Tinsley
Growth Manager, ClickMechanic

"Live chat made it easy for our customers to reach a member of our customer experience team and significantly cut down on our email and phone cases."

Jordan Vidra
Customer Experience Team Member, Homage

"Olark has proven to be a fantastic tool. It's allowed us to integrate with other systems like Groove, and to save time by using shortcuts and commands. While current and potential members can also reach us via email, being available on chat has cut out a time delay that may deter potential members from reaching out with their questions. I also appreciate..."

Danielle Summers
Customer Concierge Director, Soundstripe

"We have Olark integrated within our application interface so our customers can start a live chat or contact us when we are offline directly from their dashboard. We push all the pertinent customer information to Olark via the Olark Javascript API. This insures that our customers do not have to fill in any data when they contact us. Then, we have..."

Michael Geneles
Pitchbox



Provide Support[®]
Empowering Customer Service

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ABOUT PROVIDE SUPPORT LIVE CHAT

Provide Support, LLC is a global provider of LiveChat software and Real-Time Website Monitoring solutions for e-commerce sites, online publishers and other organizations. Founded in 2003 and headquartered in New York City, Provide Support offers an economical and easy-to-use live help software allowing businesses from a variety of industries to provide instant online customer support and proactively sell their products and services. The company's cutting-edge, geographically distributed and redundant hosting infrastructure ensures 24/7 reliability.

70

Customer references from happy
Provide Support Live Chat users

[VIEW ALL REFERENCES](#)

"We have been using Provide Support since 2009 and we are very satisfied with the service. Our website has over 30,000 visitors per day and Provide Support's live chat program allows us to interact with hundreds of users each day and handle their customer service needs. We love the ability to see exactly the current page a user is on as well as their...
Kevin Priddy
President/Chief Executive Officer, PlanHub

"Provide Support's on-line chat has empowered our customers, given them a choice in tools for reaching Blackfoot. Business has become 'on the go' and having this channel of support has enabled an easily accessible portal to Blackfoot, for our clients, while allowing Blackfoot to maintain an interacting customer service experience."
Windy Petersen
Customer Operations Supervisor, Blackfoot

"Since introducing our live chat option to our website, we have experienced improved customer satisfaction with our online service, which has resulted in a direct increase on our conversion rate. The Online Chat tool provided by Provide Support has allowed our support staff to communicate both effectively and efficiently with our customers and assist in...
Deirdre Ryan
Online Marketing Manager, Carlton Hotel Group

"We have been using Provide Support for online communication through our website for over 10 years. We continue to use Provide Support because the interface is easy to use and has many features that make chatting with our customers a breeze. Whenever we need additional support, the staff at Provide Support are very professional and respond very...
Joel Mann
President, Mann Technologies, Inc.



snap engage

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ABOUT SNAPENGAGE

70% of SnapEngage clients come to us from another chat provider. Why? Because we're focused on outcomes that have a powerful impact on your business. With over 21,000 users in 87 countries, SnapEngage clients consistently see better sales conversions, higher CSAT/NPS and lower cost per interaction after switching to SnapEngage. Our fully-featured solution offers robust CRM & Help Desk integrations, is HIPAA & PCI compliant, available in 30+ languages and includes advanced analytics to prove ROI.

67

Customer references from happy SnapEngage users

[VIEW ALL REFERENCES](#)



"We were up and running with Live Chat and a Feedback Form within minutes. When weighing development time cost against features and functionality, SnapEngage was the best out there. Our customers have loved the Live Chat option, and we've been able to increase engagement and user conversions by integrating SnapEngage into our product."

Leah
Founder & CEO, TaskRabbit



"For our public beta launch, we made the smart decision of using SnapEngage. This product allowed us to have over 2,000 live conversations with users during our launch week. We learned a tremendous amount and were able to fill all gaps very quickly. Additionally, we use proactive chat to pull aside live users and get their feedback on new features."

Raj
Co-Founder and Head of Product, Togetherville



"We wanted to implement a live chat feature on our website as a support tool for our customers. At first didn't know what to expect, but after we implemented the tool, we realized it was one of the best decisions we made! With SnapEngage, we make ourselves available to our customers and answer their questions right away."

Phoebe
Software Manager, UserTesting



"SnapEngage live chat enables us to respond to customer questions and support requests in real-time. The ability to have a live conversation with a customer while addressing their needs has improved our customer service and also provides valuable insight into future feature development opportunities."

Ray
CEO, Mavenlink



zendesk chat

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L'ORÉAL

ABOUT ZENDESK CHAT

Zendesk builds software for better customer relationships. It empowers organizations to improve customer engagement and better understand their customers. Approximately 114,000 paid customer accounts in over 160 countries and territories use Zendesk products. Based in San Francisco, Zendesk has operations in the United States, Europe, Asia, Australia, and South America.

279

Customer references from
happy Zendesk Chat users

[VIEW ALL REFERENCES](#)

“We can quickly add people from the product or UX teams to tickets and chat to quickly understand and resolve problems. The internal teams love it. The collaboration between our global offices has gotten better because of the range of information everyone has at their fingertips.”

Bas Smeulders
Founder, SendCloud

“Chat provides a great, simple experience for our website visitors, and makes it easy for us to provide excellent service through live monitoring.”

Justin Smith
Manager of the Live Help Program, Edmunds

“With chat, our agents can handle multiple customer requests at the same time and are much more efficient versus phone or email support. And Guide lets customers skip speaking to an agent all together. Without Zendesk, we'd likely need to triple our team from 70 agents to more than 200.”

Michelle Rascon
Customer Support Manager, Thrive Market

“It is now easier to start talking to people. People enjoy asking questions in the chat and not on the phone. Previously, if questions arose, it required a very strong desire to ask the question because users had to write letters or make phone calls (often not for free). Live chat makes it much easier, all you need to do is to press a button.”

Dmitry Odintsov
Director of Sales and Business Development, TrueConf



2020 RISING STARS





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ABOUT HELPONCLICK

HelpOnClick is a Live Chat software and Help Desk software for your online customer support. A one-stop shop for all your sales and customer support needs, HelpOnClick's Live Chat is the headline product, used and loved by thousands of customers. HelpOnClick's Help Desk software is a new product that helps you track all communications with your customers. Their business is not only software, but also forward-looking management, creative marketing, high-end development and dedicated customer support. They build the company that you would love to work with.

27

Customer references from
happy HelpOnClick users

[VIEW ALL REFERENCES](#)



"When we saw that we were getting thousands of hits each day on our website, but wondered why more didn't convert to sales, we decided to add HelpOnClick! It was SO easy to install and use! Not ONLY did visitors to our site comment how they LOVE this feature, BUT our sales increased DAILY directly from HelpOnClick!"

Juliea Huffaker
Responsible Pest Control



"So far, HelpOnClick is the only live chat software that I have found that meets all my business needs, including: ability to use on several websites but monitor from one system; social media tags; saving the history and contact information; saving common responses alerted by sound on incoming chat; leaving e-mail when operator not available, and much..."

Michelle Beaudet-Smith
President, e-mend Software



"We love this software. It has enabled us to allocate a half dozen employees to take care of our current and potential customers, without them having to call in or submit a ticket. This has really reduced the calls in to our office and I think the employees really do like it better than speaking with people on the phone. This service is instant, and I really think..."

Dwayne Bond
Software Developer, National Driver Training



"HelpOnClick's Chat app has allowed us to easily handle customer questions. We've reduced call volumes and increased customer service. At first our chat volumes were low but then we setup auto invitations and things really ramped up. Unlike many other chat providers HelpOnClick offers a desktop client. This allows sales staff to not be dependent on..."

Sasha Shtern
Bath & Granite



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ABOUT LIVEADMINS

LiveAdmins is a leader in providing multilingual live chat solutions and services that enrich online visitor experience, customer satisfaction and the bottom line of businesses of all sizes. LiveAdmins offers the most innovative and easy-to-use live help solution, allowing businesses from a variety of industries to provide instant online customer support and proactively sell their products and services. LiveAdmins strives to provide your website visitors with the best possible online experience - one that resonates your brand. Over the years, live chat has evidently become the preferred mode of customer service available around the clock. Their solutions are fully customizable, easy to set up and always online, catering to over 10 industries across 8 time zones.

61

Customer references from
happy LiveAdmins users

[VIEW ALL REFERENCES](#)

"By using LiveAdmins to handle our chat we have seen an increase in chats to lead conversion. They keep the customer engaged by their friendly and professional approach. We are extremely happy with the service that LiveAdmins provides. They are always there for us by keeping everyone on track and up to date, especially during these uncertain..."

Laurie Whitson

Digital Marketing Assistant, Larry Hudson

"LiveAdmins has been a great asset to our sales department. We have been able to grow our Live Chat into Facebook Marketplace listings, with Facebook Messenger chat service to text service. One of the greatest features of LiveAdmins is their ability to shape the chat around our own dealership culture. When Covid-19 restrictions changed how we did..."

Kris Dougherty

Sales Manager, Progressive Auto Sales

"We have used LiveAdmins for over three years. Our customers receive Courteous, prompt and accurate information from the web greeters - delivered with a human touch. We have no hesitation recommending LiveAdmins to any business interested in enhancing customer service by incorporating a high-quality live chat service on their website."

Lori Martin

Customer Care Specialist, Something Special Deli-Foods Ltd.

"With LiveAdmins, our website is now interactive and engaging. The Live Chat service has become an integral part of our sales process and helps us deliver top quality customer experience."

Mario Volpi

Chief Sales Officer, Kensington Exclusive Properties



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ABOUT LIVEHELPNOW

LiveHelpNow is to enable companies of all sizes to facilitate meaningful customer service interactions. They provide a complete customer service software suite that brings personal attention, timely responses and motivating incentives into the sales and support process of each and every business. LiveHelpNow solutions make real customer relationships possible, fueled by data shared and exchanged effortlessly by both parties, facilitating relationships that set their clients apart from their competitors.

20

Customer references from
happy LiveHelpNow users

[VIEW ALL REFERENCES](#)

"LiveHelpNow's live chat system has enhanced the way that our company handles customer service. We can connect with our customers in an instant, all while learning more about them than ever before. We can tailor our marketing services to various organizations all while growing our business. Additionally, all of our support needs are met in a...

Joe Rangel

Director of Customer Experience Key Accounts Manager, Outreach

"Integrating the Live Chat System into our website has allowed us to better serve our customers by speaking to them directly, in real-time. Any customer inquiries or issues can be resolved almost instantly by a live operator, and installing and customizing the chat window couldn't have been easier. Using Live Chat has also increased our company's bottom...

Robert Meier

President, Baby Supermall

"LiveHelpNow has given our business the opportunity to reach out to customers that we couldn't reach before. We can now communicate with our online users in a more efficient and more personal way. That is an invaluable resource to us. It can be difficult for many users to navigate our inventory or to know just which part they need. Nearly all of our Chat...

Mallory Kramer

Customer Service Representative, MM Tool Parts

"Since instating LiveHelpNow's live chat software on our website, our online university has grown and our potential students are more satisfied than ever. Any issues can be resolved immediately, and our support costs have diminished severely. Live chat has brought us closer to our students than ever before, and we can continue to grow our student's...

Hira Adnan

Chat/Help/Info Desk Team Supervisor, Islamic Online University



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ABOUT PURE CHAT

Pure Chat was born with a simple premise: to help entrepreneurs and small teams have better conversations with leads and customers. Since launching in 2012, small businesses have generated over three million chats on the Pure Chat platform. Small businesses can generate more leads and drive sales with Pure Chat! When companies add Pure Chat to their website they can message multiple leads and customers at once--instead of spending hours talking on the phone! They can also chat with new website visitors at their desktop or on the go with their mobile apps. Pure Chat is simple and intuitive unlike other enterprise-focused chat software companies.

27

Customer references from
happy Pure Chat users

[VIEW ALL REFERENCES](#)



"Pure Chat makes talking to customers so much easier. You do get more sales when you talk to your customers. The dashboard is really user friendly and you can customize the chat box exactly how you want."

Jamie Fuller
Elevate Gaming



"Pure Chat is a great way to quickly connect with people who may have questions while researching your product. In only three months, I've had four conversions and over \$600 in sales from live chat."

Jack Arturo
WP Fusion



"We've gotten so many more inquiries since we started using Pure Chat because of the instantaneous response time. It's made a world of difference."

Ty Fishkind
Community Manager, Mod



"What has blown me away is the number of new customers we have acquired using Pure Chat and I believe it is due to its straightforward, modern interface."

Damon Didier
Director of Marketing, Hasco Medical



Userlike

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trivago®

BW | Best Western.
Hotels & Resorts



ABOUT USERLIKE

Userlike unlocks the channels to your customers' hearts. Message your customers in real-time via your website, Facebook Messenger, or Telegram. Your customers could be anywhere. Whether they're browsing from their desktop, chilling on the couch with their tablet, or sitting on the bus with their smartphone - Userlike guarantees an optimal live chat experience. Help your customers when it matters, where it matters.

33

Customer references from
happy Userlike users

[VIEW ALL REFERENCES](#)



"Userlike is the most intuitive and modern live chat we found. Live chat obviously made our users happier and our service department more efficient."

Alexander Proske
IT and Product Manager, Statista



"Live chat? Check! Contact form? Check! Usability? Check! Userlike offers an effortless way for shop owners to communicate with their web visitors."

Bastian Dahm
Sales Director, Trusted Shops



"People often tell us that they love the chat and think it's modern - something they wouldn't have expected from a municipal utility company. I think that's a big differentiator on the market, especially for a smaller player like us."

Christian Minks
Customer Service Manager, e-regio



"We've been impressed by the modern look and feel of Userlike from the start. The usability and dedicated support were the decisive factors. With Userlike we've found a solution that really focuses on our needs."

Jens Lippert
Head of Customer Experience, Cyberport



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ABOUT WHOSON

WhosOn is a hosted or on-premises live chat solution that comes complete with real-time visitor tracking and analytics. WhosOn has been a leader in the live chat space for 15 years, and is a time-tested, ever-enriched solution. Today, WhosOn is the longest provider of chat in the UK and an established international brand. It is used in over 50% of the world's countries, across six continents and in many different industries and languages.

39

Customer references from
happy WhosOn users

[VIEW ALL REFERENCES](#)

"We chose WhosOn because they communicated really well with us, and because they were offering flexibility around the design of the platform. We knew we would need some special features and they seemed keen to take on the challenge! The other factor that clinched the deal was that WhosOn was offering in-chat translation, and being...

Laura Gallagher

Volunteer Service Co-ordinator, Womankind

"WhosOn was the ideal solution. Because it is so flexible, we were able to embed a live chat window with our error messages, immediately providing customers with a way to reach out for advice. This proactive approach was positively received by users and has driven down the number of errors from this section of the website overall. The live chat tool...

Gordon Dyet

Digital Communications Manager, ScottishPower

"The pre-chat survey and ability to see what the customer is typing is very useful and helped me find the necessary information while they were still asking the question. It resulted in a faster response and a better customer experience. I also really like the ability to monitor chats and whisper messages to colleagues. It allows us to collaborate more easily...

Katie Wallwork

Technical Account Manager, Schneider Electric

"WhosOn is used extensively for lead generation. We automatically push proactive chat invitations to those visitors that are highly engaged on our website; as a result we are getting a significant return on our investment. We are also impressed with the speed of deployment and the efficiency of the technical support team, who are always available to...

Head of Marketing

Direct Response



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CREATIVE7DESIGNS



ABOUT TAWK.TO

We're changing the way businesses communicate with customers, making real time a real thing.

68

Customer references from
happy tawk.to users

[VIEW ALL REFERENCES](#)



"tawk.to has been such a fantastic platform. It's so important to have a channel to talk to customers online, in real time."

Mike Vasavada
Director, Mobiddiction



"It has been a way to communicate with our end user in an easier way. They don't have to call, they don't have to wait on the phone until somebody is available. They just ask."

Isaac Hadida
Chief Executive Officer, Casabianca



"For the customer, it builds trust. It builds a relationship knowing that there's a real person on the other end, not just an automated message."

Kane Dewhurst
Director, Vida Tennis



"It's quick, instant, you're connecting to somebody. They're on the other end, they get back to you instantly. It's great."

Charlotte
Yogability