NETOP™

Live GUIDE™

Live Chat for Customer Engagement

Below is a list of cookies that we use directly as well as a list of third-party cookies we use to collect data about our website visitors.

Netop Live Guide Administration & Operator Console

Cookie type	Cookie name	Description	For more information
PHP Session	Lge, PHPSESSID	This cookie is essential for having persistent information across the site page. If not enabled, you will not be able to login into the Administration Area and the Operator Console.	Wikipedia: Session ID
NginX	lge<string>_cookie, lge<string>clients_cookie	These cookies allow our servers to optimize load balancing and deliver resources dynamically from our Content Delivery Network (CDN). This essentially gives users a better experience with a faster website.	Wikipedia: Content Delivery Network
Live Guide	All cookies starting with Live Guide.	These cookies are used to collect information about chat sessions performed via our Live Guide product. This allows our operators to see things like identifier for the customer, the user's landing page to the site and the current page the user is on. This data allows us better assist users with their inquiries.	
Google Analytics	__utma, __utmb, __utmc,__utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Note: This is a third party cookie.	Google Privacy Policy
Live Guide	lpass	This is a flash cookie used for helping the user remember the password.	

Sites with Live Guide chat buttons or proactive chat

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NginX	lge<string>clients_cookie	These cookies allow our servers to optimize load balancing and deliver resources dynamically from our Content Delivery Network (CDN). This essentially gives users a better experience with a faster website.	
Note: For the site, this is a 3rd party cookie.	Wikipedia: Content Delivery Network		
Live Guide	All cookies starting with Live Guide.	These cookies are used to collect information about chat sessions performed via our Live Guide product. This allows our operators to see things like identifier for the customer, the user's landing page to the site and the current page the user is on. This data allows us better assist users with their inquiries.	
Note: For the site, this is a 3rd party cookie.			
Live Guide	liveguide	This is a flash cookie used for identifying the customer	