

Livehelper Profile

Livehelper

Livehelper.com LLC, 3960 Howard Hughes Parkway, Suite #500, Las Vegas, NV 89109

www.livehelper.com

In business since: ?

Clients include: University of North Carolina-Charlotte, University of Central Florida, Admissions Office of Trinity International University

Price: Basic \$25/month per concurrent [operator] login

Professional \$85/month per concurrent [operator] login

Corporate \$250/month per concurrent [operator] login

Training: Company says no training is necessary. However, operators are available 24 hours/day, 7 days/week.

Livehelper has numerous features such as two-way cobrowsing, remote control, real time traffic monitoring, push pages, SSL secure chat, etc. See their webpage at <http://www.livehelper.com/packages.html> for details. No client downloads are required *except* for voice chat and remote control.

Note: UMC Ellis Reference trialed Livehelper for possible purchase. To use cobrowsing, the patron had to lower his/her security settings. This was also true of Docutek. We found this to be unacceptable.