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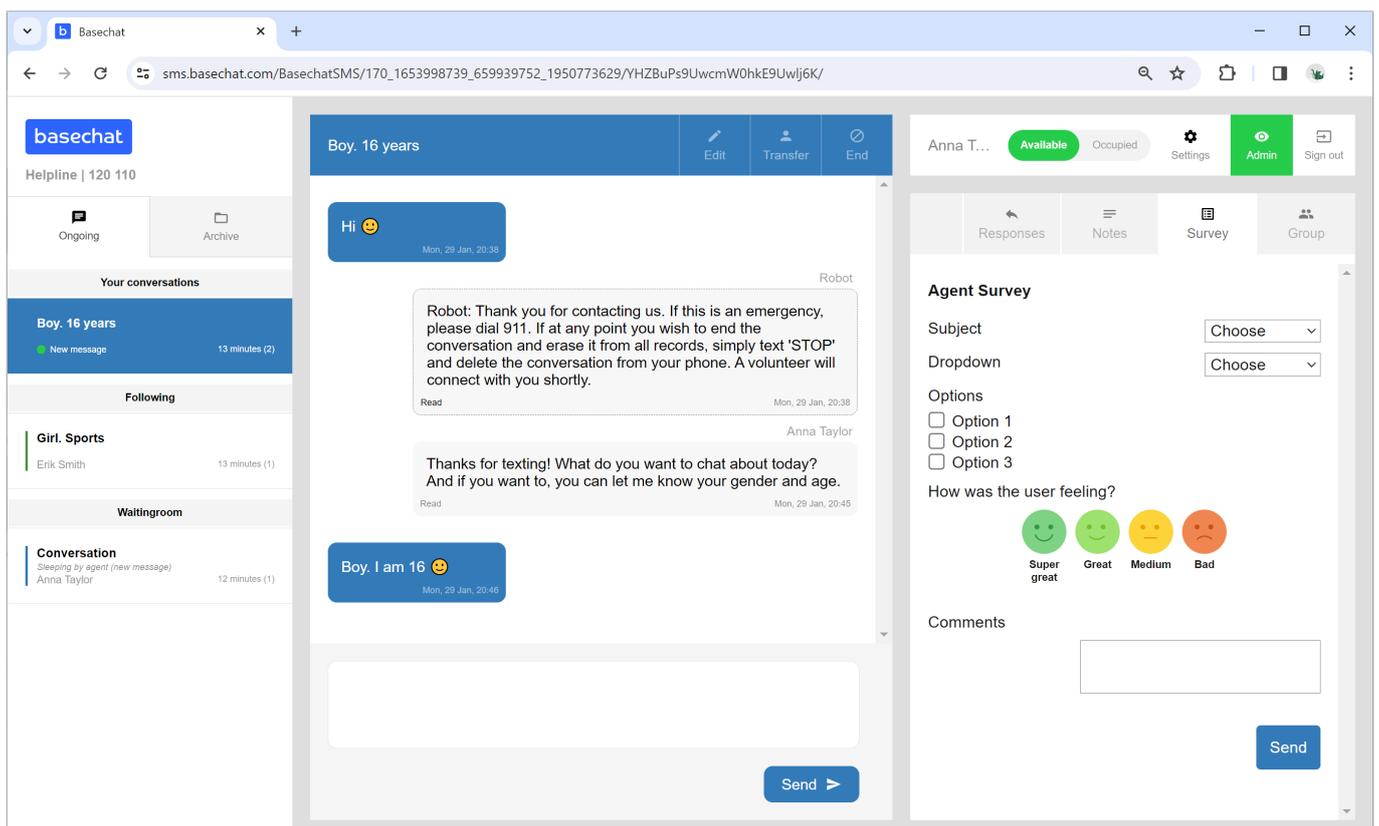
Basechat's features have proven to give helplines more conversations and better pedagogical results.

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.

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

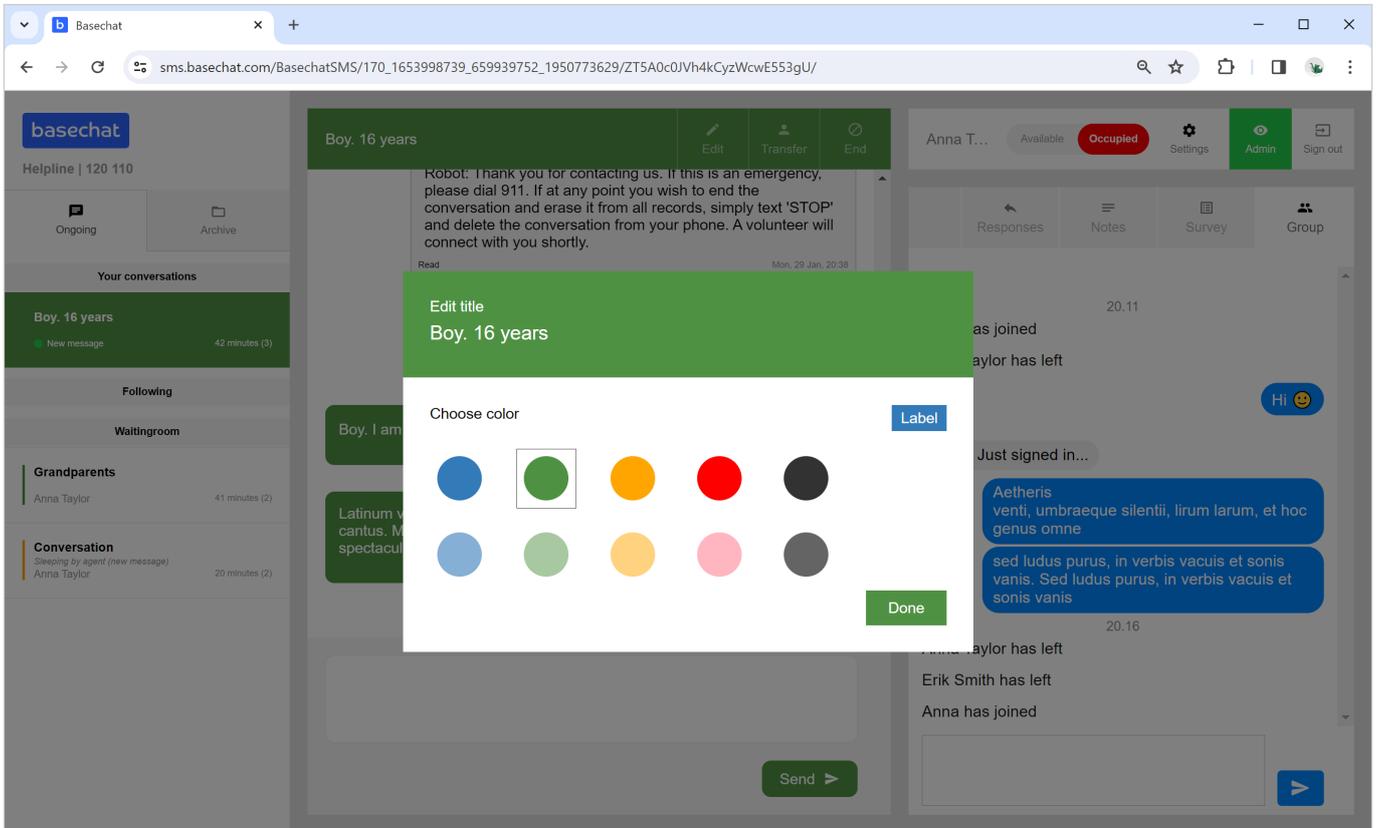This is a confidential 1:1 conversation between you and a qualified counsellor.
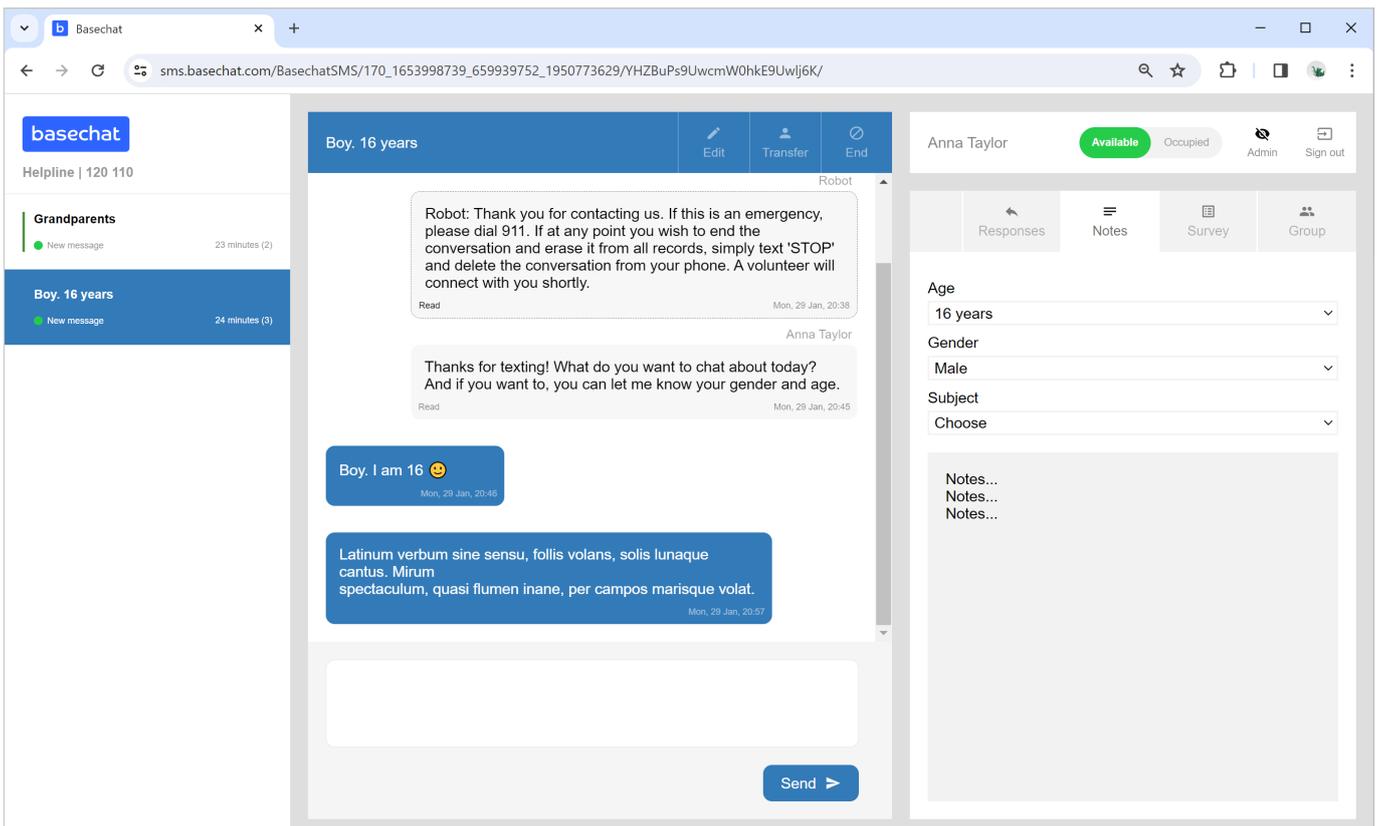
Start chat

Opening hours

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

Screenshots

Conversations can be assigned a title and color

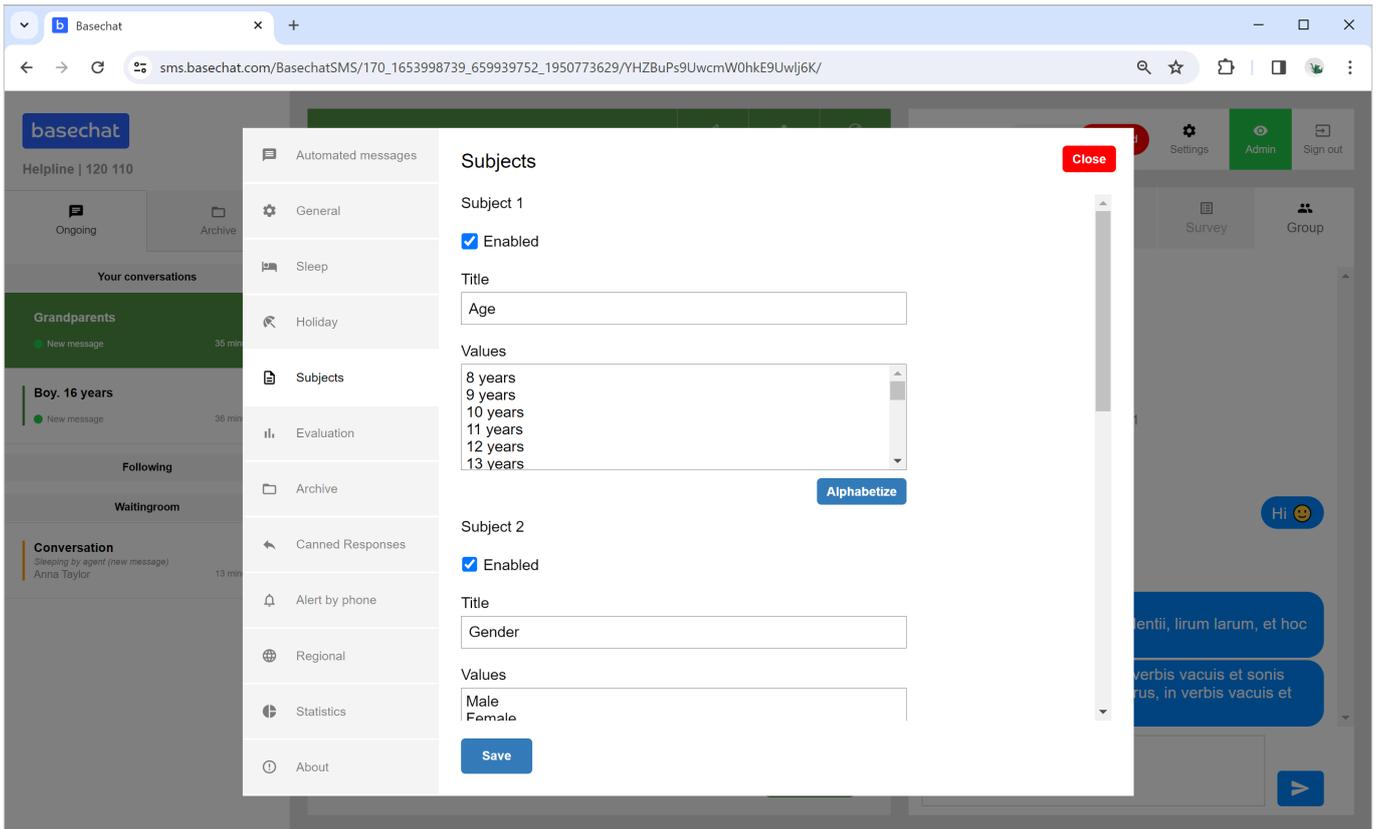Counselors can take notes about a case

Group chat between counselors and coordinators

basechat
Helpline | 120 110

Ongoing | Archive

Your conversations

Grandparents
● New message   33 minutes (2)

Boy. 16 years
● New message   34 minutes (3)

Following

Waitingroom

Conversation
Sleeping by agent (new message)
Anna Taylor   12 minutes (2)

Grandparents
Edit | Transfer | End

A A B
Mon, 29 Jan, 20:39

Robot

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.
Delivered   Mon, 29 Jan, 20:39

Assigned Anna Taylor

Sleep by: Anna Taylor

⬆⬆
Mon, 29 Jan, 20:58

Woke up from sleep. Assigned to: Erik Smith

Chat transfered from Erik Smith to Anna Taylor by admin

Send ➤

Anna T...   **Available** | Occupied   Settings | **Admin** | Sign out

🙂 | ↩ Responses | ☰ Notes | 🖥 Survey | 👥 Group

20.11
Anna has joined
Anna Taylor has left

Hi 🙂

Eric
Hi all. Just signed in...

Aetheris
venti, umbraeque silentii, lirum larum, et hoc genus omne

sed ludus purus, in verbis vacuis et sonis vanis. Sed ludus purus, in verbis vacuis et sonis vanis

•••

➤

Transfer

basechat
Helpline | 120 110

Ongoing | Archive

Your conversations

Grandparents
● New message   58 minutes (2)

Following

Boy. 16 years
Erik Smith   59 minutes (3)

Waitingroom

Conversation
Sleeping by agent (new message)
Anna Taylor   36 minutes (2)

Grandparents
Edit | Transfer | End

Robot

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.

⬆⬆

Transfer conversation
Grandparents

Choose an agent

● Erik Smith

● Anna Taylor

Transfer

Send ➤

Anna T...   Available | **Occupied**   Settings | **Admin** | Sign out

🙂 | ↩ Responses | ☰ Notes | 🖥 Survey | 👥 Group

Show survey and register

If archive is enabled, admins can see and search in ended conversations
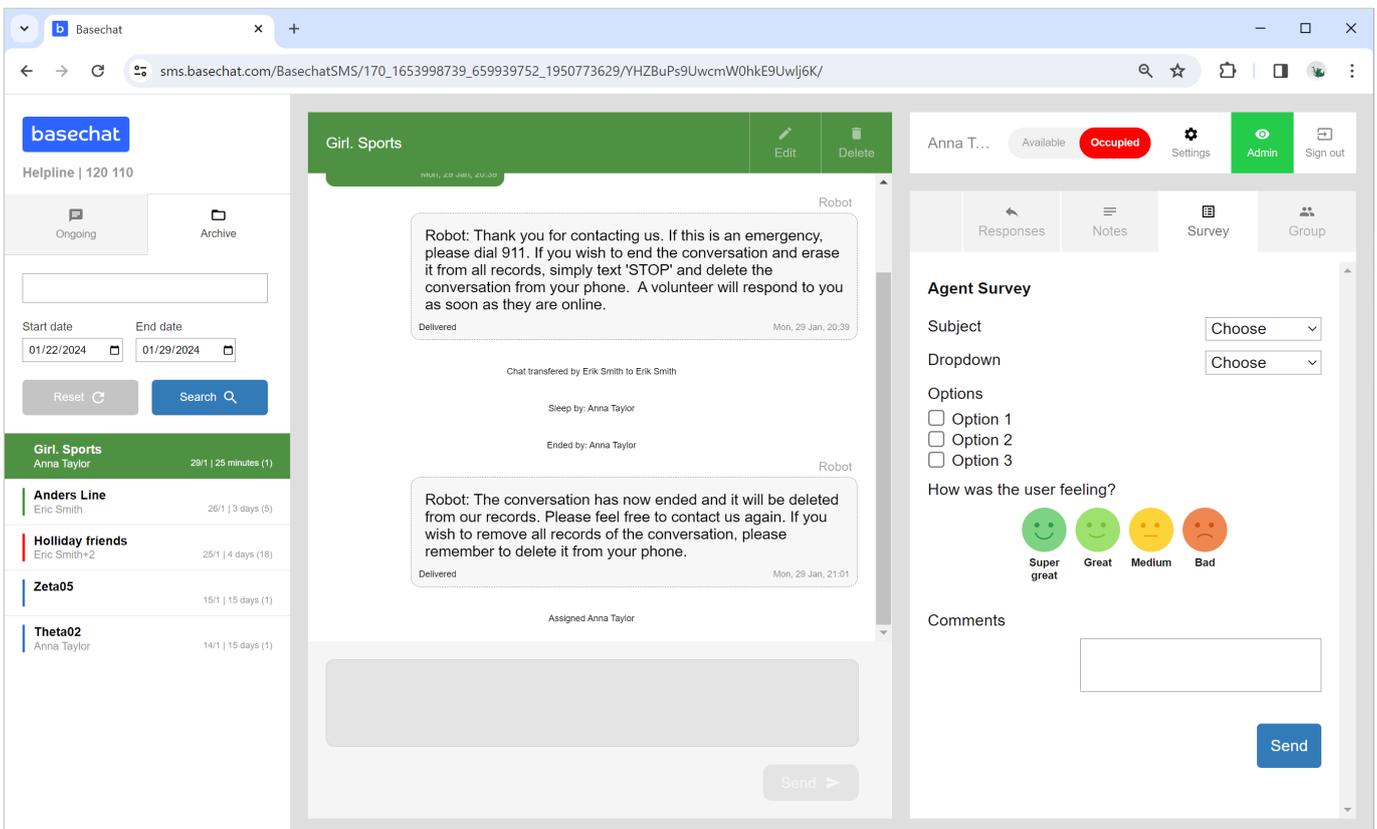
Thank you for taking the time to read. For more information, or if you have any questions, please feel free to reach out to Anders Both at **anders@basechat.com**