



# Southampton Solent University

[www.solent.ac.uk](http://www.solent.ac.uk)

INDUSTRY:  
Education

Southampton Solent University is a modern and dynamic university that provides inclusive, high-quality education to students from across the globe, with 4 campuses and a student body of 22,140 incorporating over 119 nationalities.

The screenshot displays the website's navigation and content areas. A red callout box with a white speech bubble icon and the text "Prominent live chat button within all areas of the website." points to a red "Live chat leave a message" button. Other visible elements include a "POSTGRADUATE DEGREES NOW OPEN FOR APPLICATIONS" banner, a "Solent graduates get a 10% discount on courses." badge, a "PROSPECTUS" link, and a "Booking is essential OPEN DAYS" link. The footer contains social media links for Facebook, Twitter, and YouTube, along with accessibility and cookies information.

Southampton Solent University implemented Live Chat across a range of departments including finance, clearing and international applications. Dedicated buttons are used on specific pages across the website to ensure chats are routed seamlessly to the relevant advisor. This has streamlined communication for their students and ensures the university frequently receives 100% service satisfaction ratings on post chat surveys.

Southampton  
**SOLENT**  
University

**Sorry, but all of our operators are unavailable at the moment.**

Please leave your details and we'll be in touch as soon as possible.

Your name: Stanley  
Phone number: 01234 567890  
Email address: stan@myemail.com  
How can we help?: Could you contact me regarding your late degree please?

Submit details

When agents are offline the call-back form collects the students' details and emails the university for a follow-up during office hours.

Southampton  
**SOLENT**  
University

**Kathy** Hi Sally, welcome to the universities accomodation live chat service, how can I help?

**Sally** Hello Kathy, I would like to enquire about pricing and availability regarding the campus halls

you tell me more about

Send

Name and email address is taken before the chat commences.

Southampton  
**SOLENT**  
University

**Our operators are waiting to chat with you...**

Please enter your first name: Sally

Please enter your email address: sally.micham@myemail.c

Start Conversation

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

Southampton  
**SOLENT**  
University

In order to maintain and improve our service, please take a moment to complete the questions below.

Overall how satisfied are you with the quality of the service you have received? 100% 0% (Progress indicator)

Have you used live chat before? Yes No

Would you use our live chat service again? Yes No

If live chat had not been available would you have done? Left the website

Any comments: great service!

Submit your feedback