

Live Chat Software Category

SUMMER 2025
Customer Success Report





Live Chat Software Category

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

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

MARKET PRESENCE SCORE

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

COMPANY SCORE

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

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.

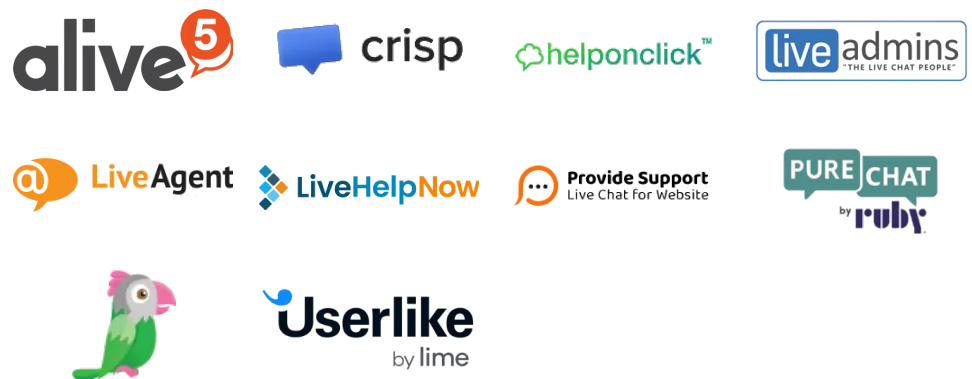
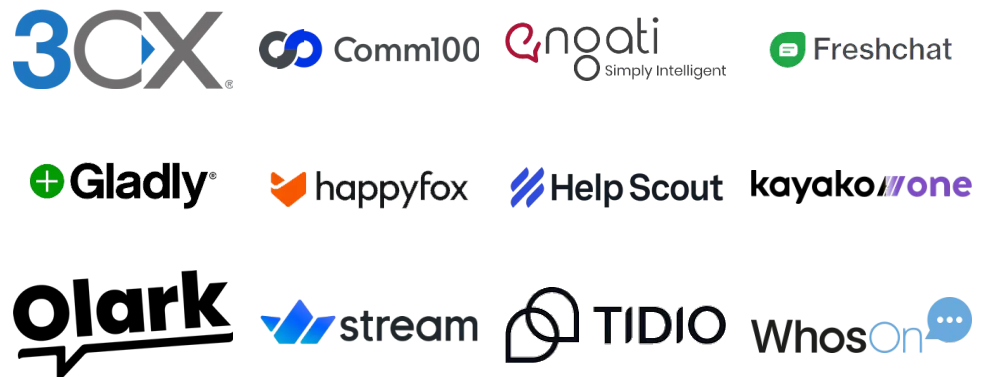


RISING STAR

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.

2025 Customer Success Awards

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



* Companies listed in alphabetical order



2025

**LIVE CHAT
SOFTWARE**

MARKET LEADER





ABOUT BIRDEYE



Birdeye is the leading reputation, social media, and customer experience platform for local businesses and brands. Over 150,000 businesses use Birdeye's all-in-one platform to effortlessly manage online reputation, connect with prospects through digital channels, and gain customer experience insights to grow sales and thrive. Founded in 2012 and headquartered in Palo Alto, Birdeye is led by a team of innovators from Google, Amazon, Salesforce, and Yahoo and is backed by the who's who of Silicon Valley, including Salesforce founder Marc Benioff, Yahoo co-founder Jerry Yang, Trinity Ventures, World...

353

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Birdeye really does it all. Collects every review you need, presents the information in a clean, user friendly manner, and their support is always there to help you out along the way. Having previously used competitor reputation tools - there is no going back after discovering Birdeye.”

JENNIFER JUST
BRAND REPUTATION SPECIALIST, ELDORADO RESORTS
INC

“Birdeye automates a simple process for customers to share their experience. This not only provides a better customer experience, but also results in improved search engine ranking and naturally produces new leads.”

LISA BULLER
DIGITAL MARKETING SPECIALIST, WATERSTONE
MORTGAGE

“I especially like Webchat on our site. Birdeye makes it easy for established and potential patients to reach out to us for information, and many of the ‘potentials’ have converted and booked appointments.”

DENA WALKER
PRACTICE MANAGER, WAKE ENT

“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

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ABOUT EGAIN

eGain

eGain is the leading provider of cloud customer engagement hub software. Their 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.

112

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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 its comprehensive set of features and solid vendor credentials.”

TIM HICKERNELL
CUSTOMER SERVICE KNOWLEDGE MANAGEMENT
SUITES, INFO-TECH RESEARCH GROUP

“eGain has from the very start focused on developing web-based customer communications solutions that can be rapidly and easily hosted. Simply attaching a web-browser front-end to existing client-server (and earlier) applications doesn't cut it. The future belongs to web-architected applications that have best-of-breed functionality and access and aggregate resources both inside and outside the corporate firewall.”

CHRISTOPHER FLETCHER
DIRECTOR CRM, ABERDEEN GROUP

“eGain has distinguished itself in a highly competitive market by providing a range of product and delivery options: point solutions, full suite, licensed software or hosted solution.”

KATRINA HOWELL
INDUSTRY RESEARCH ANALYST, FROST & SULLIVAN

“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

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CATHAY PACIFIC

Deloitte.

accenture

F R O S T
&
S U L L I V A N

AberdeenGroup



ABOUT IADVIZE

iAdvize

iAdvize, the 360° Conversational Platform, empowers more than 2,000 brands to deploy an immersive customer experience at scale, fostering conversation via generative AI-powered messaging throughout the customer journey. Providing a comprehensive solution for marketing, sales, and customer support, iAdvize has one mission—to connect brands and their customers through meaningful conversations. iAdvize also takes building customer engagement a step further by offering interactive live shopping experiences. Major brands like Samsung, Nespresso, OtterBox, Hyundai, and Decathlon have deployed the platform to increase their online...

164

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“With such a complex product and quite a customer journey that goes with it, we had to make sure to implement the live chat in the most intelligent way. Through detailed targeting rules, we don't only give our customers the chance to contact us when they need help with their booking, but also where we see the biggest sales potential. Service requests are handled by our firmly implemented chatbots, so we can focus on sales when chatting live.”

LISA GÜNTHER
ON-SITE SALES MANAGER, TUI GROUP

“Having worked with iAdvize since 2013, we recognize the importance of having a clear, defined, and structured targeting strategy to help drive the right sort of contacts maximizing the customer experience, and adding value through web chat interactions.”

SCOTT BAIN
HEAD OF CONTACT CENTRE OPERATIONS, HOUSE OF FRASER

“Click to chat support is particularly present for customers at the equipment selection stage. It is usually at this stage that we observe the highest abandonment rate.”

SKISET

“With iAdvize, we found a solution that can provide both pre-sale consultations through chat, similar to in-store interactions, and handle the entire after-sales process.”

MARIO NEUHOLD
HEAD OF CUSTOMER SERVICE ONLINE, MÖMAX

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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...

293

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“We started out as a company that had the mission just to provide an easy way for our customers to chat with us, but then we figured out that we could do so much more than live chat and Intercom has played a role in facilitating that growth and sense of community.”

ANGEL ASPEYTIA
MANAGER OF TECH SUPPORT, HOUSECALL PRO

“The Intercom Messenger is more than just a chat, it allows us to interact with people visiting our website based on the pages they are on. If someone is browsing in French, we send them a message related to the pages they are viewing in the right language.”

CAMILLE DAVID
HEAD OF CUSTOMER SUCCESS, OCTOBER

“We're generating great leads, and with live chat, our sales team is able to make sure that prospects get the proper and fast attention, at exactly the right moment.”

KATE SWANBERG
GROWTH PRODUCT MANAGER, TRADESHIFT

“Since switching to Intercom for live chat support, our team can handle 179% more cases versus our previous solution.”

DANNY MATTESON
PUBLISHER SUCCESS MANAGER, DISQUS

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Envoy



aircall

Salesloft.

appfolio



Robin



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...

206

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“LiveChat has identified the metrics that matter most and gotten rid of the clutter that other services display in their reporting. This means you’re easily able to digest the metrics that matter most and make informed decisions on the performance of the department.”

KYLE THERRIault
VP OF INTERNET STRATEGY & BUSINESS DEVELOPMENT,
AUTOACCESSORIESGARAGE.COM

“LiveChat allowed us to answer multiple questions quickly and efficiently, taking a slight burden off our e-mail and phone flow. The information we gather before and after the chat has been an invaluable secondary gain.”

CHAD LEARCH
DIRECTOR, UNF

“We added 24/7 chat support to supplement our 24/7 phone support. Now LiveChat is often our main contact point with customers, and it's been working out great for us.”

SHILOH GEALOGO
PROJECT MANAGER, MEDIA TEMPLE

“We embedded LiveChat inside our apps and on configuration pages for our products so that users can chat with our team directly from those places.”

CHRIS SKOROPADA
CHIEF EXECUTIVE OFFICER, APPSVIO

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ActiveCampaign >





 GetResponse

 AWeber



ABOUT ZENDESK MESSAGING



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.

603 TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Our relationship with Zendesk has been great. I’ve met with product managers from across Zendesk Chat—some from the U.S., some from Singapore—to talk about what an enterprise-level chat solution should look like for us. Those conversations have been so valuable because we’ve been able to share where we think we can unlock growth. Together we’ve shaped some features that are core to our operations.”

ASHLEY BRADFORD
GLOBAL CHAT SUPPORT PROGRAM MANAGER, UBER

“Using chat, you get more context because it’s one person asking a number of different questions, compared to one ticket being raised with one question via email, going back the next day with a suggestion, waiting for the customer to respond, then going back the next day. Live chat is just that—it’s live.”

TIM MCMINN
TRAINING AND SUPPORT MANAGER, CONNECTIVE

“What I like about Zendesk is that it lends itself to an iterative approach that we can build and tweak as we go. Zendesk is easier to interact with, it has a cleaner, more modern interface, and it is easy for us to tailor it to our needs.”

ALBERT DEGREGORIO
DIRECTOR OF DIGITAL WORKFORCE AND TECHNICAL PARTNER OPERATIONS, EVENTS DC

“As soon as we put live chat on the website, people felt like connecting to an agent directly increased the likelihood of getting the best rate available. It was good for business.”

K’LEE CHALLINGER
SOCIAL MEDIA OPTIMIZATION AND REAL-TIME CUSTOMER SERVICE MANAGER, MINOR HOTELS

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IMPOSSIBLE™

THRIVE
— MARKET —

Outreach

wrike

edmunds



2025

**LIVE CHAT
SOFTWARE**

TOP PERFORMER





ABOUT 3CX



3CX is a 100% channel company and is the developer of a the 3CX communications software; the open standards IP PBX which innovates communications and replaces proprietary PBXs. 3CX cuts telco costs, boosts company productivity and mobility, and enhances the customer experience. With integrated WebRTC video conferencing, softphones for Mac and Windows, smartphone apps for Android and iOS, website live chat and more, 3CX offers companies a complete Unified Communications package out of the box.

249

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“3CX is a great hospitality PBX. All functions for all hotel sizes are available, and by using the interface in combination with Property Management Systems it does everything you need at a very competitive price. It was very easy to install and maintain. The hotel phones could even stay in place, just by making use of SIP-ATA gateways.”

MARIANNE VAN DER STERREN
HR MANAGER, BASTIONHOTELS.COM

“We love 3CX because it gives our workforce the ability to always be available to take calls. The management information provided is excellent in terms of presence and reporting. We can interface with the core information in the database and provide lots of useful reports.”

MATTHEW KINGSLEY-WILLIAMS
DIRECTOR, MWL SYSTEMS

“Ease of setup, maintenance and reliability were all requirements since everyone managing the infrastructure volunteers their time to do so. Smartphone support was also critical, since everyone in the organization is virtual and does not reside in a central office.”

BOB KANE
COMMUNICATIONS DIRECTOR, KNIGHTS OF COLOMBUS

“3CX was remarkably flexible and easy to install. It was also extremely simple to manage and being able to run 3CX on Windows Server offers great peace of mind.”

DUSTIN ADAM
DIRECTOR OF IT, RE/MAX

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THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL







ABOUT COMM100



Comm100 is a global provider of omnichannel communication software for education, government and commercial organizations of all sizes. With Comm100, organizations provide the optimal balance of human-bot engagement through configurable live chat, AI-powered bots and automation, and secure messaging – all from within one integrated platform. With more than 15,000 customers worldwide over 14 years of experience, Comm100 is helping organizations such as IBM, Stanford University, HomeTrust Bank, Rackspace, Colgate, and Canadian Blood Services. Learn more at...

130

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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 guide them to the right product or to help them get the best data from their instrument. Chat accomplishes that and more, helping us build stronger, more personalized relationships with our customers.”

PATRICK HIGGINS
DIGITAL MARKETING & SOCIAL MANAGER, YSI INC.

“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 VALVE

“Comm100 is the first solution that we've used and the program itself is quite user friendly. There are no real challenges with the software itself.”

DEANNA HOFFMAN
DEVELOPMENT AND OPERATIONS MANAGER, AFFINITY CREDIT UNION

“I like Comm100 better than all of the other chat programs out there. You name it, we've looked at it. For us, Comm100 Live Chat just works perfectly.”

MARK GIRAUD
PRESIDENT, SCOTT SYSTEMS

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ABOUT ENGATI



Engati is a one-stop platform for delighted customers. With their intelligent bots and Live Chat services they help you create the smoothest of Customer Experiences. They make it possible for businesses to reimagine their customer journey by using their integrated platform with the powerful combination of chatbots and live chat, enabling omnichannel global customer experiences.

74

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Engati’s platform is easy to understand as well as easy to use both from a technical and non technical perspective. The post sales support has also been great. We would definitely recommend Engati to others as it is a highly reliable system.”

MOHIT KHETARPAL
BUSINESS INTELLIGENCE ANALYST, TBO HOLIDAYS

“Engati Chatbot not only works for general FAQs but also serves as a selling channel for us. The Engati team has also helped us by enhancing the product with important features & customizations that added value for us.”

VARUNKUMAR MUNGARA
VICE PRESIDENT - IT & MIS, QATAR INSURANCE GROUP

“Engati has a very simple and easy-to-use interface that helped us to create & modify the chatbot according to our needs. The technical team is very supportive of ensuring the bots run smoothly.”

ABDALLAH GHANEM
CHIEF FINANCIAL OFFICER AND MANAGING PARTNER,
PROTEIN UNITED COMPANY

“Engati has worked really well for us. Their chatbots make it easy to create individualized learning experiences.”

GEORGE HANSHAW
DIRECTOR OF ELEARNING SOLUTIONS, LOS ANGELES
PACIFIC UNIVERSITY

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ABOUT FRESHCHAT



Freshchat helps you delight your customers by driving smarter conversations on messaging channels they use whenever they need to talk to you, 24/7. At Freshchat, they will partner with you to deploy self-service capabilities setting you up for true conversational experiences, and providing instant customer service at scale, effortlessly.

61

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The asynchronous messaging and automation made possible by Freshchat have helped us significantly improve clinician efficiency. During the pandemic, with thousands of patients and doctors incredibly overstretched, you can imagine how valuable that’s been.”

PHIL TYLER
CHIEF OPERATING OFFICER, DOCTALY

“I like Freshchat's reporting. Right from the conversation overview, team and agent performance, customer satisfaction, agent availability, and so on. It gives you a more 360-degree insight on how my team is working. It's more detailed than Intercom.”

AMR ONSY
DIRECTOR OF CUSTOMER SERVICE, WADI DEGLA

“Along with efficient team management, Freshchat helped us develop a stronger relationship with our customers and make the transition from an offline retail store to an online D2C brand much easier.”

MAULI TELI
CO-FOUNDER, IBA COSMETICS

“While many competitors to Freshchat came close, the ease of use, beautiful design, and wonderful support team that is always there for us made us go with Freshchat.”

DENITSA DIMITROVA
SALES LEAD, FANTASTIC SERVICES

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ABOUT GLADLY



Uniquely powered by Customer AI, Gladly is the only CX platform that puts the customer —not tickets —at the center of every conversation. Trusted by the world's most customer-centric brands, including Crate & Barrel, Ulta Beauty, and Tumi, Gladly delivers radically efficient and radically personal experiences. Gladly was built for B2C leaders who refuse to compromise on operational efficiency or experience. With Gladly, every conversation feels uniquely tailored and instantly responsive, emotionally intelligent and operationally precise, deeply personal and effortlessly scalable. At...

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“A great human-on-human interaction is absolutely fundamental to the TUMI brand. Gladly helps us keep humans in the forefront of how we interact with customers, routing customers to the last agent they spoke with, and offering them the continuity, immediate historical knowledge, and empathetic insight of that agent.”

CHARLIE COLE
CHIEF DIGITAL OFFICER, TUMI

“With Gladly's complete AI-powered offering, Allbirds automated customer interactions and increased agent productivity, driving down average handle time by 41% across support channels and achieving an 87% resolution rate for order contact reasons.”

ALLBIRDS

“We're no longer treating customer like tickets, or having standalone, transactional interactions with our customers. With Gladly, our agents are empowered to treat customers like people.”

MARY MIKUS
CORPORATE BUSINESS LEAD, GODIVA

“A very clean and modern approach to customer service. Gladly has a clean UI and intuitive approach to viewing customers as people with multiple conversations in one interface.”

CHRISITAN CALAWA
WORKFORCE DATA ANALYST, CRATE & BARREL

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jetBlue

GODIVA
Belgium 1926

DECKERS
— BRANDS —

Crate&Barrel

chubbies



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.

88

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“HappyFox has been a game-changer for our district. The ease of ticket queue setup, automation of tasks, and powerful reporting capabilities have made our support operations much more efficient.”

CHRIS EGGLESTON
DIRECTOR OF IT - APPLICATION AND DATA SERVICES,
ACADEMY DISTRICT 20

“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

“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

“Easy to setup and manage, easy to use, customizable to our needs. HappyFox is streamlining the way we help our users.”

JAMES TOWNER
DIRECTOR OF IT, LIVEOPS




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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.

109

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“I use all of Help Scout’s features. In other software, you typically see extra features that aren’t used and ultimately get distracting — but my experience on Help Scout is that I have access to every feature I need, without anything extraneous. If I’m teaching or onboarding a team member, I don’t have to worry about them getting lost.”

WILL STEPHENS
CO-FOUNDER, BEERMENUS

“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

“The simplicity of Help Scout makes the work so much easier. It’s not complicated by thousands of plugins or tabs — it’s just you and the customer solving a problem.”

JOEY BLANCO
CUSTOMER STROYTELLER, ZAPIER

“My favorite thing about using Help Scout is just simply the ease of being able to correspond and follow up with customers.”

YNG-RU CHEN
TATTLY

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ABOUT KAYAKO

kayako//one

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.

81

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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 has really streamlined our support process, “Conversations (not tickets)” gave our customers a sense of personalized support and put them closer to us. Kayako is fast, slick, intuitive and polished!”

CHIRAG AJMERA
NCC TELECOM PVT. LTD.

“We chose Kayako because it’s the only customer service software that combines live chat and email conversations into a smooth and effortless customer experience.”

LEANDRO MORAES
PRODUCT MANAGER, JIVA GESTÃO EMPRESARIA

“Kayako has enabled our team to streamline our support process, to more effectively communicate, and ultimately to resolve issues in a more timely and profession.”

SUSHANT DASHPUTRE
ASSISTANT MANAGER, SUPPORT, QUICK HEAL

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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.

126

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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 Olark send all chat transcripts and contact messages to HelpScout (our help desk software) and create support tickets for customer interactions. In addition, we use the awesome Targeted Chat feature in Olark to automatically route new visitors to Sales or Support teams based on URLs. Love it.”

MICHAEL GENELES
PITCHBOX

“We love chatting with our customers but asking them who they are after they've already logged in makes us look not so smart. We also use Desk.com as our CRM and to optimize our customer experience we need logs of all emails and chats in the same place.”

MARK SILLIMAN
CO-FOUNDER, SMARTWAIVER

“We analyzed the qualitative data in our live chat transcripts to create a vocabulary of customer words. We used this data to optimize our website and landing page copy and saw a 176.33% conversion rate increase.”

GILES THOMAS
CHIEF EXECUTIVE OFFICER AND FOUNDER, WHOLE DESIGN STUDIOS

“Adding an Olark live chat widget on our product pages started generating more leads for us, which resulted in a 25-35 percent increase in sales and site conversion rates.”

HANNAH CATANIA
MARKETING ANALYST, TRULY

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ABOUT STREAM



Stream helps companies build social apps. Many of today's most popular apps such as Instagram, Pinterest, Spotify and Runkeeper show content from the people you follow in realtime. Building this type of functionality in house is expensive and takes months to complete. Stream offers a hosted API based on cloud and big data best practises, which enables developers to add social functionalities to their apps in hours instead of months.

148

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Integrating Stream Chat with our existing systems was smooth, thanks to its well-documented API and support from its customer success team. This ease of integration allowed us to quickly implement the chat functionality without causing disruptions in our ongoing operations.”

JEROME MULDOON
CHIEF CUSTOMER OFFICER, COMPASS EDUCATION

“We built a very effective text-only chat, but because it lacked customization, we received feedback from users that they would instead use off-platform messengers that had the features they wanted.”

AMAR AMARSANAA
CEO AND CO-FOUNDER, ZAYA

“Stream Chat got us up and running and professional-grade in almost no time. We could look and act big, even though Hovr was just getting out of the gates.”

JASON CRAPARO
CO-FOUNDER AND CEO, HIO

“Stream Chat allows us to focus on building Benzinga Pro and supporting our community, not the chat technology powering it.”

BERT DAVID
LEAD DEVELOPER, BENZINGA PRO

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betabrand



C O D E P E N

Fitelo

D dubsmash



ABOUT TIDIO



Tidio's primary focus has been the creation and development of SaaS (Software as a Service). Their hard work over the years has culminated in Tidio, one of the top live chat applications in the world today. With more than 160,000 clients around the globe, Tidio enhances the day-to-day customer experiences of small businesses and micro-enterprises. They understand their needs very well they are one of them, after all.

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“By far the best experience with any live chat software that I've ever had, period. Tidio has helped me so much with acquiring leads, managing customer support, and organizing my contacts. It made my website look WAY more professional, and I can tell my customers are happy using it as well. It's super simple to use, and makes building bots a breeze.”

MATT LOPEZ
CRYPTO MAVERICKS

“Tidio Live Chat has been a huge success on our guitar lesson website because it allows students to ask questions real-time as they stream our guitar lesson videos. The tidio live chat application was so easy to install and it is by far the most modern chat application for website.”

DEVIN SHAWN
COUNTRY GUITAR ONLINE

“Tidio has given our clients a quick and easy way to send over thoughts and questions without delay or wait time! No second guessing just asked and answered quickly in order to make their purchasing decisions easier.”

ANDREW WALKER
CRYSTAL KAYAK

“Promote your knowledge base more! It's really useful. Tidio helped me 10x my sales after I set up the app in the right way. I cannot wait to promote it to my clients, too.”

ALEXIS VARSAT
OWNER, HB

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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.

46

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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 allows us to respond more...”

GORDON DYET
DIGITAL COMMUNICATIONS MANAGER,
SCOTTISHPOWER

“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 answer any enquiries we have about the WhosOn solution.”

HEAD OF MARKETING
DIRECT RESPONSE

“The live chat service plays an important role in offering immediate and expert help, particularly for people who might find it difficult to discuss their experiences on the phone or in person.”

JUDITH BROWN
VICTIM SUPPORT

“I would certainly recommend WhosOn to anyone who has a customer facing website, the software is functional, easy to use and can only help your business improve its customer service.”

AMY KIRK
SALES & MARKETING EXECUTIVE, CENTERPLATE

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2025

**LIVE CHAT
SOFTWARE**

RISING STAR





ABOUT ALIVE5



Alive5 platform allows any business to chat with their customers using Chatbot Technology, from their websites, apps, SMS text-message and social media pages. Alive5 allows teams to connect with their customers over two-way text messaging. Give your customers a new way to connect by SMS-enabling your existing landline with the alive5 platform. Answer questions, groom sales leads and handle customer service inquiries on the world's most used channel – text message.

24

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“WebsiteAlive has been tremendous in our ability to effectively communicate with customers not only during office hours, but also after office hours with their Concierge services. Our sales reps are quite often able to convert a live chat conversation into a real phone conversation and close business regularly. In addition, the Concierge service has been a very effective customer service tool helping to accurately answer common questions by fans outside of office hours.”

WARREN PARR
DIRECTOR OF SALES, ATLANTA FALCONS

“The WebsiteAlive product and team has been instrumental in getting us one step closer to our guests and helping with the facilitation of online booking. The team has been innovative and quick to market to support us in branded initiatives such as Social Reservations.”

JACOB MESSINA
DIRECTOR OF INTERNET MARKETING, LOEWS HOTELS

“AliveChat has been able to provide us a better online shopping experience for our customers. We're very pleased with the AliveChat platform. It has helped us provide a better online shopping experience for our customers.”

BRAD BUTLER
CHIEF OPERATING OFFICER, HALLOWEEN EXPRESS

“Working with alive5 was more than just software. It was about how do we combine software with good strategy to achieve the goal that we want to achieve!”

HENAL PATEL
CHIEF EXECUTIVE OFFICER, DOCJURIS

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**HALLOWEEN
EXPRESS**



liongard



**LOEWS
HOTELS**



ABOUT CRISP



Crisp was created with an entrepreneur and "hacker" culture. Their goal is to create the best support software. They want to be free from any external pressures. So their company is fully bootstrapped from the beginning (2015). They are a remote-friendly company and didn't wait for the Covid pandemic to allow remote! In fact, Crisp used to be a 100% remote team at the beginning. Since 2018, they have offices in Nantes, France, where a part of the team is located. The rest of the team is distributed all their the world.

62

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Crisp enabled us to unify customer service requests across channels, and not only WhatsApp, creating a more organized and efficient support process. Integrations with social media, ready-to-use responses, and fast handling of inquiries were crucial for optimizing our high-demand support system.”

JULIA SANTANA
MARKETING MANAGER, IMOBZI

“Crisp is, at it's heart, a website chat, it's a support system by your website. But it does way more than that. Crisp is a key part of your customer support. Crisp has been amazing, and the first thing that really attracted me to, as a techy, was the size of the chat widget.”

CHRIS SEES
CO-FOUNDER AND CHIEF EXECUTIVE OFFICER, THE HOXTON MIX

“The thing I like the most about Crisp is the way they feel about why every company should have a live chat on their website. It's not about doing automated customer service. It's all about having a real conversations with people that are browsing your website.”

JORDAN CHENEVIER
CHIEF MARKETING OFFICER, GERMINAL

“Beyond being a chat, it is an engine that allows us to provide really good assistance and service to our customers. Providing an immediate response and an easy solution to the problems they may have at that time.”

DAVID ROCH
DIGITAL B2C MANAGER, ETNIA BARCELONA

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Emma





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

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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 their web browsers. It looks more professional over all works better. I only wish we had done this sooner. I recommend HelpOnClick for anyone looking to get into chatting with their website users. The price point is very reasonable and allows us to test things out without fearing new big expenses.”

SASHA SHTERN
BATH & GRANITE

“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 more. Thanks for helping my startup get off to a great start!”

MICHELLE BEAUDET-SMITH
PRESIDENT, E-MEND SOFTWARE

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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...

72

TOTAL CUSTOMER REFERENCES

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REFERENCES**

FEATURED TESTIMONIALS

“LiveAdmins has exceptional chat agents, helping us almost double our leads in 4 Years. After working with them, we have seen a remarkable transformation in our lead generation efforts, resulting in a substantial increase in sales. These chat agents are incredibly efficient and effective. They provide prompt and accurate responses, impressing customers with their personalized and attentive support. LiveAdmins integrates seamlessly with...”

NATALY BLANCO
DIRECTOR OF MARKETING, KUL OFFICE FURNITURE

“We greatly value LiveAdmins 24 hour customer chat service to start the solar journey for homeowners at any time. Their initial conversations allow our Solar Support Specialists to quickly finish our screening and reduce time to deliver a customized proposal. Thanks to our Client Success Manager's responsiveness and their team's adaptiveness to our scripts, we have a very productive...”

ERIC SCHNEIDER
DIRECTOR OF BUSINESS DEVELOPMENT, STRAIGHTUP SOLAR

“We are very pleased with the level of service, attention to detail and quality of chat experience provided by LiveAdmins. They performed excellently in all aspects - great customer support, thorough on-boarding and scripting process, a commitment to learning our business and improving our results, and professional chat agents who communicate well with our...”

DAVID WOLF
BUSINESS DEVELOPMENT MANAGER, CREST OFFICE FURNITURE

“LiveAdmins helps us capture more opportunities because they are there 24/7 to handle the chats. It was really fast to get it (live chat technology) going. You need staff to handle the queries and the questions from your customers. And as I said before, LiveAdmins is that solution.”

MARK MOGRIDGE
MANAGING DIRECTOR, THE BIZMARKETING GROUP

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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...

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“We like to offer our customers the best experience in our store. That’s why we have chosen LiveAgent to manage all the information flow in both directions, offering a place with FAQ and different ways to contact us (chat, tickets,) centralized in a unique portal. LiveAgent help us to solve most of the questions in a fast and effective way. We will continue working with LiveAgent and improving customer service.”

ARANZAZU F
FACTORCHIC

“With LiveAgent we’re able to give our customers support wherever they are. Facebook, Email, Chat – it doesn’t matter for our team, we simply answer the questions and offer solutions. It also works very stable and fast with a great support from the LiveAgent team.”

CHRISTIAN LANGE
LUCKY-BIKE

“LiveAgent is simply the best and most affordable Helpdesk & Live chat software out there! Bye bye Kayako! Adios Zendesk. Goodbye whatever!! Development is great and fast! Rock solid and easy to use software. Very customer friendly also! LiveAgent you ROCK.”

JEREMY OTTEN
RANDOM SOLUTIONS

“We love LiveAgent - it makes supporting our customers easy, and as we grow we can effortlessly assign more agents to different types of support.”

PETER KONING
TYPOASSASSIN.COM

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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.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We recently switched to LiveHelpNow for our email, chat and knowledge base service. We were immediately impressed by two things: One, how much out-of-the-box functionality they provide for such a reasonable price and two, how eager they are to help. The package is powerful, extensible, easy to use and customizable and the staff are smart, friendly and professional. It's gratifying to ask LHN for a new tool and see it in the application a short time...”

JOEL LEVIN
VICE PRESIDENT, TECHNICAL SUPPORT, FINAL DRAFT

“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 body with the help of...”

HIRA ADNAN
CHAT/HELP/INFO DESK TEAM SUPERVISOR, ISLAMIC ONLINE UNIVERSITY

“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 Support Suite inquiries result in sales and we have many customers that...”

MALLORY KRAMER
CUSTOMER SERVICE REPRESENTATIVE, MM TOOL PARTS

“LiveHelpNow provides many features that our former chat system didn't have. Making ourselves accessible in more than just one way has really increased our level of customer service. The ability for students to create tickets when we are offline is a big plus as well. Also, the FAQ Dashboard serves as a great resource for frequently asked questions we receive. Most importantly, I love the customer service that the company provides. There's never...”

PHONG YANG
COUNSELOR, CALIFORNIA STATE UNIVERSITY

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ABOUT PROVIDE SUPPORT LIVE CHAT



Provide Support Live Chat is a powerful customer support tool. It allows you to help customers instantly via live chat, see their navigation through your website in real time, guide them, and offer assistance proactively. Provide Support offers one of the most reliable Live Chat services on the market. The company was founded in 2003 and has proven its credibility. With Provide Support Live Chat you get: - All features included in any...

72

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Provide Support's live chat feature has allowed us to offer an additional channel through which our customers can contact us. One very handy feature is the canned responses. We are able to send required documents to our customers via direct weblinks by embedding them right into the canned response. So when our customers click on the link it takes them directly to the online form versus having to send them a pdf that has to be downloaded and opened.”

TATE TOOLEY
IT MANAGER, BLOSS & DILLARD, INC.

“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 the delivery of increased revenues for the group.”

DEIRDRE RYAN
ONLINE MARKETING MANAGER, CARLTON HOTEL GROUP

“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

“Provide Support's Live Chat has significantly increased the number and quality of customer applications, and greatly improved customer satisfaction.”

DAVID GOODALE
CHIEF EXECUTIVE OFFICER, MERCHANT-ACCOUNTS.CA

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Classic Car Carpets





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...

27

TOTAL CUSTOMER REFERENCES

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REFERENCES**

FEATURED TESTIMONIALS

"I believe that Pure Chat allows the customer to feel a lot more comfortable. They can just message us right then with the smallest little thing - something they probably wouldn't have sent an email about - and that little thing may be the difference between them ordering the product or not."

JON IRONS
DESIGN AND FABRICATION LEAD, ISKELTER

"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

"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

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ABOUT TAWK.TO



tawk.to makes it easy for over five million people to communicate and transact with billions of customers. No matter where they are or how they pay. The most widely used chat application on the planet, tawk.to is ranked #1 with a 98% customer satisfaction score. Monitor and chat with customers in real time. Then follow up in a built-in ticketing and support center. tawk.to's free messaging and customer management software is easy to use across all devices and integrates with all your websites. tawk.to is completely free forever and offers 24/7 support. Create an account at...

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

"It's amazing that a person can come to our website, they can talk to a tawk.to person, get their questions answered, and purchase the product. And this could be at 1 AM in the morning."

JOHN POLIDAN
CHIEF EXECUTIVE OFFICER, FOUNDER, UFM UNDERWEAR

"I was incredibly happy when I discovered tawk.to, because I had been searching forever for a live chat software that I could afford."

MELISSA STRAWN
CHIEF EXECUTIVE OFFICER, MYPEOPLENOW

"tawk.to gives the customer the ability to ask questions, we love to be able to make sure they're completely satisfied."

KIFF SAUNDERS
FOUNDER, GLOBAL BALLOONING AUSTRALIA

"We started with this technology and we continue to grow."

ASSAF CATRAN
PRESIDENT, RANGER GUARD AND INVESTIGATIONS

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casabianca
HOME

E X KITE

petit nord
COPENHAGEN





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.

35

TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

“A shop’s usability stands or falls by its guidance and support options. Live chat is perfect to answer web visitor needs instantly, and with Userlike you have an excellent solution that’s easy to integrate into any shop.”

JOHANNES ALTMANN
OWNER, SHOPLUPE

“With chat, everything's more simple. It's no problem to send a small message for clarification. But above all, customers love the chat because it allows them to reach the right person directly.”

VOLKER KRUMREY
CUSTOMER EXPERIENCE, VILLEROY & BOCH

“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 is a service standard that people expect your company to have nowadays, like they expect you to have phone and email support.”

FLORIAN FÜRST
TEAM LEAD DIGITAL MEDIA, FRANKFURT SCHOOL

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