

basechat

**Chat & texting
software**

**Optimized
for helplines**

Webchat, WhatsApp, SMS.

A proven solution in use by 42 helplines in 8 countries.

About Basechat

Basechat is a Danish company providing a software tool for chat and texting to crisis helplines.

The tool supports texting via webchat, WhatsApp, SMS, and other channels.

Currently, 42 helplines in 8 countries use Basechat, including three national child helplines and the Danish national lifeline.

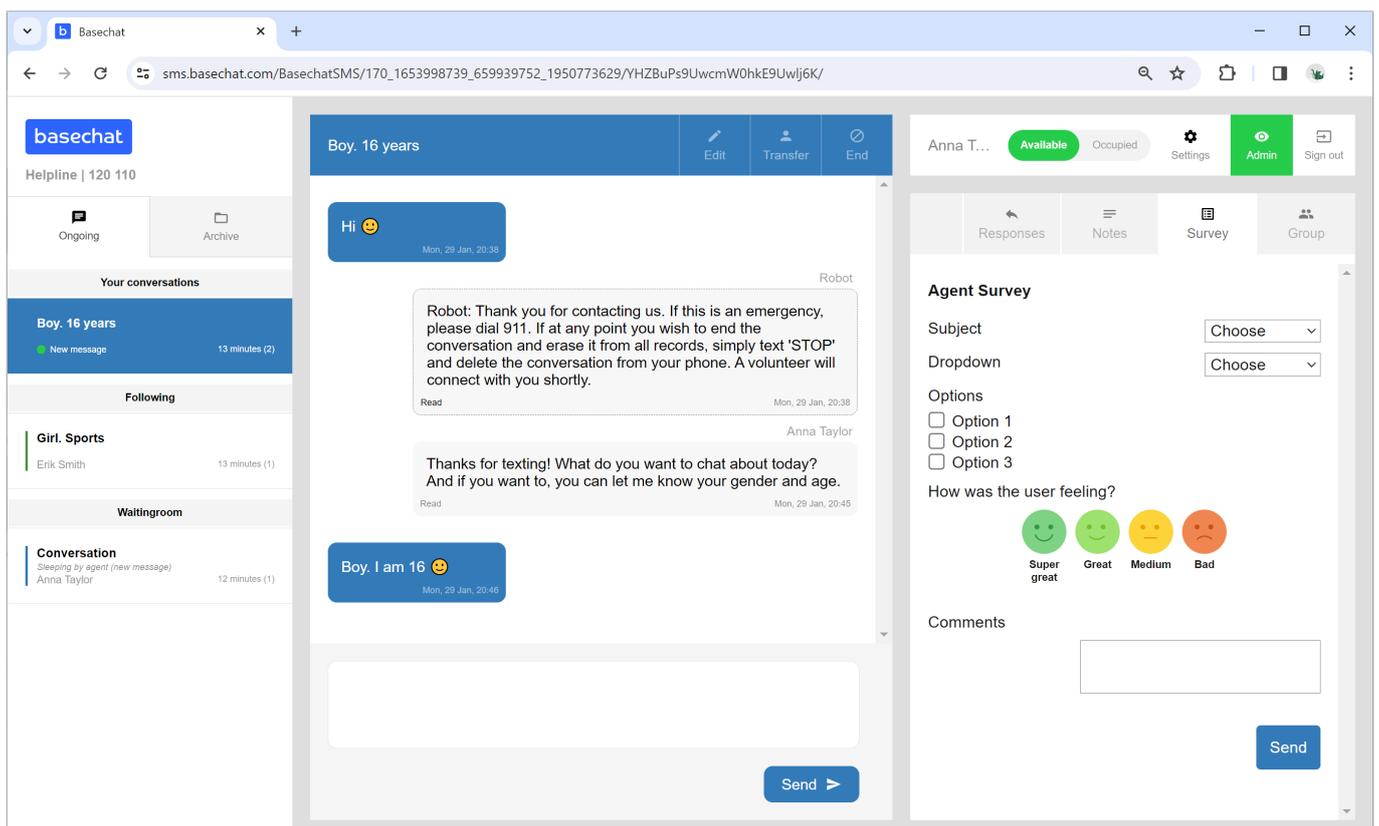
Basechat's features have proven to give helplines more conversations and better pedagogical results.

Basechat has fixed pricing, and we always offer a non-committal trial period.

For more information please contact Basechat's founder:

Anders Both
anders@basechat.com

Counselor texting tool in administrator mode



Key Features



Optimized for helplines

Basechat's features are optimized for helplines and the tool is easy to use for volunteer counselors.



Queue

Webchat has a queuing system that ensures that the total wait is never too long and that everyone in line can chat before the helpline closes.

The queuing system also ensures that users and counselors are ready and available to chat, when the conversation begins.



Frequent users

Basechat has various, optional, features to support helping frequent users better.

This includes a unique system that only lets frequent recurring users chat at times when the most counselors are available.

The screenshot shows a web browser window with the URL `survey.basechat.com/survey/r/E4nSDPqnPFyxbFbPWkGVxlRY`. The page features the "helpline logo" and a "Welcome" message. Below the welcome message, there are three questions: "How old are you?" with a dropdown menu showing "14 years", "What is your gender?" with a dropdown menu showing "Male", and "How are you feeling now?" with four emoji options: "Super great" (green), "Great" (light green), "Medium" (yellow), and "Bad" (orange). A blue "Start Chat" button is located at the bottom right of the form.

The screenshot shows a web browser window with the URL `phs.basechat.com/Yzc11RZuiULIAP20o3ExkAv8`. The chat interface displays the "helpline logo" and the text "The chat started at 20:52". A red "End Chat" button is in the top right corner. Below this, there is a section titled "Answers" containing the following text: "How old are you: 14 years", "What is your gender: Male", and "How are you feeling now: Great". The "helpline logo" is displayed again, followed by the text "The counsellor has joined the chat." and "Counsellor". A message from the counsellor reads: "I am glad that you are contacting us today. What do you want to chat about? I can see that you are feeling fine today." Below the message is a text input field and a blue "Send" button.

User survey before webchat

User webchat



Surveys and data

Basechat has surveys before and after chat for users, and during chat for counselors.

Basechat also saves data about the helplines efficiency, including wait times, response rates, and statistics about the number of frequent users.



Security and GDPR

Basechat is compliant with European data protection laws (GDPR), and the security has been audited.

Basechat has a unique method for end-to-end encryption of helplines' data.



Software as a Service

All helplines that use Basechat run on a proven and secure solution. A setup, in a local language and with custom design, can be done in one week.

Basechat has had 100% uptime for five years.



Text: 116 111

Chat with a trained volunteer. We reply during opening hours.

On WhatsApp:

 [WhatsApp Start chat](#)

On SMS:

Text: 116 111

We reply

Monday:	18.00 - 22.00
Tuesday:	18.00 - 22.00
Wednesday:	18.00 - 22.00
Thursday:	18.00 - 22.00
Sunday:	12.00 - 18.00

Custom-designed WhatsApp, SMS, and webchat entries



Chat with us

Open now

This is a confidential 1:1 conversation between you and a qualified counsellor.

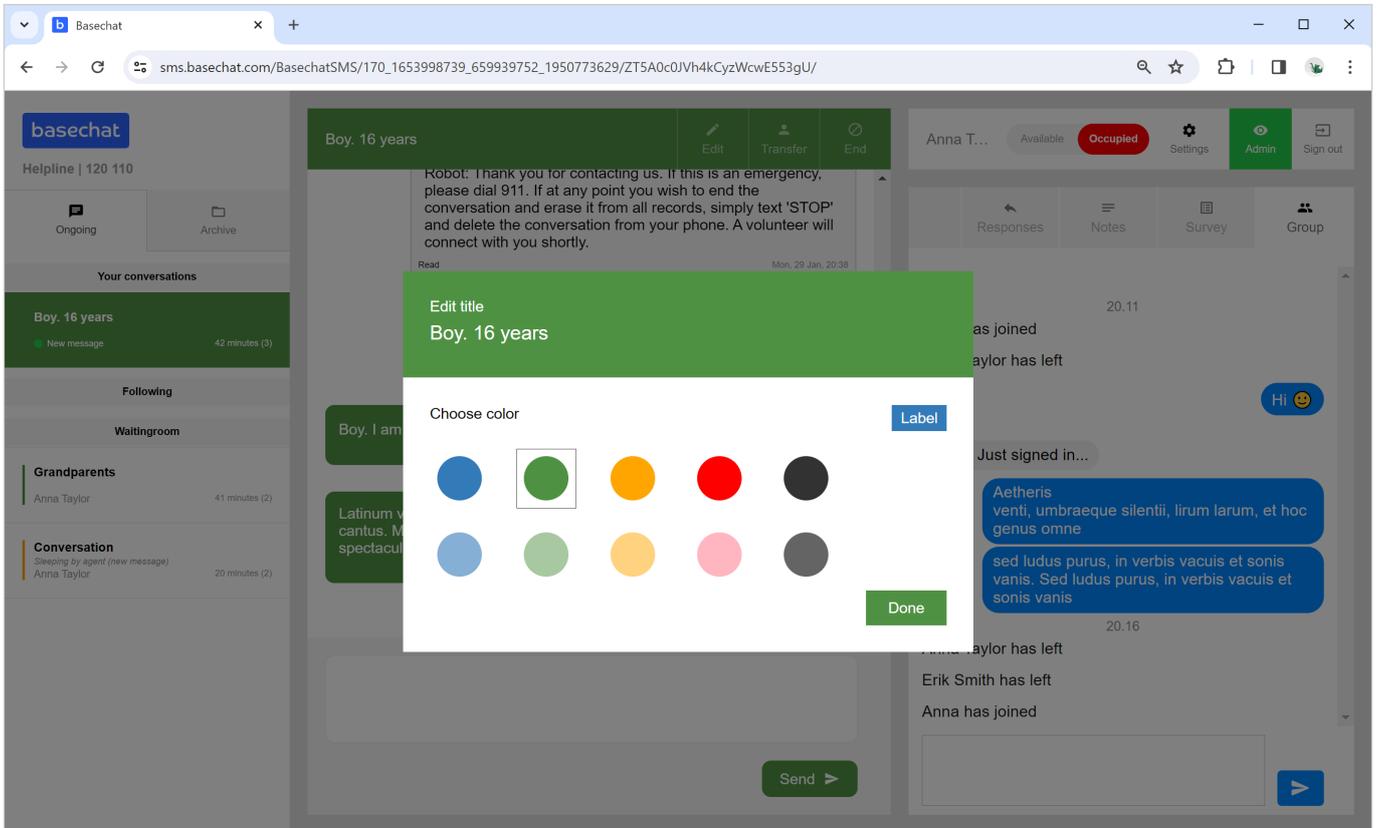
Start chat

Opening hours

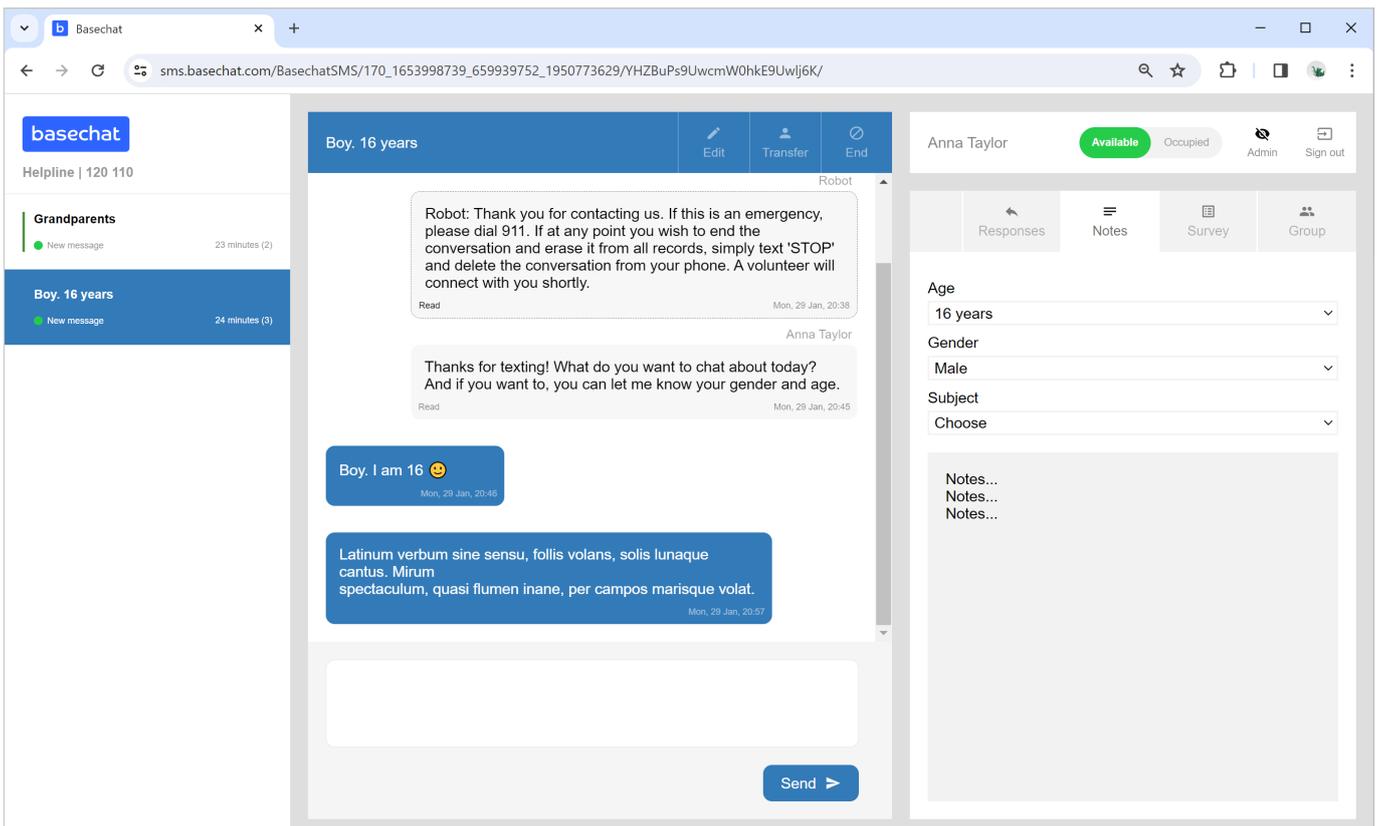
Monday:	18.00 - 22.00
Tuesday:	18.00 - 22.00
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Screenshots

Conversations can be assigned a title and color



Counselors can take notes about a case



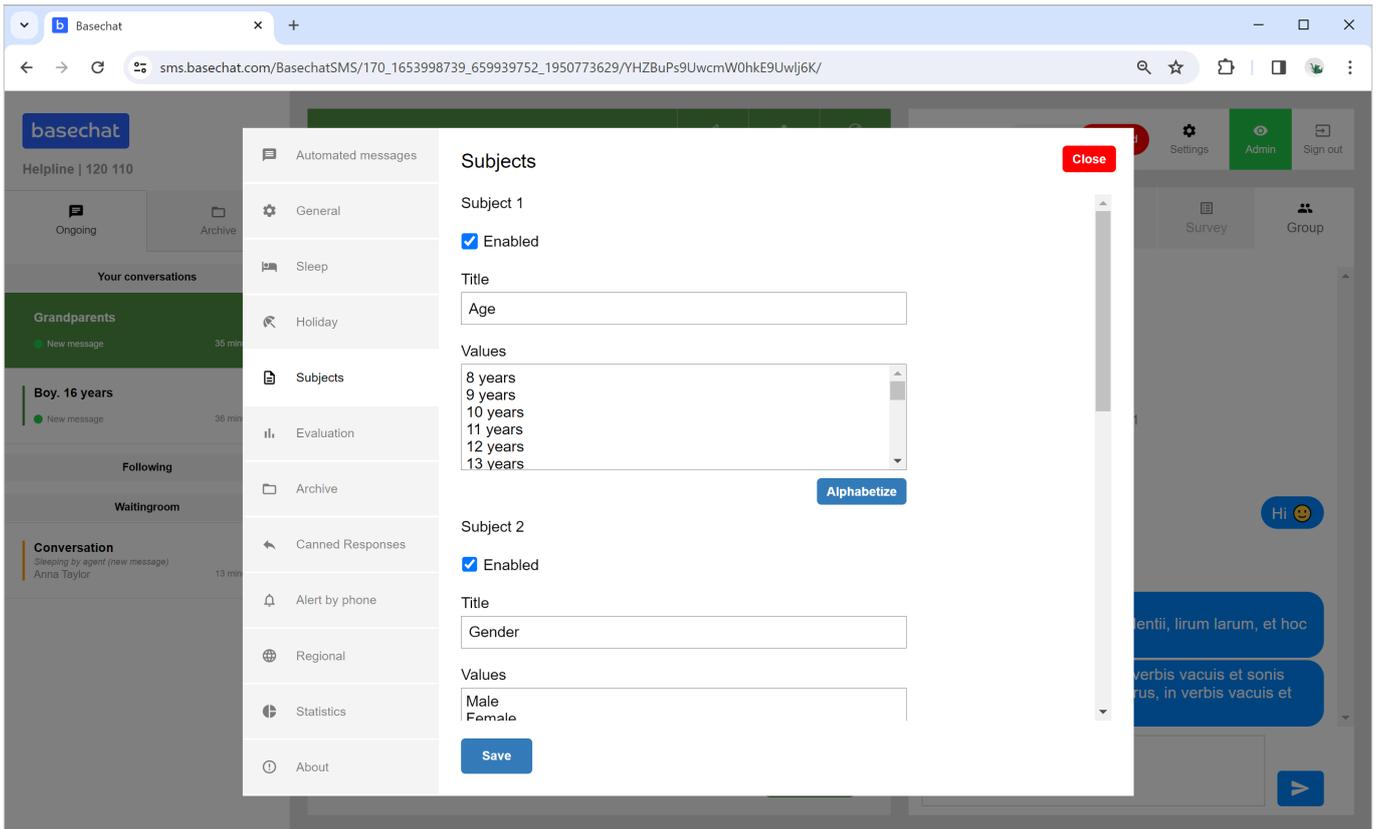
Group chat between counselors and coordinators

The screenshot shows the Basechat web interface. On the left is a sidebar with a 'basechat' logo and 'Helpline | 120 110'. Below the logo are buttons for 'Ongoing' and 'Archive'. A section titled 'Your conversations' lists several chat threads: 'Grandparents' (33 minutes, 2 messages), 'Boy, 16 years' (34 minutes, 3 messages), 'Following', 'Waitingroom', and 'Conversation' (12 minutes, 2 messages). The main area displays the 'Grandparents' chat. At the top, there are buttons for 'Edit', 'Transfer', and 'End'. A message from a 'Robot' is shown: 'Robot: Thank you for contacting us. If this is an emergency, please dial 911. If you wish to end the conversation and erase it from all records, simply text 'STOP' and delete the conversation from your phone. A volunteer will respond to you as soon as they are online.' Below this, a status update says 'Assigned Anna Taylor' and 'Sleep by: Anna Taylor'. Another message shows two red arrows pointing up. A status update says 'Woke up from sleep. Assigned to: Erik Smith' and 'Chat transferred from Erik Smith to Anna Taylor by admin'. At the bottom is a text input field and a 'Send' button. On the right, a user profile for 'Anna T...' is shown with status 'Available' and buttons for 'Settings', 'Admin', and 'Sign out'. Below the profile are tabs for 'Responses', 'Notes', 'Survey', and 'Group'. A chat log shows 'Anna has joined' at 20.11, 'Anna Taylor has left', and a message from 'Eric' saying 'Hi all. Just signed in...'. There are also two blue message bubbles containing Latin text: 'Aetheris venti, umbraeque silentii, lirum larum, et hoc genus omne' and 'sed ludus purus, in verbis vacuis et sonis vanis. Sed ludus purus, in verbis vacuis et sonis vanis'. At the bottom right is a 'Send' button.

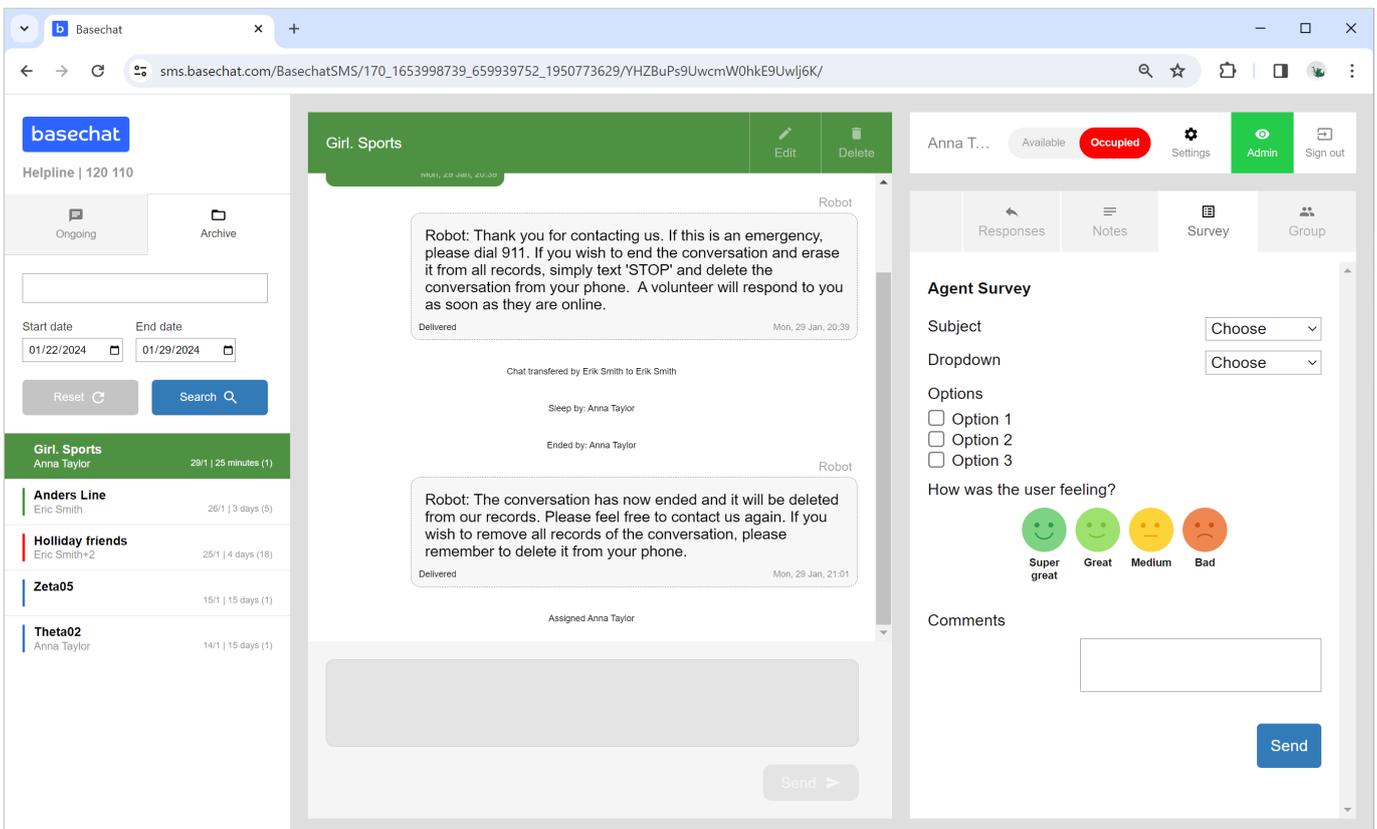
Transfer

The screenshot shows the Basechat web interface with a 'Transfer' dialog box open. The background is dimmed. The sidebar and main chat area are visible but faded. The 'Grandparents' chat is still the active conversation. The 'Transfer' dialog box is a white box with a green header that says 'Transfer conversation Grandparents'. Inside the dialog, there is a section 'Choose an agent' with two radio button options: 'Erik Smith' (selected) and 'Anna Taylor'. At the bottom of the dialog is a green 'Transfer' button. In the background, the 'Robot' message is still visible. The user profile for 'Anna T...' now shows a status of 'Occupied' instead of 'Available'. The chat log on the right shows the same messages as in the previous screenshot, but the 'Hi all. Just signed in...' message is now highlighted. The 'Send' button at the bottom right is still present.

Automated responses and other settings



If archive is enabled, admins can see and search in ended conversations



Thank you for taking the time to read. For more information, or if you have any questions, please feel free to reach out to Anders Both at anders@basechat.com