



Citizens Advice Bureau

www.medwayadvice.org.uk

INDUSTRY:

National Advice Service

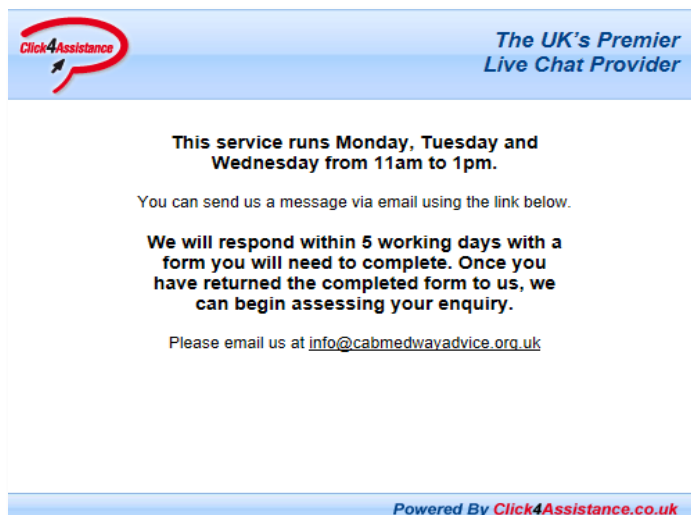
Citizens Advice Medway is a registered charity that offers free, independent and impartial advice on a range of issues including housing, welfare benefits, employment, debt, relationship breakdown and many others.

They use Click4Assistance to provide advice during live chat sessions. Resourcing of the service is handled by volunteers during set peak-times and specific days of the week.

The screenshot shows the Medway Citizens Advice website. The header features the 'citizens advice bureau' logo and the text 'Medway Citizens Advice'. A navigation menu includes links for Home, Getting Advice, Who we are, Contact Us, Volunteering, Donations, Outreach, and Governance. The main content area is titled 'Medway Citizens Advice Service' and includes a 'LIVE CHAT' button. Below this, there is a section for 'Citizens Advice Medway' with the heading 'What we do...' and a list of services: welfare benefits, employment, money advice, housing, immigration, consumer issues, family and relationship issues, legal help, discrimination, education and health, and other subjects. A live chat window is overlaid on the page, showing a sample conversation with a visitor, operator, and system message. The chat window also includes a 'Send' button and a 'Powered By Click4Assistance.co.uk' footer.

Due to the nature of the organisation, Citizens Advice do not offer a call back service therefore when the offline button is clicked, they present an informational message.

When the live chat service is unmanned the call-back form provides times of operation, together with simple instruction on making contact via email.



Click4Assistance **The UK's Premier Live Chat Provider**

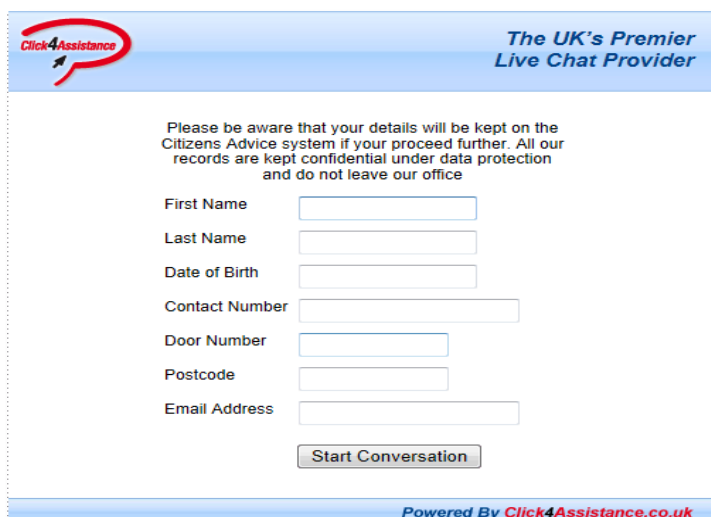
This service runs Monday, Tuesday and Wednesday from 11am to 1pm.

You can send us a message via email using the link below.

We will respond within 5 working days with a form you will need to complete. Once you have returned the completed form to us, we can begin assessing your enquiry.

Please email us at info@cabmedwayadvice.org.uk

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Click4Assistance **The UK's Premier Live Chat Provider**

Please be aware that your details will be kept on the Citizens Advice system if you proceed further. All our records are kept confidential under data protection and do not leave our office

First Name

Last Name

Date of Birth

Contact Number

Door Number

Postcode

Email Address

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Before a chat is started the visitor is asked for specific contact information which is available to the operator during the conversation.

“Medway Citizens Advice Bureau first started using the services offered by Click4Assistance in early 2011 to interact with our clients. It hasn't given us any problems and we have found the software to be very user friendly.”