

**Chat & texting
software**

**Optimized
for helplines**

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, 45 helplines in 15 countries use Basechat. Helpline partners include four national child helplines and five North American domestic violence helplines.

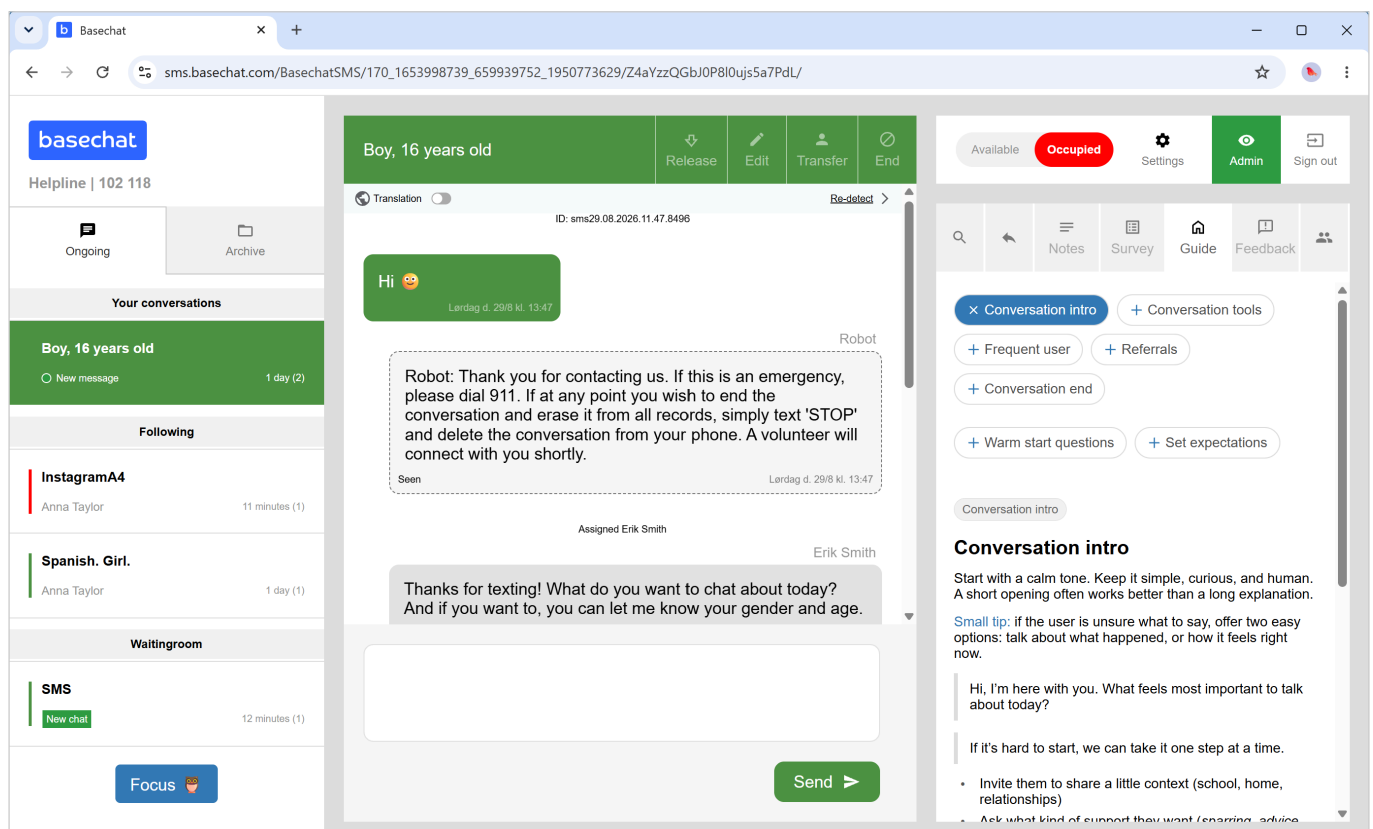
Basechat's features have proven to give helplines more conversations and better pedagogical results.

For more information, please contact us:

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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 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 titled "Chat - Google Chrome" with the URL "survey.basechat.com/survey/r/E4nSDPqnPFyxbFbPWkGVxlRY". The page features the "helpline logo" and a "Welcome" message. It asks the user to answer three questions before the chat: "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", "Great", "Medium", and "Bad"). A "Start Chat" button is located at the bottom right.

The screenshot shows a web browser window titled "Chat - Google Chrome" with the URL "phs.basechat.com/Yzc1IRZuiULIAP20o3ExkAv8". The chat interface displays the "helpline logo" and a message stating "The chat started at 20:52". A red "End Chat" button is in the top right corner. Below this, a section titled "Answers" lists the user's responses: "How old are you: 14 years", "What is your gender: Male", and "How are you feeling now: Great". A message from the counselor says, "The counsellor has joined the chat." and "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." A text input field and a blue "Send" button are at the bottom.

User survey before webchat

User webchat



Surveys and data

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

Response rates and data about the helpline's efficiency are also saved.



Security

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

Basechat includes a method for end-to-end encryption of conversation data.



Software as a Service

Features in Basechat are optional and configurable. A setup, in a local language and with custom design, can be done in one week.

Basechat has had 100% uptime for four years.



Text: 116 111

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

On WhatsApp:



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.

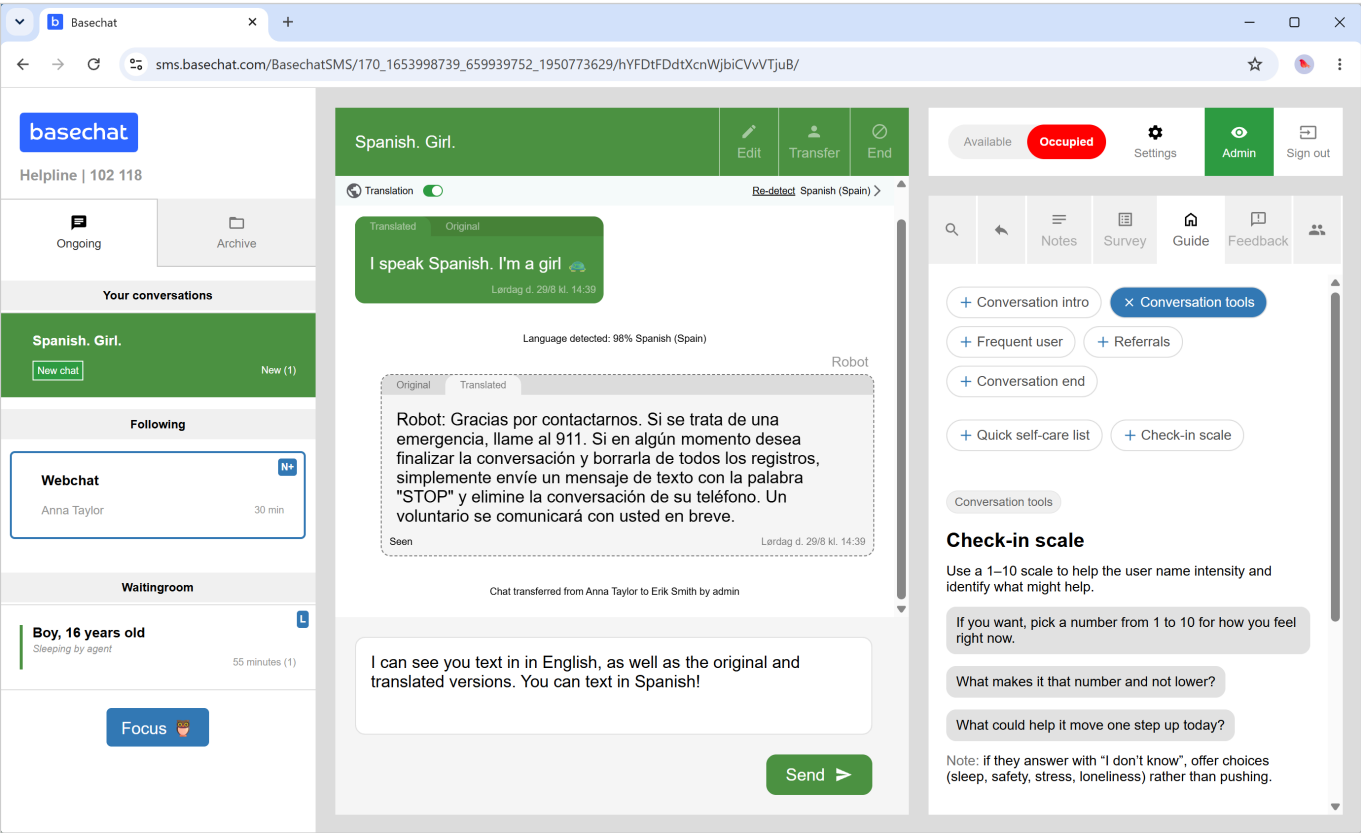
Start chat

Opening hours

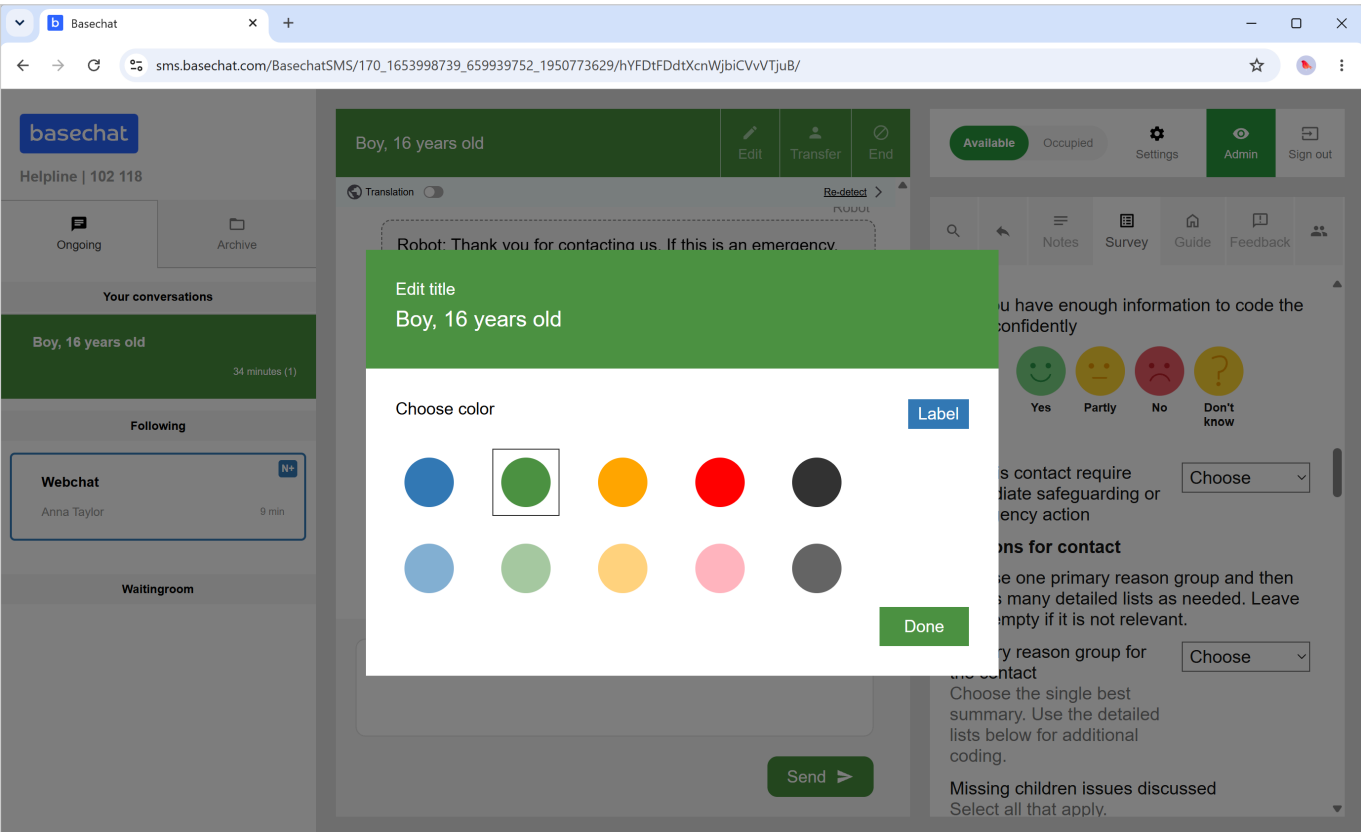
Monday:	18.00 - 22.00
Tuesday:	18.00 - 22.00
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Thursday:	18.00 - 22.00
Sunday:	12.00 - 18.00

Screenshots

Live translation and counselor guide



Conversations can be assigned a title and color



Non-admin-mode, with counselor groupchat

The screenshot shows the Basechat interface in non-admin mode. The left sidebar displays the 'basechat' logo and a helpline number '102 118'. Below this, there are two chat entries: 'Boy, 16 year' with a 'New message' indicator and 'Spanish, Girl.' with a 'Focus' button. The main chat area shows a conversation with a robot. The robot's message reads: 'Robot: Thank you for contacting us. If this is an emergency, please dial 911. If at any point 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 connect with you shortly.' The user's response is: 'Thanks for texting! What do you want to chat about today? And if you want to, you can let me know your gender and age.' The right sidebar shows a list of chat history with timestamps and status indicators like 'Erik has joined', 'Erik Smith has left', and 'Anna has joined'. A blue button labeled 'I am here !' is visible at the bottom of the chat history.

Dashboard

The screenshot shows the Basechat Demo Dashboard. The top section is titled 'Basechat Demo Dashboard'. Below this, there are three filter sections: 'Date range' (Choose date range From 01/01/2026 To 08/29/2026), 'Agent' (All agents), and 'Location' (Outside the UK). The 'Location' dropdown is open, showing options: All locations, England, Northern Ireland, Outside the UK (checked), Scotland, and Wales. Below the filters, there is a 'Helpline activity' section with an 'Export data' button and two download buttons: 'Download filtered CSV' and 'Download all CSV'. The dashboard also features three charts: 'Chats over time' (a line chart showing chat volume over time), 'Reasons for contacting the helpline' (a bar chart showing reasons like Anxiety / stress and Loneliness / isolation), and 'Users felt heard and understood' (a pie chart showing responses: No, Somewhat, and Yes).

Automated responses and other settings

The screenshot shows the 'Automated messages' settings modal in the Basechat interface. The modal has a sidebar with navigation options: General, Sleep, Holiday, Subjects, Evaluation, Archive, Canned Responses, Alert by phone, Regional, Statistics, and About. The main content area is titled 'Automated messages' and contains the following text:

The first two or four automated messages depend on the chosen »Conversation start mode« under General. Current mode is »Start immediately« and the two messages for this mode is shown here.

The texting line is considered **open** if agents are signed in, or if admin are signed in and have their status set to available. If **open** automatic messages for open are sent, if **closed** automatic messages for closed are sent.

If open. First message when new user text

Robot: Thank you for contacting us. If this is an emergency, please dial 911. If at any point 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 connect with you shortly.

If closed. First message when new user text

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.

At the bottom of the modal is a 'Save' button.

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

The screenshot shows the 'Archive' view in the Basechat interface. The left sidebar has 'Ongoing' and 'Archive' tabs, with 'Archive' selected. The main content area displays a list of conversations, grouped by date. The right sidebar contains filters and search options.

Monday 24/8 2026

WA	Date	User	Agent	Duration	Status	Action
WA	24/8 2026	Anna Taylor	Lambda08	mwQMUDTH	2 days (1)	Show
WA	24/8 2026	Anna Taylor	Lambda08	mwQMUDTH	New (2)	Show

Tuesday 18/8 2026

Chat	Date	User	Agent	Duration	Status	Action
Chat	18/8 2026	Anna Taylor	Chat	10809	0 min	G2 Show
Chat	18/8 2026	Anna Taylor	Chat	10809	0 min	G2 Show

Thursday 13/8 2026

Chat	Date	User	Agent	Duration	Status	Action
Chat	13/8 2026	Anna Taylor	Chat	11615	168 min	G2 Show

Tuesday 4/8 2026

Chat	Date	User	Agent	Duration	Status	Action
Chat	4/8 2026	Erik Smith	ulla	11615	23 min	G1 Show

Filters and Search (Right Sidebar):

- Available (Selected), Occupied
- Settings, Admin, Sign out
- Search: 1 month
- Start: 07/30/2026, End: 08/30/2026
- Webchat (checked), Texting (checked)
- Only tagged (unchecked), Only blocked (unchecked)
- Include new users (new / G1) (checked)
- Include mid-group (new+ / G1+G2) (checked)
- Include regular users (regular / G4) (checked)
- Include same user outside the search (unchecked)
- Hide conversations with other users (unchecked)
- Show ChatID (unchecked)
- Include not answered webchat (unchecked)
- Tag: [Dropdown]
- Nickname: [Dropdown]
- Advisor: Anna Taylor
- RetUserID: [Dropdown]
- Text: [Text input]

Thank you for taking the time to read. For more information, or if you have questions, just reach out to maria@basechat.com or anders@basechat.com