



LEGEND:
 GVM = GUIDED VOICEMAIL
 EM = MANAGED EMAIL
 TXT = MANAGED TEXTING
 AG = AUTO-GUIDED VOICEMAIL
 IA = INBOUND ASSISTANT
 LM = LIVE MESSAGE
 QLQ = QUICK LEAD QUALIFY
 CN = CUSTOM NOTE
 DA = DESK ALERT
 APTR= APPOINTMENT REQUEST