

Chat Services (Beta)

The National Maritime Center (NMC) Customer Service Center (CSC) is pleased to announce the Customer Beta Test of a new online chat option beginning **June 8, 2015**.

We believe the application will provide a valuable time-saving option for interacting with NMC Customer Service Agents regarding all aspects of the credentialing process. This application can be accessed by clicking the **Get Help** or **Live Chat** button located at the top right corner of any page of the NMC website. For information on Chat Services, visit the [NMC Live Chat System](#) webpage. The NMC Live Chat System page can be accessed by clicking the red **Live Chat** button located under **Important Links** on the [NMC homepage](#). The system offers two means of connecting with the NMC. It employs a Help Ticket system that will work similarly to our current e-mail. Secondly, it offers the ability to have a real-time chat with an NMC Customer Service Agent.

Customer beta testing will occur in two phases. Beginning on **June 8, 2015**, only the Help Ticket feature will be available. This feature will be available 24 hours a day/7 days a week. If this proves to be successful, the online chat portion will be made available on **July 1, 2015**, during the CSC's normal hours of operation (8 a.m. to 6 p.m. EST, Monday-Friday). Initially, we encourage users to limit the chat to more routine questions such as mariner application status checks. Once the online chat has been implemented, the Help Ticket feature will only be available outside of normal business hours and the **Get Help** button will be replaced by a **Live Chat** when agents are available to respond to your questions via an online chat.

We will evaluate the success of the chat system on or around **October 1, 2015**, to determine whether or not to continue its use.

Customer feedback is important to us, and may be provided multiple ways:

- Via the chat system
- By clicking the **Feedback** ribbon at the top of each page
- Using the [Customer Service Center](#) contact form
- By sending an e-mail to IASKNMC@USCG.mil
- By calling 1-888-IASKNMC.

The software that supports the chat services are hosted by a third-party vendor and are purely internet-based. The agents with whom you communicate have not changed.

Prior to ending your chat session, you can choose to print out a transcript of your conversation or receive an e-mail copy by clicking the e-mail or print icon located within the chat box. If you choose to receive an e-mail copy, it is possible that your junk e-mail filter may block or discard the e-mail. Please check your settings on your e-mail system to ensure you are receiving your transcript.

Use of the chat system is strictly voluntary. Our e-mail address and toll-free number remain the same. We are pleased to offer this tool as an option for our customers. Additional information regarding the chat system can be found on the [NMC Live Chat System](#) webpage. We look forward to your feedback.

Sincerely,

/J. P. Novotny/

Jeffrey P. Novotny
Captain, U.S. Coast Guard
Commanding Officer