

News Release



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Check out our Live Chat feature: <https://charlestoncounty.org/livechat.php>

Charleston County Expands On-line Live Chat Service

Charleston County's Environmental Management and Board of Elections and Voter Registration are now offering an on-line chat service to citizens in need of assistance. The departments join the Auditor's Office who have been utilizing the service to answer tax-related questions.

Live Chat provides citizens the ability to communicate directly with a Charleston County representative through a messaging service on-line. The service is available at each department / office home page on the Charleston County website. A "Chat" icon will pop up on the bottom left side and citizens will simply click to initiate the conversation. The Live Chat is available during normal business hours, however you can send in a message after hours and a representative will get back to you the next business day.



- Citizens will have the ability to send and receive documents
- Staff can assist multiple citizens at the same time
- The chat provide additional communication resources for citizens in addition to phone and e-mail
- Live Chat is mobile friendly
- Citizens can provide a rating and feedback at the conclusion of each interaction which allows Charleston County to access and improve service

For information on Charleston County Government news and services, the public can:

- Visit our website: www.charlestoncounty.org



- Prepared by the Public Information Office -