

## **Live help makes getting in touch with EHDC even easier**

People who need to contact East Hampshire District Council now have the option of live online help.

The service, which went live on Thursday 28 January 2016, will allow customers to talk online to the council's knowledgeable customer service team, who will be able to help customers to find information and perform the sort of tasks they would during a phone call.

The service will be available Monday to Friday, 9am-5pm. Visit [www.easthants.gov.uk](http://www.easthants.gov.uk) using a computer or tablet and an icon saying 'live help' will appear on every page apart from the Home page. To access Live Help from the Home page, click on 'Contact Us'.

Many organisations provide a web-chat option for customers and recent research shows that it is likely to attract more customers (rather than detract from the phones).

Web-chat is the contact method of choice for many younger customers, those who are hard of hearing and people whose first language is not English.

Councillor Bill Moulard, portfolio holder for Marketing and Communications said: "The introduction of the live help service will give our customers another way to contact the council without having to make a phone call.

"Live help is a valuable new online service the council is offering to its customers. The evidence is that more and more people are using our website to get information and advice, and this is another way to help."