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[Google Chat Goes Live](#)

The AdWords support is now offered by chat

Besides the already famous Google Groups help forums, feedback emails and the Help Center, the Mountain View company is now offering one more method to get support in a matter of seconds. The Google AdWords Support Chat is currently available only for the advertising platform but the super giant Google might extend it to multiple solutions very soon. According to Philipp Lenssen from Google Blogoscoped, the chat is powered by LivePerson.net and can be accessed very easy through your browser. The bad thing about this new feature is that you can discuss the AdWords issues only at certain times when the Google support team is available. Google already updated the Help Center and sustains this feature is very useful especially when you want to get a free answer for your problem quickly. "The Ask a specialist via chat button will appear on AdWords Help Center pages when an AdWords Specialist is available. You may not see the button all of the time, but it will be displayed as soon as a specialist is free," it is mentioned in the Google Help Center. "If you'd like to get help from a chat Specialist, try visiting the Contact Us page and selecting the appropriate category. If we're available, simply click the button labeled Get live help from an AdWords Specialist to initiate a chat (no special software required). If you don't see the button, we're not available to chat at that time. However, we're always available via email, so please feel free to send us your questions using the form provided. We'll be happy to answer your questions." This is quite a very useful function because you can get your response straight from a Google expert, avoiding the advices provided by other persons. For example, Google Groups represents a support forum where you can get answers from both Google experts and other users of the services.