



Product Fact Sheet

Live Counselor.

Fire Engine **RED**

Live Counselor.

Chat with students 1-on-1 from your website.

Our Live Counselor product will enable you to chat 1-on-1 with students while they're visiting your website. Students initiate a chat by clicking on a "Chat Now" icon located on your site. In addition, when you're offline, students have the option of emailing you their questions through the chat window.

Highlights.

- **Brand:** Apply your branding to the chat window.
- **Icons:** Customize the look of your "Chat Now," "Available," and "Unavailable" icons.
- **Icon Placement:** Choose exactly where you'd like your "Chat Now" icons to appear on your website.
- **Message Distribution:** Determine how your chat messages are distributed to counselors (priority order, random, or round robin).
- **Administration Panel:** Monitor active chat sessions from the Administration Panel, and deactivate them if necessary.
- **Simultaneous Chats:** Chat privately with multiple students at the same time.
- **Transfer Session:** Enable counselors to transfer an active chat session to another counselor.
- **Email:** Allow students to email your office through the chat window if there aren't any counselors available.
- **Chat Rating:** Allow students to rate their chat sessions.
- **Chat Status:** Enable your office's chat status (online, offline) to change dynamically.
- **Student Data:** Access a student's registration data while chatting with the student.
- **Transcript:** Download a transcript of any chat session in a .csv file format.

Annual Subscription Fee		
Term	Price*	Start-up*
1 year	\$2,000	Implementation: 1 week Training: 60 minutes

*Includes Chat and Live Counselor products.

Ready to learn more?

[LET'S TALK](#)

info@fire-engine-red.com