

NGA Chat Goes Live

NorthgateArinso (NGA) has launched a Chat Live facility for customers to get quick advice and guidance on its products and services.

Following a highly successful twelve month pilot and 100% positive customer feedback, the NGA Chat Live facility has now officially launched for NGA's fully integrated and web enabled HR and Payroll solution, ResourceLink Aurora. Customers can now get quick advice and guidance on Payroll, HR, Web View and Reporting at the click of a button.

Katy Powell, NGA Head of Support said: "For simple questions, Chat Live is the perfect tool for customers to get answers immediately and get back to their day job. If a question turns out to be more complex than it first seemed and requires further investigation, the support team will look into the matter then contact the customer directly with a resolution."

The Chat Live facility can be accessed via the NGA Extranet portal homepage and is available Monday to Friday, 09:00 – 17:00. Simple to use, it reduces the need for customers to contact the Advice Line to log a call and wait for an advisor, saving valuable time. Whether it's a query about how to use the system or simply to find out when the next release date is, the knowledgeable and friendly Chat Live advisers are there to help.

Since the official launch at the end of September, almost 200 chats have taken place providing satisfied customers with the information they require at their fingertips. At the end of each chat, customers are invited to leave their feedback which has been 100% positive. One customer commented: "I think this service is brilliant. It's much easier to quickly contact someone for little trivial questions which normally would require logging a call. This must save a good half day."

The Chat Live support facility is now available to NGA customers.