

Topic: Live Chat Feature  
 Question by: Ann Datko  
 Jurisdiction: Minnesota  
 Date: September 18, 2013

Jurisdiction	Question(s)
	<p>Minnesota is considering implementing Live Chat and would appreciate any feedback from other jurisdictions that have already implemented this feature:</p> <ol style="list-style-type: none"> <li>1. If you have a Live Chat function on your website, did you develop your own custom live chat application or purchase an existing live chat product from a third party vendor?</li> <li>2. If you purchased a live chat application from a vendor, did you need to customize it? If so, did you customize in-house or did the vendor customize?</li> <li>3. Is this supported in-house or by another vendor?</li> <li>4. What are some of the most critical features of the live chat system you use?</li> <li>5. How long did it take your agency to develop a live chat system?</li> <li>6. How much time and effort did it take to develop operational processes and procure for agency staff to use the live chat system?</li> <li>7. What types of obstacles, if any, were encountered during development and implementation of your live chat system?</li> <li>8. Can you describe your customers' general experience with Live Chat? Have there been significant changes or experiences for them?</li> <li>9. Are you able to quantify the number of inquiries that have moved to Live Chat from other existing communication platforms (telephone, email)?</li> <li>10. Would you recommend using the same live chat solution you implemented and utilize?</li> <li>11. Do you find Live Chat to be a helpful resource that is used by customers?</li> </ol>
<b>Manitoba</b>	
<b>Corporations Canada</b>	
<b>Alabama</b>	
<b>Alaska</b>	Alaska does not have a live chat feature.
<b>Arizona</b>	
<b>Arkansas</b>	
<b>California</b>	
<b>Colorado</b>	

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<b>Connecticut</b>	
<b>Delaware</b>	
<b>District of Columbia</b>	
<b>Florida</b>	
<b>Georgia</b>	
<b>Hawaii</b>	See below
<b>Idaho</b>	Idaho does not have live chat.
<b>Illinois</b>	
<b>Indiana</b>	
<b>Iowa</b>	
<b>Kansas</b>	
<b>Kentucky</b>	Kentucky currently does not have a live chat feature.
<b>Louisiana</b>	Louisiana does not have live chat.

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<b>Maine</b>	
<b>Maryland</b>	
<b>Massachusetts</b>	
<b>Michigan</b>	We do not utilize a live chat feature.
<b>Minnesota</b>	
<b>Mississippi</b>	
<b>Missouri</b>	
<b>Montana</b>	Montana does not have a live chat option either.
<b>Nebraska</b>	
<b>Nevada</b>	Nevada does not have an online chat function.
<b>New Hampshire</b>	New Hampshire does not have live chat
<b>New Jersey</b>	
<b>New Mexico</b>	

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<b>New York</b>	
<b>North Carolina</b>	
<b>North Dakota</b>	North Dakota does not have Live Chat.
<b>Ohio</b>	Ohio does not offer this service.
<b>Oklahoma</b>	Oklahoma does not have a Live Chat.
<b>Oregon</b>	
<b>Pennsylvania</b>	
<b>Rhode Island</b>	<p>Rhode Island does not have live chat in the Business Filing Section; however, the feature was built into our QUICKSTART program. QUICKSTART is an interactive program that provides a new business owner with a detailed checklist of filings required to begin a specific business in the State of Rhode Island. Within this program's HELP feature, the filer can start a live chat. Unfortunately, we don't have data on this option. I believe it is the placement within the program that has resulted in the slow adoption. QUICKSTART was developed for us by our local NIC.</p>
<b>South Carolina</b>	
<b>South Dakota</b>	South Dakota does not have a Live Chat
<b>Tennessee</b>	

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<b>Texas</b>	No Live Chat function in Texas.
<b>Utah</b>	
<b>Vermont</b>	
<b>Virginia</b>	
<b>Washington</b>	<p>Washington State UCC does not have an online chat service.                      Washington State does not have an online chat service, but we hope to include one with our replacement system.</p>
<b>West Virginia</b>	
<b>Wisconsin</b>	Wisconsin doesn't offer live chat.
<b>Wyoming</b>	Wyoming does not have live chat.

**Additional comments:**

**HAWAII:**

1. If you have a Live Chat function on your website, did you develop your own custom live chat application or purchase an existing live chat product from a third party vendor?

The product is a third party, web-based service provided by Provide Support, <http://www.providesupport.com/>. We worked with Hawaii Information Consortium, LLC, a subsidiary of NIC, Inc. to provide Live Chat.

2. If you purchased a live chat application from a vendor, did you need to customize it? If so, did you customize in-house or did the vendor customize?

HIC made very minimal customizations to the application. HIC mostly created custom graphics for the chat window as well as icons that display on various sites to indicate whether we are online or offline.

Example #1: See left column, <https://hbe.ehawaii.gov/BizEx/home.eb>

Example #2: See footer for another customized version of the chat, <http://portal.ehawaii.gov/> (click it to see the custom chat window)

3. Is this supported in-house or by another vendor?

It is hosted and fully supported by Provide Support. HIC's role is mainly to set up and manage users.

The Live Chat questions are answered by staff at our Business Action Center and HIC provides answers to website technical problems.



# Online Business Registration Business Express

## Explore

- Login
- Home Page
- Create An Account
- Forgot Password?
- Certificate of Good Standing
- Purchase Documents Online
- Submit an Annual Filing
- Unemployment Tax Payments
- Quarterly Wage Filings
- FAQ
- Partners
- Starting a Business in Hawai'i
- Media Info

## Welcome to Hawai'i Business Express (HBE)

HBE is the quick & easy way to do your filings to start a new business in Hawai'i. To use HBE, you need to have or eHawaii.gov account. Choosing either Wizard or QuickFile will lead you to create an account.

### Wizard - We'll guide you

The Wizard guides you through questions. Based on your answers, it determines the forms and enters the information for you to start a brand new business. **New Business?**

Complete submission for 3 filings at once:

- File with Business Registration, DCCA
- Get a Taxpayer ID from Dept of Tax
- File with Dept of Labor (if needed)

[Start the Wizard](#)

### QuickFile - Pick your own forms

In QuickFile, you can select the specific forms you need, fill them in and submit online.

Choose forms from:

- Business Registration
- Department of Taxation
- [and more!](#)

[Use QuickFile](#)



Click Live Support button to begin chat

4. What are some of the most critical features of the live chat system you use?

You can view a full list of features on the provider site: <http://www.providesupport.com/features/index.html>.

In customer service we use Room Details, Invite, and attach documents most often. We also use the comments and rating features for quality control and assurance.

5. How long did it take your agency to develop a live chat system?

It is a third party application, so HIC did not spend time on development. It is easy to customize and implement.

6. How much time and effort did it take to develop operational processes and procure for agency staff to use the live chat system?

As it is an easy system to use, very little training is involved. This is an ongoing process to keep up to date as we find new information, policies change, etc.

7. What types of obstacles, if any, were encountered during development and implementation of your live chat system? N/A

8. Can you describe your customers' general experience with Live Chat? Have there been significant changes or experiences for them?

Our customers constantly comment that they love our service. They enjoy getting an answer to their question without having to call anyone or be put "on hold". The only negative comments we receive are a result of having to refer the customer to contact an agency office for further information because it is not within our knowledge base.

9. Are you able to quantify the number of inquiries that have moved to Live Chat from other existing communication platforms (telephone, email)?

No. HIC can quantify the number of chats we receive. For example, HIC handled 675 chats in August 2013, 815 in July 2013 and 659 in June 2013. HIC has a separate tracking system we developed in house that makes it easy for our CSR to track a call, chat or email based by subject with one click of a button, then they can send this data to a spread sheet for quantification purposes. This is used in conjunction with RT Best Practical Solutions, LLC, which they use for incoming emails, chat tracking and transcripts.

10. Would you recommend using the same live chat solution you implemented and utilize? Yes

11. Do you find Live Chat to be a helpful resource that is used by customers? Yes. It is very helpful as we can often resolve an issue quickly by chat quicker than by phone or email.

**Full text of email:**

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- Thank you for your time and input.

Ann Datko  
UCC/Notary Services Supervisor  
Office of the Minnesota Secretary of State  
(651) 556-0633  
ann.m.datko@state.mn.us