

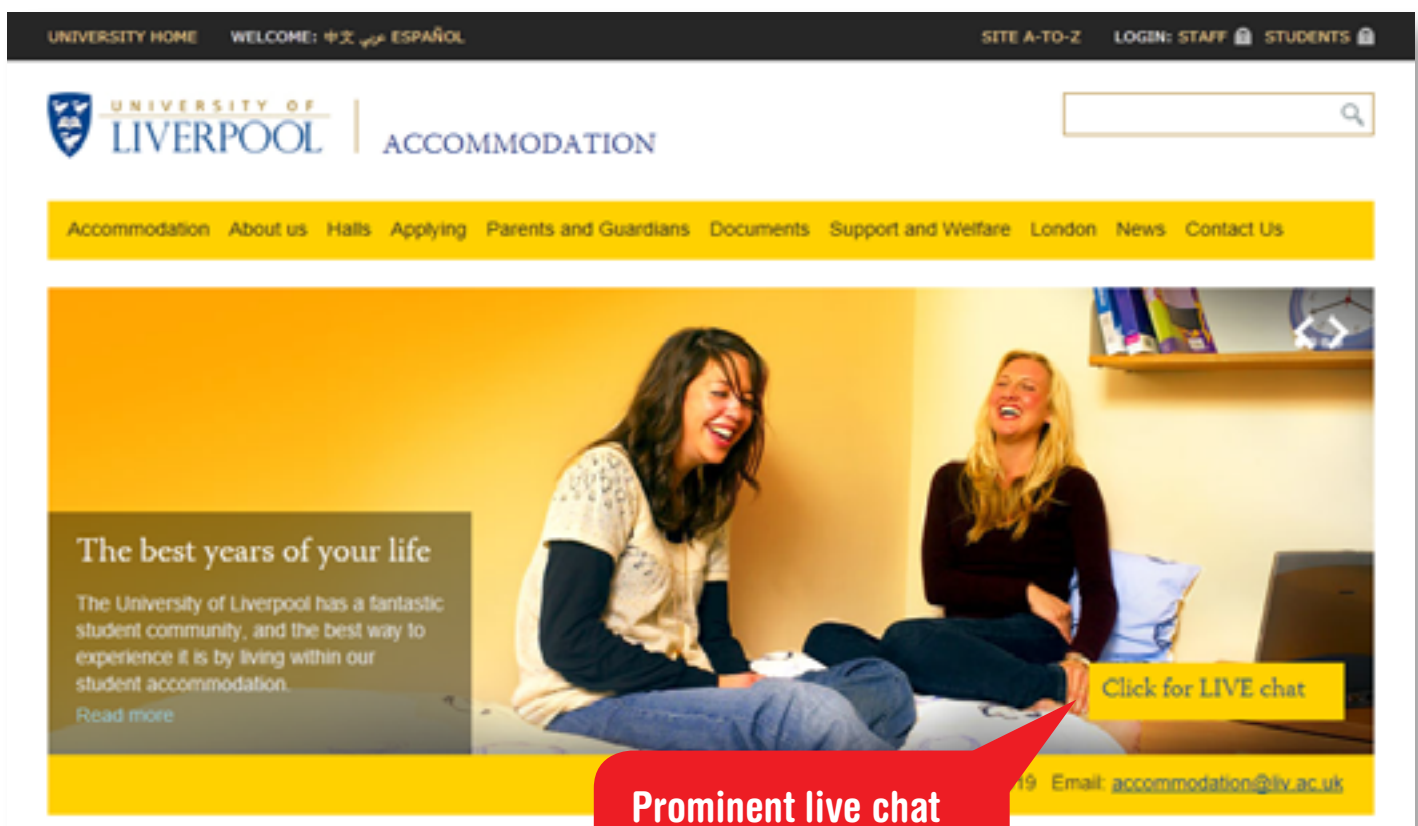


University of Liverpool

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INDUSTRY:
Education

The University of Liverpool is one of the great UK centres for research, knowledge and innovation. A leading member of The Russell Group, committed to maintaining the very best research, outstanding teaching and learning experience and unrivalled links with business and the public sector.

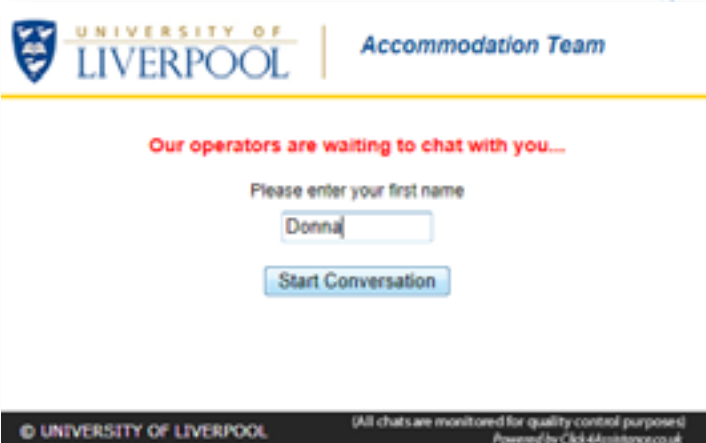


Prominent live chat button within the accommodation area

The University of Liverpool has over 4500 student rooms in their student villages and on campus residences. Introducing Live Chat into their accommodations department has improved student experience and streamlined resourcing, with an extended implementation planned across additional departments.



The Call-back form is displayed when no agents are available to handle chats, prompting the student to use traditional means of communication.



The student is asked to complete a questionnaire after their chat, the university can then analyse this information to streamline their inbound services.

