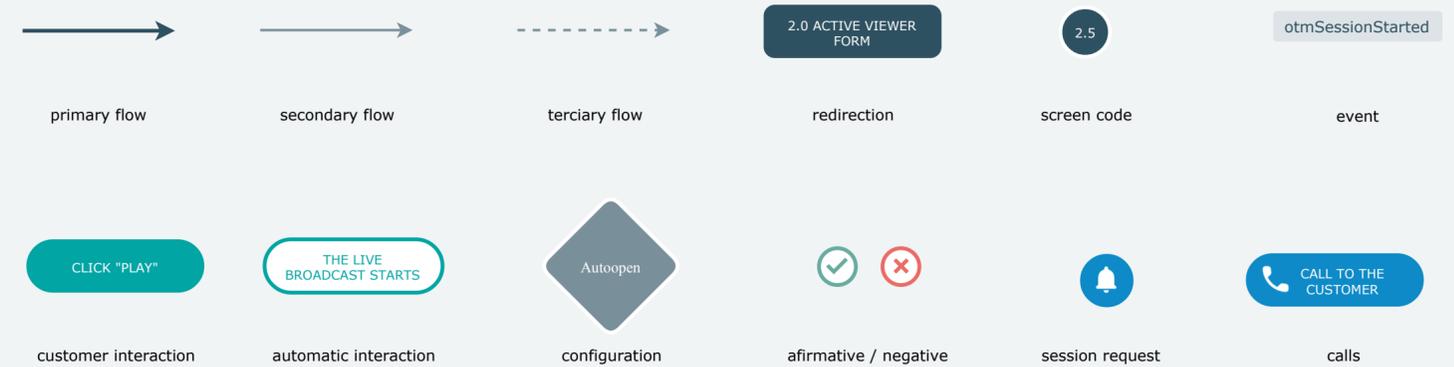
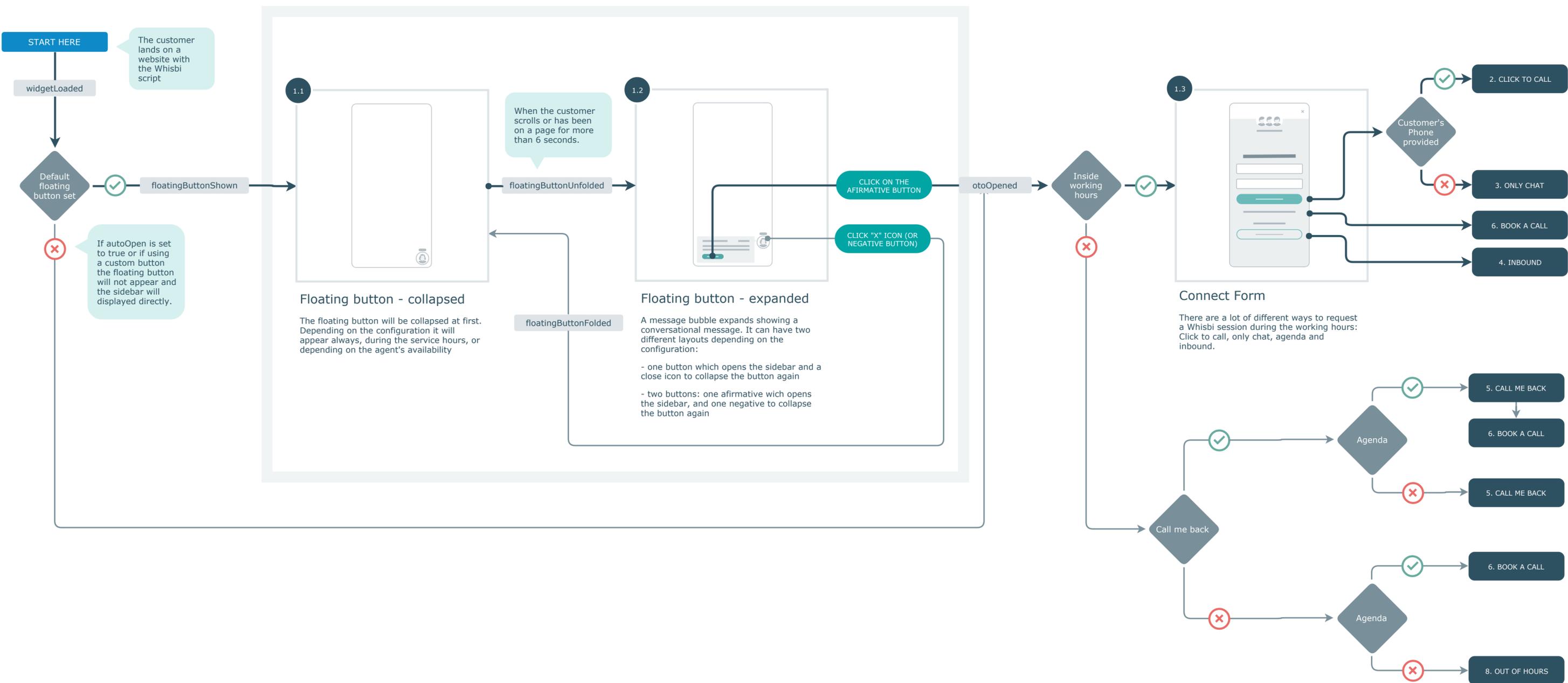


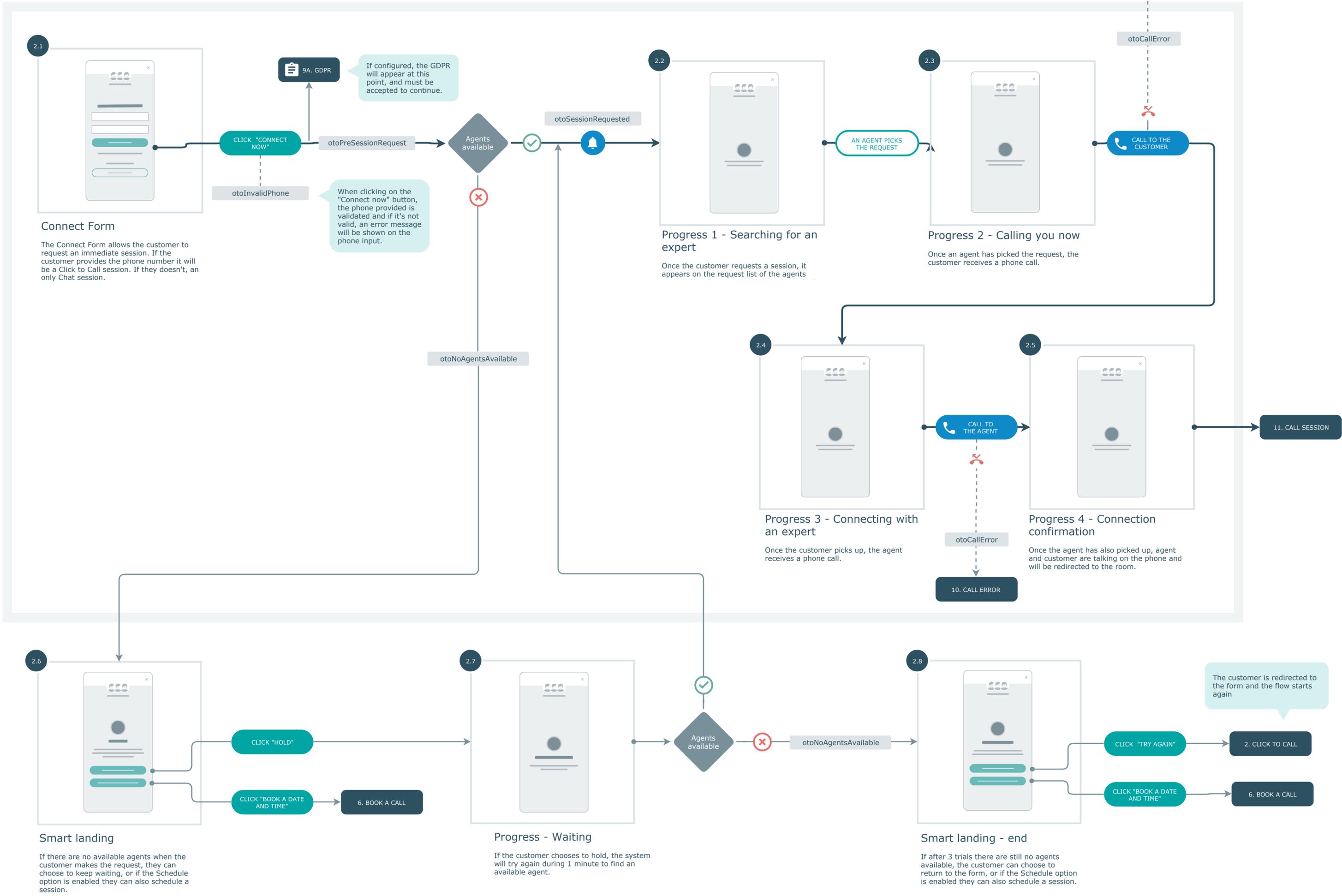
One-to-One with Lead Distribution System



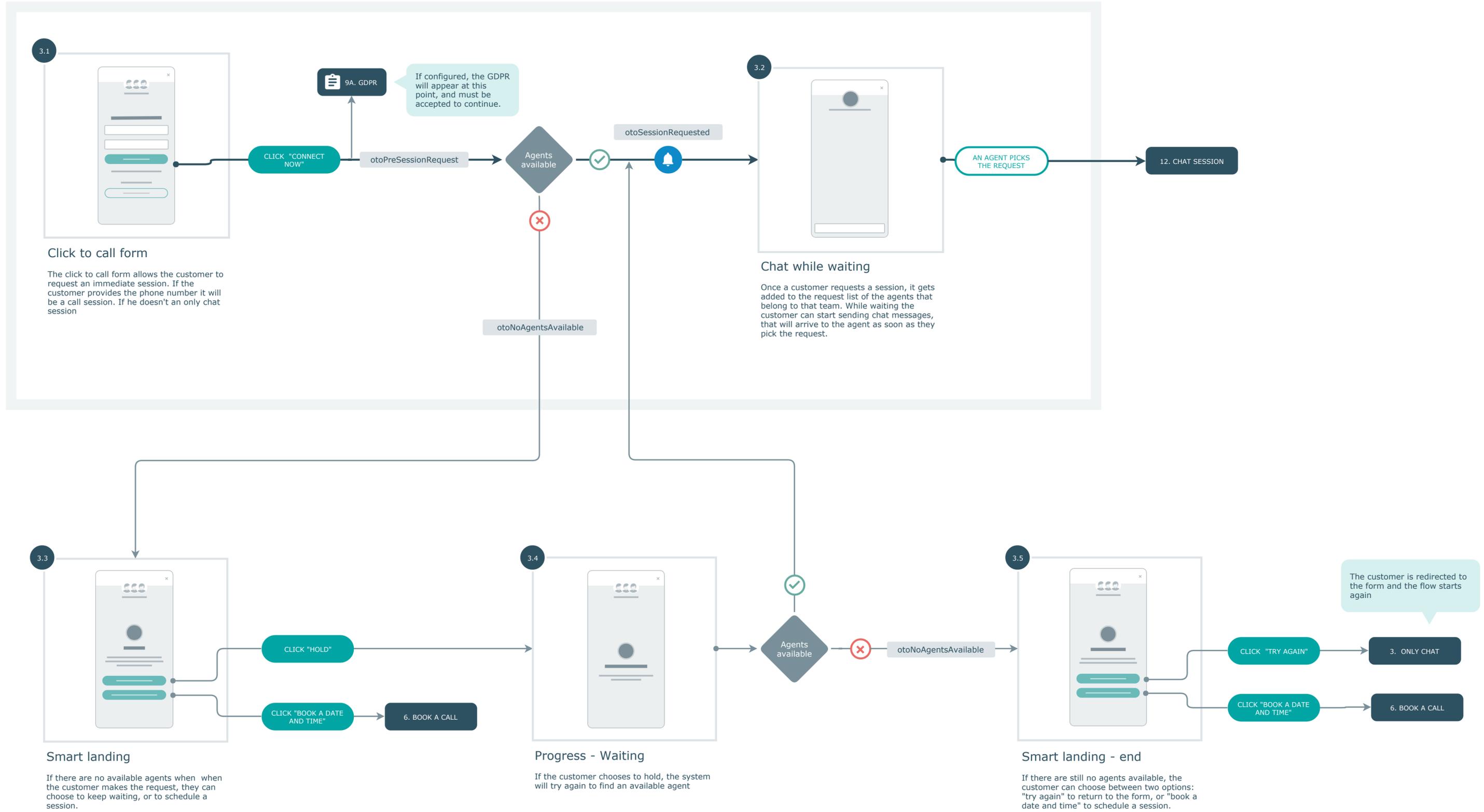
1. Engaging call-to-action



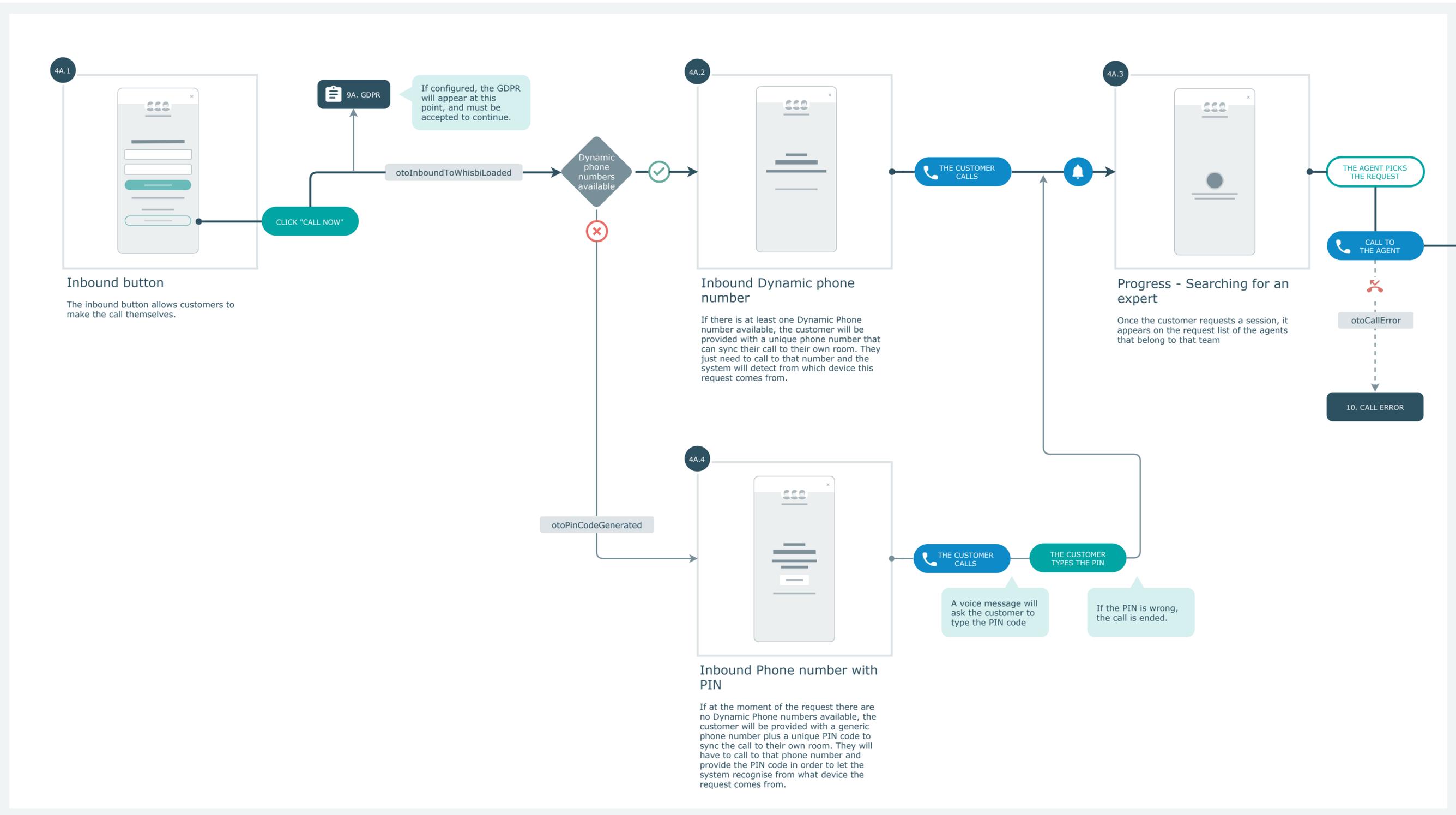
2. CLICK TO CALL



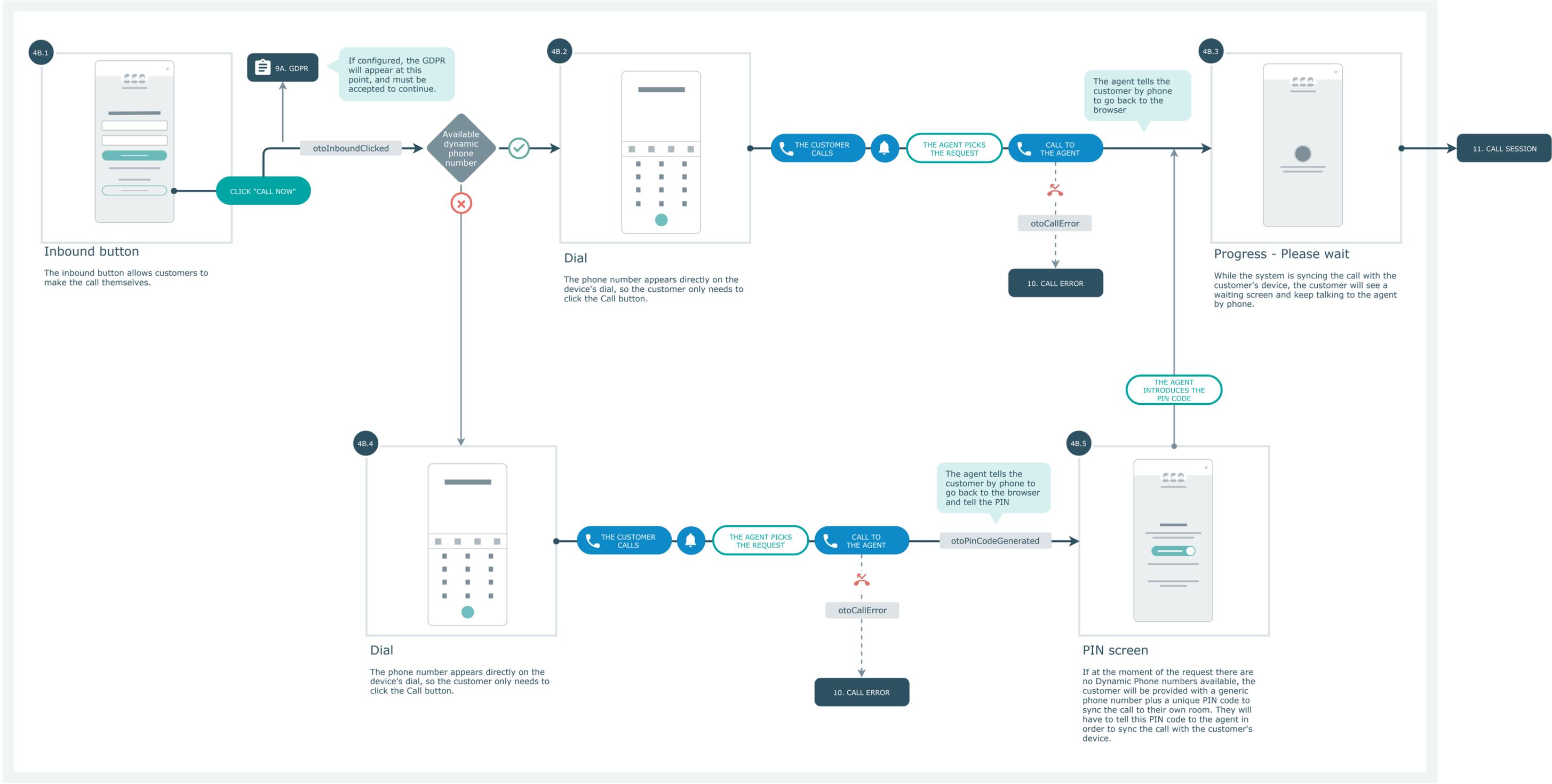
3. CHAT ONLY



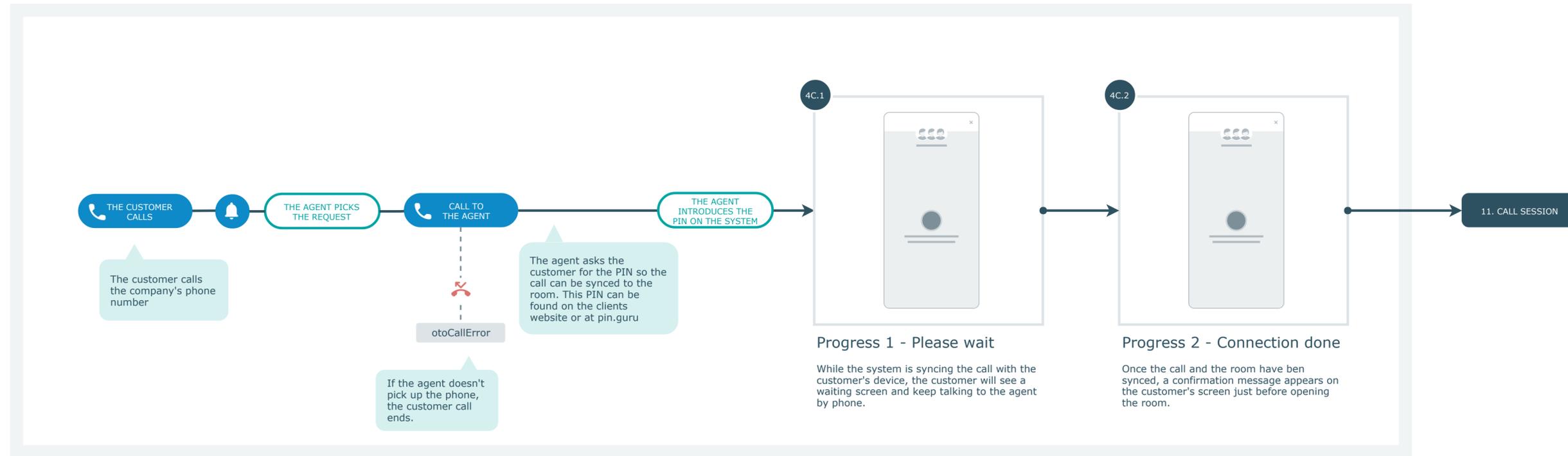
4A. INBOUND DESKTOP



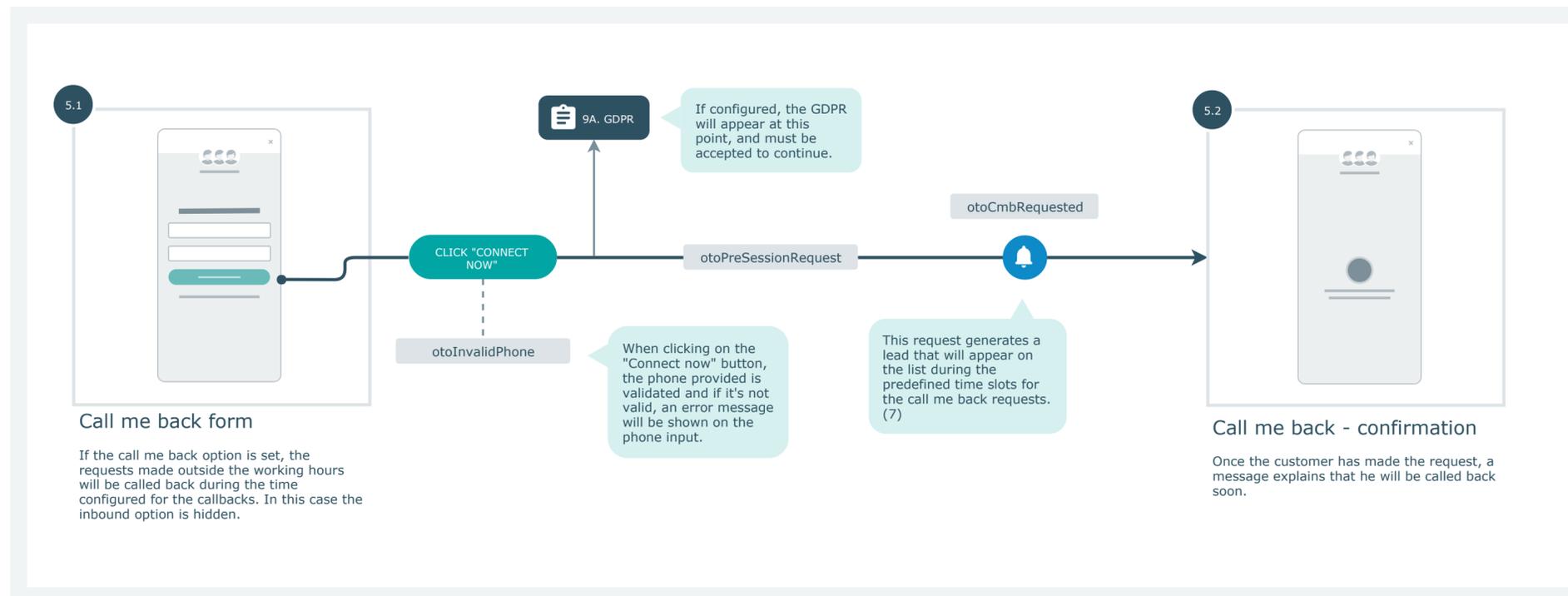
4B. INBOUND MOBILE



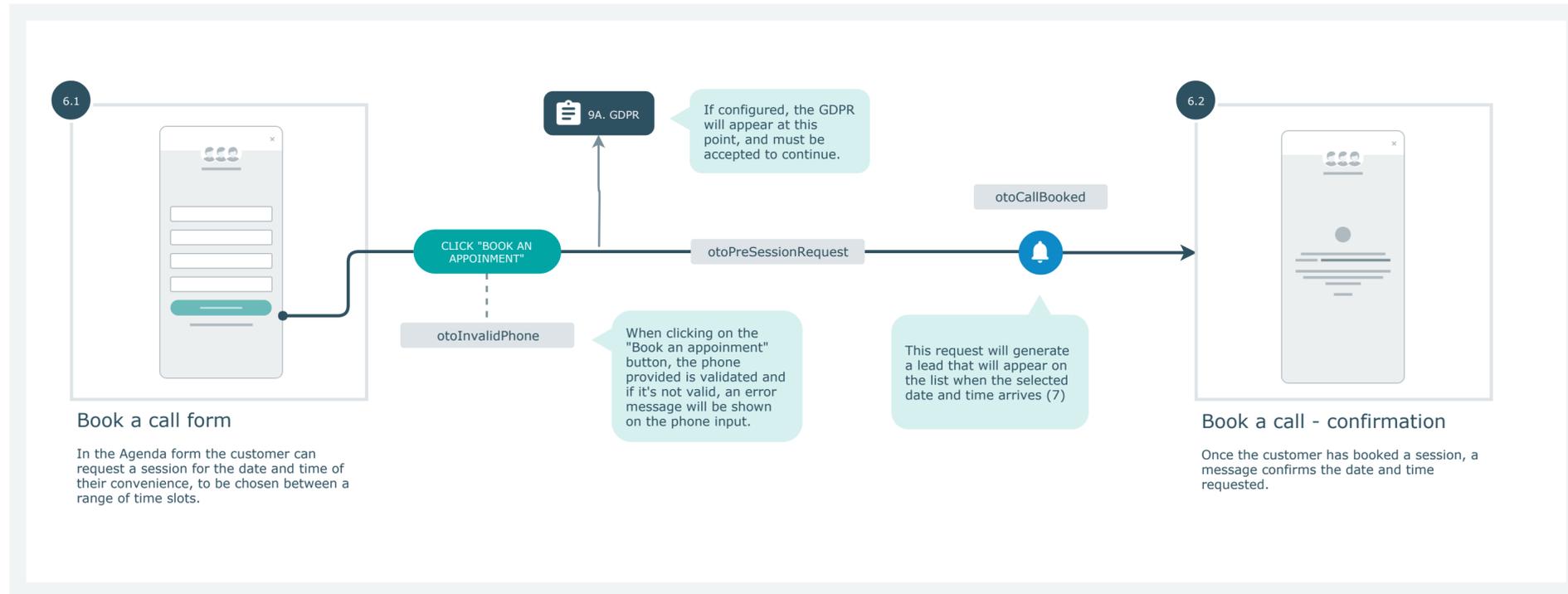
4C. INBOUND ONLY



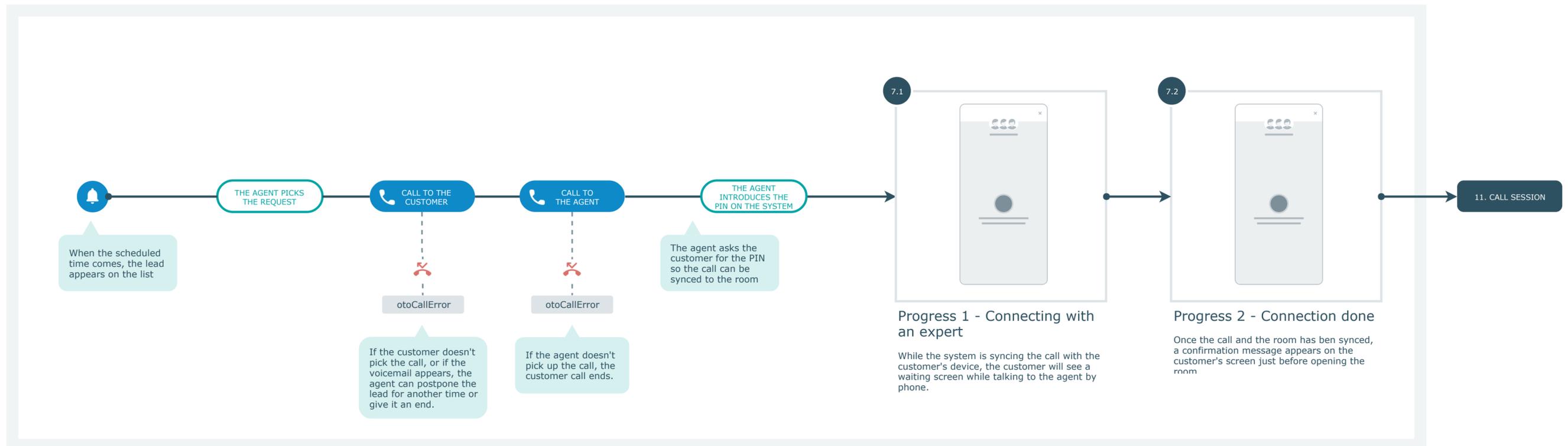
5. CALL ME BACK



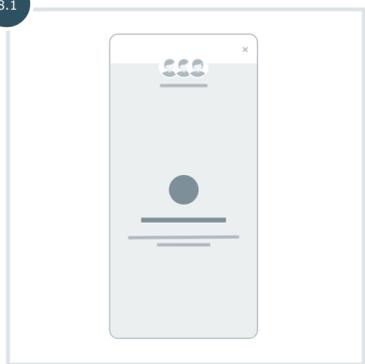
6. BOOK A CALL



7. SCHEDULED SESSION (that has been previously scheduled through a call me back or a booked call)



8. OUT OF HOURS

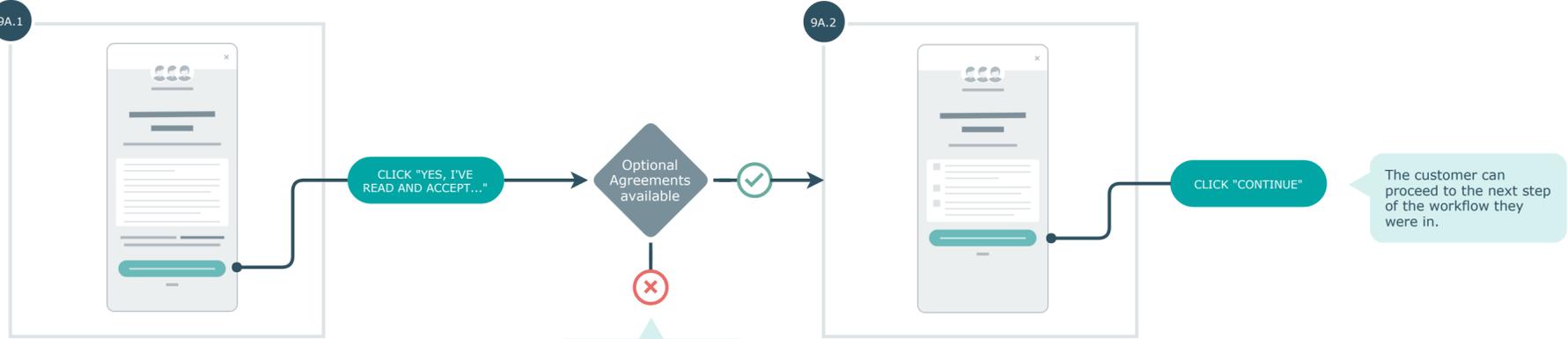


8.1

Out of hours

A message asks the customer to try again during the service hours.

9A. LEGAL AGREEMENT - GDPR



```
graph LR; A[9A.1: Mandatory Agreement] -- "CLICK 'YES, I'VE READ AND ACCEPT...'" --> B{Optional Agreements available}; B -- "X" --> C[The customer can proceed to the next step of the workflow they were in.]; B -- "✓" --> D[9A.2: Optional Agreement]; D -- "CLICK 'CONTINUE'" --> E[The customer can proceed to the next step of the workflow they were in.];
```

9A.1

GDPR - Mandatory

If the GDPR is enabled there is always a mandatory agreement that needs to be accepted to proceed. There's a brief explanation of the agreement, and also a link to view the full privacy policy text, which will open in another tab.

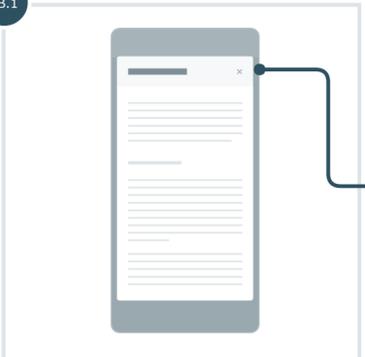
Optional Agreements available

9A.2

GDPR - Optional

Optional agreements can also be displayed. These are not mandatory so the customer can continue without accepting them. Every agreement can be accepted individually and has a link to its full text, which will open in another tab.

9B. LEGAL AGREEMENT - PRIVACY POLICY



9B.1

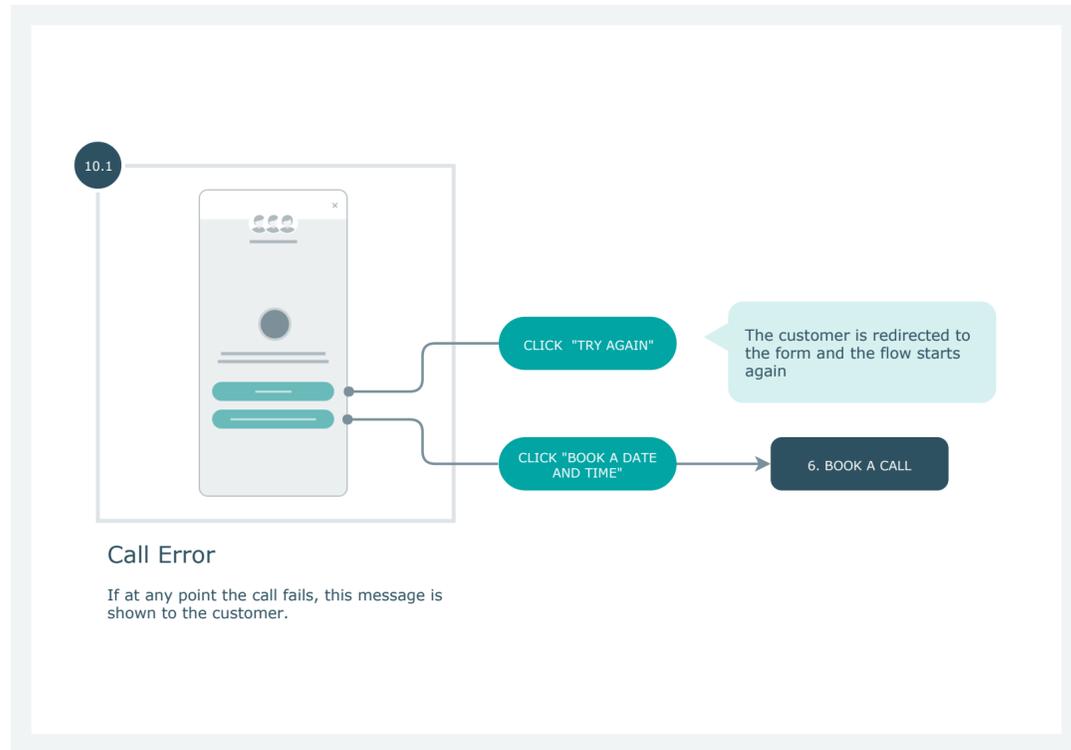
Privacy policy modal

CLICK "X" ICON

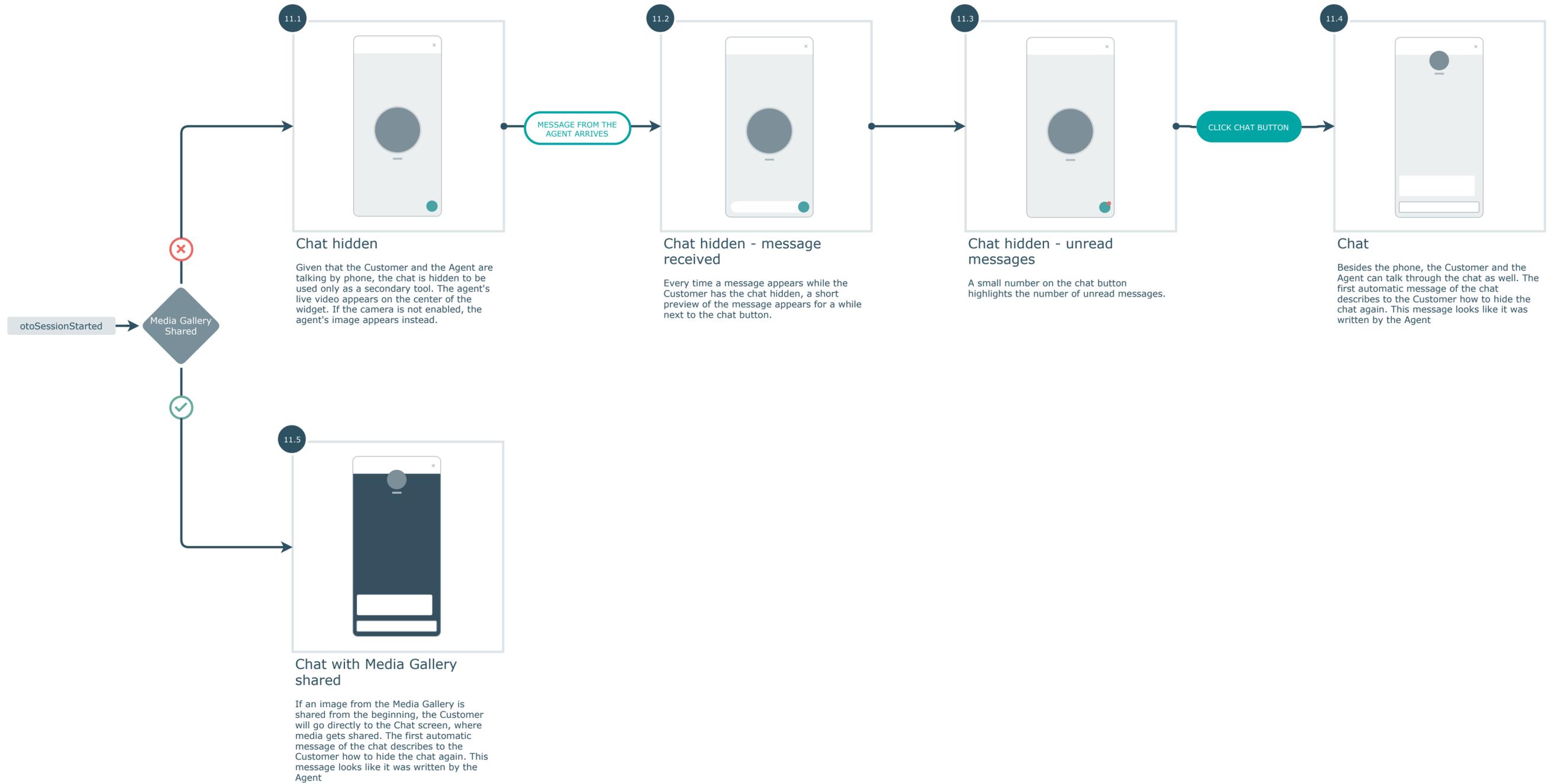
The customer can close the modal to proceed with the workflow.

If configured, the privacy policy disclaimer will appear on every type of session request. This disclaimer has a link that will open a modal with the privacy policy text. Depending on the configuration, this text can appear in another tab instead of inside the widget.

10. ERRORS



11. CALL SESSION START



12. CHAT SESSION START WITH CALL REQUEST

