

Topic: Call Center "Chat" Feature
 Question by: Cheri L. Myers
 Jurisdiction: North Carolina
 Date: February 25, 2013

Jurisdiction	Question(s)
	I remember from past Conferences that Delaware has the "live chat" feature for customer service. Is there any other jurisdiction that has also implemented this feature?
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	Arizona does not have live chat. We do have a staffed Call Center, and we do receive and respond to emails.
Arkansas	
California	
Colorado	Colorado does not have a live chat feature at this time. We have discussed the possibility for a future enhancement so I am interested in knowing how this has worked with other states.
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	Hawaii has had this feature for about 6 or 7 years too.
Idaho	
Illinois	
Indiana	

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Iowa	
Kansas	
Kentucky	
Louisiana	Louisiana does not have live chat.
Maine	
Maryland	
Massachusetts	
Michigan	Michigan does not currently utilize a "Chat" Feature.
Minnesota	
Mississippi	
Missouri	
Montana	<p>Montana does not have a "live chat" feature, but we do have live operators available for customers to ask any question. We also have the option of e-mailing in questions that are answered by the end of business day.</p> <p>Combine that with the resources of the website, it isn't difficult for customers to have their questions answered in a timely fashion.</p>
Nebraska	
Nevada	Nevada is the same as Montana.
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Ohio	Ohio does not have live chat.

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Oklahoma	Oklahoma does not have a "live chat" feature.
Oregon	Oregon's had this for several years. However, due to other demands on the operators, our use of it is spotty. I really like the way West Virginia does it, with scheduled hours. Once we can ramp up our web presence a little more, we'll probably do the same thing. I expect that would increase the use of it by our customers. Even now, though, it's fairly popular when it's staffed.
Pennsylvania	
Rhode Island	Rhode Island is the same as Nevada and Montana.
South Carolina	
South Dakota	
Tennessee	
Texas	
Utah	
Vermont	
Virginia	
Washington	Washington State does not have it currently, but we hope to include it with our new system so we can assist online filers in real time.
West Virginia	
Wisconsin	Wisconsin doesn't have live chat.
Wyoming	

Additional comments:

Full text of email:

Good afternoon BOS,

I remember from past Conferences that Delaware has the "live chat" feature for customer service. Is there any other jurisdiction that has also implemented this feature?

Thanks, Cheri

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