```
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		comment { display:none;  }
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<body>
<hr>
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		<h1>Overview</h1>
		<A HREF="#table0">Always On</A><br>
		<A HREF="#table1">General Intercept</A><br>
		<A HREF="#table2">Post Transaction</A><br>
		<A HREF="#table3">Metadata Fields</A><br>
		<A HREF="#table4">Survey Targeting</A><br>

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&quot;Ease&quot;}"><font color="#000000">Ease</font></td>
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.</font></td>
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ld it be?&amp;quot;}"><font color="#000000">If you could change or improve one thing
 about this tax pro tool, what would it be?</font></td>
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nt></td>
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gle.com/spreadsheets/d/1SumhmxFhmuGajNAclpmQqNfQoUDaFUWs5d-PqgWIVDI/edit#gid=0</
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ID</td>
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uded in Filter</td>
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This spec is NOT required to be submitted to your professional services team.&qu
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ntercept surveys. The spec is pre-populated with the Medallia best practice defa
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uot;2&quot;: &quot;Required, to ensure URL paths for surveys are delivered.&quot
;}"><font color="#000000">Required, to ensure URL paths for surveys are delivere
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id #000000; border-left: 1px solid #000000; border-right: 1px solid #000000" col
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e="{ &quot;1&quot;: 2, &quot;2&quot;: &quot;Exclude Customers on URLs&quot;}"><f
ont color="#000000">Exclude Customers on URLs</font></td>
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&quot;: 2, &quot;2&quot;: &quot;Specify pages or URL paths on your website to ex
clude from intercept survey targeting.&quot;}"><font color="#000000">Specify pag
es or URL paths on your website to exclude from intercept survey targeting.</fon
t></td>
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uot;2&quot;: &quot;Are there any URL paths for critical customer requests \/ nee
ds, which should not be interrupted?&quot;}"><font color="#000000">Are there any
 URL paths for critical customer requests / needs, which should not be interrupt
ed?</font></td>
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color="#000000">Abandoning Customers</font></td>
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ed for reference)?
What impacts the returning customer metrics?</td>
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e a percentage of sessions on the website."}">Target
a representing set of the visitors. Choose a percentage of sessions on the websi
te.</td>
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stitutes a significant response sample size?"}">What
is the desired volume of digital feedback?
What constitutes a significant res
ponse sample size?</td>
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sion (multiple pages can be visited)."}">Target custo
mers after a minimum time in the session (multiple pages can be visited).
</td>
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 "2": "300 seconds"}">300 seconds</fon
t></td>
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ite (average metric required for reference)?\u000aHow to ensure customers are no
t overly interrupted?"}">What defines sufficient usag
e for customers visiting the website (average metric required for reference)?
How to ensure customers are not overly interrupted?</td>
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span=2 height="21" align="left" valign=bottom bgcolor="#FFFFFF" data-sheets-valu
e="{ "1": 2, "2": "Number of Pages Viewed in Visit&quot
;}">Number of Pages Viewed in Visit</td>
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ximum number of pages to trigger the intercept survey (e.g. target on the first
page visited or only after sufficient usage)."}">Choo
se a specific number of pages, minimum / maximum number of pages to trigger the
intercept survey (e.g. target on the first page visited or only after sufficient
 usage).</td>
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ed customers or early interaction feedback?"}">What d
efines sufficient usage for customers visiting the website (average metric requi
red for reference)?
Do we want feedback from engaged customers or early inter
action feedback?</td>
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How to ensure customers are not overly interrupted on a new page?</td>
</tr>
<tr>
<td style="border-top: 1px solid #000000; border-bottom: 1px solid #000000; border-left: 1px solid #000000; border-right: 1px solid #000000" colspan=2 height="21" align="left" valign=bottom bgcolor="#FFFFFF" data-sheets-value="{ "1": 2, "2": "Don't invite a customer that declined a historical invite"}">Don't invite a customer that declined a historical invite</td>
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r touchpoints&amp;quot;}"><font color="#000000">Digital specific quarantine - 30 day
s recommendation for other touchpoints</font></td>
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        <tr>
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id #000000; border-left: 1px solid #000000; border-right: 1px solid #000000" col
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d feedback&amp;quot;}"><font color="#000000">Don't invite a customer that provided f
eedback</font></td>
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&amp;quot;: 2, &amp;quot;2&amp;quot;: &amp;quot;Avoid inviting the user if they already provided
 feedback in the selected timeframe.&amp;quot;}"><font color="#000000">Avoid invitin
g the user if they already provided feedback in the selected timeframe.</font></
td>
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2, &amp;quot;2&amp;quot;: &amp;quot;N\/A&amp;quot;}"><i><font color="#000000">N/A</font></i></td
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r touchpoints\u000aOption to distinguish between invitation and response provide
&amp;quot;}"><font color="#000000">Digital specific quarantine - 30 days recommendat
ion for other touchpoints<br>Option to distinguish between invitation and respon
se provide</font></td>
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t to intercept the customer. These involve references to information available o
n your website, using associated custom parameters (customer data).&amp;quot;}"><fon
t color="#000000">Advanced targeting rules to choose whether or not to intercept
 the customer. These involve references to information available on your website
, using associated custom parameters (customer data).</font></td>
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<!-- ** -->
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