



**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