



URL:

<http://www.utah.gov/contact.html>

Agencies Involved

Utah Department of Technology Services
Utah Interactive, LLC

Contribute operators to Live Help:

Utah Department of Commerce, Utah
State Tax Commission
Utah Department of Transportation
Utah Department of Insurance
Utah Department of Public Safety
Utah Department of Workforce Services.

24/7 Live Help Network

Target Customers

Users of Utah.Gov who are experiencing technical difficulty or have a question about a service or a particular Web site.

Application Description

Service overview

Launched in July 2003, Utah.gov’s unique 24/7 Live Help Network combines cutting-edge technology with around-the-clock customer service. Users with questions about the site or who are having technical difficulties can ask for help in a variety of ways: email, phone, or live chat. The “Live Help” link is on the header on every portal page and by clicking on it, users are taken to a Help page in which they can select their Help option of choice. All options are “live,” meaning there’s a live human on the end. Furthermore, all options—email, phone, or Live Chat—are available seven days a week, twenty-four hours a day.

In addition to being the first state in the nation to offer 24/7 customer service, Utah broke new ground in developing customer service capabilities that spanned the state enterprise. Utah.Gov’s 24/7 Live Help Network is truly a network: over 15 state agencies are online assisting Utah.Gov Primary Help operators with agency-specific questions.

Benefits to users

The 24/7 Live Help Network has enabled Utah.gov’s dedicated customer service team not only to serve more customers, but also to serve more customers more efficiently. Furthermore, users have access to customer support anytime they visit Utah.Gov, even if it’s 2am!

Positioning statement

Driving online adoption is about more than simply putting applications online; support and help for these applications must also be available quickly and effortlessly in order for online use to increase. Improving customer service by offering it in a variety of ways (phone, email, live chat) and around-the-clock greatly enhances the user’s experience of Utah.gov and all but guarantees their return.

Planned Marketing & Promotional Initiatives

Press releases as needed