

digital devotee



Live Chat
PLATFORM
COMPARISON

March 2013

taura.edgar@digitaldevotee.com

digital devotee

LIVE CHAT PLATFORM COMPARISON

	Cost / yr 5 operators	Summary	Self Setup	CHANNELS							Video / audio	Transcrip ts	Prep'd Answers	Agent rating	SLA Repts	Chinese Language	Open API	Post-sales support near HK	Corp Group	Website
				Social	Email	Website	Mobile	In ad												
Olark	USD1,392 Platinum pkg	Excellent simple tool suitable for smaller teams. Allows quick set up and custom styling. Integrates well with customer servicing tools like Desk.com. <i>Note: digitaldevotee.com is trialling</i>	X	X		X	X							X		X	Palo Alto, California HQ	independent launched 2009	http://www.olark.com/	
Zopim	USD1,200 Advanced pkg	Excellent simple tool suitable for smaller teams. Allows quick set up, custom styling, department setup. Integrates well with customer servicing tools like Zendesk.	X	X		X	X				X	X		X	X Chinese (CN, TW) + google translate	X	Singapore HQ 24 hour chat	independent launched 2009	https://www.zopim.com	
Netop Live	USD960 starting Live Guide pkg	Established company offers remote control, classroom management and live chat tools servicing enterprise clients with large teams and routing requirements. Allows self setup and custom styling.	X	X	X	X		X	X	X	X		X		X	X	Denmark HQ, Shanghai	independent launched 2009	http://www.netop.com/?id=64	
LiveChat	USD3,540 Enterprise Pkg	Robust tool for all sized teams with some enterprise level tools such as surveys and agent rating as well as workflow tools. Allows quick set up with custom styling.	X	X	X	X	X	X			X	X	X	X	X Simplified Chinese	X	Poland HQ 24 hour chat, emails answered same day	independent launched 2002	http://www.livechatinc.com/	

taura.edgar@digitaldevotee.com