



Product Fact Sheet

Chat & Live Counselor

Chat.

Hold group chats any time you wish.

Our Chat product enables you to hold chats with groups of students, parents, guidance counselors, and others, anytime. You can host students in one chat room, or create multiple rooms for discussions on specific topics. To encourage attendance, pre-register students or drive them to a pre-populated registration form.

Highlights.

- **Brand:** Apply your branding to your chat interface, introductory screens, landing pages, and registration form.
- **Size & Duration:** Host chats of any size and duration.
- **Public vs. Private Chats:** Define whether a chat room is open to all students (public) or invited students only (private).
- **Unlimited Rooms:** Create as many chat rooms as you wish.
- **Customized Names:** Customize the name of each chat room and session.
- **Room Display:** Display active chat rooms only.
- **Room Modifications:** Add, delete, and edit your chat rooms any time you wish, even during a live chat session.
- **Guest Limit:** Define the maximum number of students that can attend your chat.
- **Visual Identities:** Create custom avatars, and assign different avatars to moderators and students.
- **Emoticons:** Enable the use of emoticons.
- **Registration Form:** Customize the content of your chat registration form.
- **Pre-populated Registration Form:** Use our Broadcast Email product to drive students to a pre-populated chat registration form.
- **Pre-register Students:** Pre-register students to encourage attendance.
- **Onsite Registration:** Enable students to register online prior to entering your chat.
- **Response Library:** Use our response library to respond to frequently asked questions.

- **Response Usage:** Track how frequently each message in your response library is used.
- **Pre-screen Questions:** Pre-screen questions from students prior to posting them in the chat window for all to see.
- **Multiple Rooms:** Access multiple rooms simultaneously.
- **Invisible Moderators:** Allow moderators to attend chat sessions without being visible to students.
- **Private Message:** Send a private message to a moderator or student, inviting them to a private chat.
- **Block Words & Phrases:** Block predefined words and phrases from being used during a chat.
- **Disruptive Students:** Remove, ban, or mute disruptive students.
- **Student Data:** Access student registration data during a live chat session.
- **Search:** Search your chat registration data using one field or a combination of fields and/or conditions.
- **Transcripts:** Download a transcript of any chat session in a .csv file format.
- **Reports:** Generate reports and export them to .csv file format.

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

*Includes Chat and Live Counselor products

Ready to learn more?

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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

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