
Live Chat Explained

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What Is Live Chat?

Any good bingo site should have contact details, enabling players to get in touch with staff should they have any problems or questions. A lot of sites offer a physical address, an email address and a phone number. Contacting the company by sending them a letter is the slowest way of communicating with the company as you have to wait at least a few days to get a reply; getting in touch by email, though free, can also result in you waiting anything from a few minutes to a few hours or even a few days for a reply. Some sites offer customer service only during regular working hours, so if you email on Friday, for example, you might have to wait till the following Monday for a reply. The same goes with phoning: you'll only be able to get in touch with some sites during their working hours. Calling the company can be the quickest way to contact the company, provided you get in touch with someone straight away, though it can also cost. Some sites, you will find, offer numbers that are free to call from anywhere within the UK.

Convenient

A lot of bingo sites offer an option called live chat. Of all the different contact methods, this is by far the most convenient. It puts you in direct contact with someone from the company and it's a personal way of getting in touch than phoning. While phoning can be free and does put you in direct contact with someone from the company, live chat is a more personal way to get in touch because you get to speak face-to-face with one of the company's representatives. To speak to someone face-to-face, you will need a webcam and microphone. Another way of doing live chat is by text chat. This is a great option if you wish to get in touch with someone but don't want to have to communicate with someone face-to-face. While live chat is a great way of getting in touch with the company, you should be aware that it is not always available. Many sites offer live chat round-the-clock: no matter what time of day it is, you can get in touch and someone will be there to help you with your queries. Some sites only offer the live chat feature during limited hours: the times will be posted on the live chat page. It's a good idea to check when live chat is feature before you start playing the site's games. You don't want to run into some sort of problem only to find that no one at the site is available to help you.

How To Use Live Chat

It's very easy to use the live chat feature. All you have to do is sign in to your bingo site account and find the live chat feature, which should usually be found under the site's support or contact page. The live chat feature should be very easy to find. If you can't find it, you should go to the site's forum and ask the chat moderator or even some of your fellow players. Live chat is recommended if you want to get in touch with someone quickly. The customer service staff are happy to help with any sort of query or problem, so no matter what it is you want to speak about, don't hesitate to get in touch. Live chat is free and most sites offer it round-the-clock, making it a very convenient way of getting in touch with someone from the site's customer service team.

Responsible Gambling: Gambling should be fun and never seen as a way to make money. Only gamble with money you can afford to lose. If you feel you may have a problem, visit gambleaware.org or call the National Gambling Helpline on 0808 8020 133. All sites featured on Top Online Bingo Sites are licensed by the UK Gambling Commission. You must be 18+ to gamble.

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