Chat 24/7 Live											
Chat Features, Categories, Transcript Distribution											
Feature	Data Acquisition	Lead [1]	Consumer Prospect [2]	Franchise Prospect [3]	Employment Prospect [4]	Customer Service	Complaints	Website Issue	Sales Issue	Vendor	No Response / Other
Online Text Chat	**No Name**	Not Sent	Not Sent	Not Sent	Not Sent	Not Sent	Sent / Free	Sent / Free	Sent / Free	Not Sent	Not Sent
Online Text Chat	**Name, No Phone and No Email**	Not Sent	Not Sent	Not Sent	Not Sent	Not Sent	Sent / Free	Sent / Free	Sent / Free	Not Sent	Not Sent
Online Text Chat	**Name , Phone and/or Email**	Sent / $	Sent / Free	Sent / Free	Sent / Free	Sent / Free	Sent / Free	Sent / Free	Sent / Free	Sent / Free	May Send /Free
Teleconferencing [5]	**Visitor/Sales Team Live Voice Call**	Sent / $	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Scheduling [5]	**Appointment**	Sent / $	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

[1] "Lead" is a chat visitor that meets **_all_** of the script qualifications set out initially by the subscriber

[2] "Consumer Prospect" is a chat visitor that meets **_most, but not all_**, of the script qualification set out initially by the subscriber.

[3] "Franchise Prospect" is a chat visitor that meets **_most, but not all_**, of the script qualification set out initially by the subscriber.

[4] "Employment Prospect" is a chat visitor that meets **_most, but not all_**, of the script qualification set out initially by the subscriber.

[5] Optional Features: Visitor qualified as "Lead" prior to offer of Teleconference option. If sales team is not avaiable, Appointment is requested.