

# LIVE CHAT SUPPORT

**Turning physical into digital.**  
[letsgetdigital.com](https://letsgetdigital.com)



**Digital that feels  
(almost) like physical.**

## What to consider and what is in for me?

With our Live Chat Support service, we offer you the possibility of having a digital point of contact from Let's Get Digital available at all times during your event. The person is available for technical questions about the platform for organizers, attendees, speakers, and exhibitors via the chat function.

In this document, we answer any questions you may have about Live Chat Support at Let's Get Digital.

### What exactly does the Live Chat Support service include?

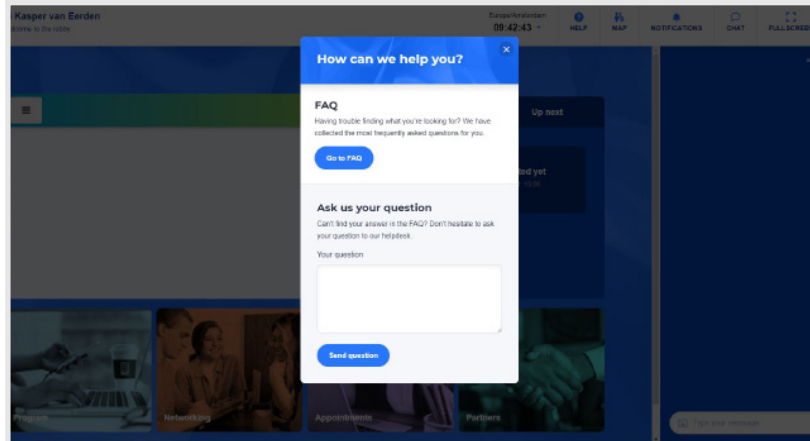
- Live Chat Support available in Dutch, German, and English
- Direct communication with a dedicated LGD employee via the "Help" function in the event platform
- Constant availability of an employee during the booked hours (via Chat)
- Quick response to general technical questions via the chat



## Where can you find us on the platform during the event?

The Live Chat Support can be reached via the “help” function in the top right corner of your virtual event environment (see image below).

Always up to date: At the beginning of the booked time period, your personal Live Chat Supporter will contact you. They will also contact you shortly before the end of the booked period.



ATTENTION: The person linked to the helpdesk of your event can be contacted via the “Help” (Chat) function in your event platform only. This means that our Live Chat Supporters cannot be zoomed, teamed, or video-called to communicate.

Note:

Live Chat Support is only responsible for technical support and is not accountable for any of the following:

- Spontaneous changes concerning the event’s organization
- Adding new attendees or other content to the platform
- Problems with external services (such as Vimeo or YouTube)
- Supporting speakers during their presentations

In case of an absolute emergency, caused by the functionality of the platform, it is possible to call the emergency phone number. You will receive this number from your event consultant shortly before the start of the event.

### How do I book Live Chat Support?

You have the option to book Live Chat Support with your Sales Consultant or Delivery Consultant. They will ensure that your personal support staff is available in the virtual platform at the desired times.

Attention: Please make sure to book the Live Chat Support at least two weeks before the desired date. Unfortunately, it is not possible to make a booking later than this.

### Live Chat Support costs

We offer one and a half hours of free Live Chat Support per event.

Furthermore, we distinguish our rates as follows:

During office hours (09:00 a.m - 05:00 p.m) : 50 € / hour

Out of office hours (05:00 p.m - 09:00 a.m) : 75 € / hour

