

InstantService

InstantService Inc., 600 University Street, Suite 401, Seattle, WA 98101, (206) 956-8000 office (206) 956-0383 fax, www.instantservice.com

In business since 1998

Price: InstantService has seven different pricing options. Each option offers different services and a total number of transactions included in the monthly price, all are unlimited seats. Setup ranges from \$300 for the most basic package to \$1,700 for the most expensive. The cheapest package includes basic chat and monitoring only and 200 transactions for \$200/month. The next one up is \$400/month, which will give you customer history and 500 transactions. For \$600/month you get integrated e-mail and 800 transactions. For \$1,000/month, you get encryption and 1,500 transactions, and so on.

Training: Standard training includes administrator training and agent training. Usually takes about 2 hours total.

InstantService is a live chat and e-mail management system for online customer service using the ASP model. They use an interesting price model. You can choose from different plans and pay per month on expected use of the service. The literature I found on InstantService said they did not allow **cobrowsing or application sharing** but after speaking with the representative I found out this is newly available at an extra cost. They just formed a partnership with WebEx so you can get this added to the service for \$150/month for 5 seats and a one time set up fee. If you were using this with a customer you would be using 2 of the seats. This also includes drawing capabilities so the operator can circle items and such on the screen. An exit survey is also available.