Name	Type	Party	Session	Description
SnapABugRef	Chat Function	First	Session	Chat function that tracks the origin and site entry
SnapABugVisit	Chat Function	First	Session	Chat function for the detection of new session
SnapABugChatWindow	Chat Function	First	Session	Records the position and minimised status of the chat box when the visitor navigates across the page.
SnapABugChatSession	Chat Function	First	Session	Chat function for the tracking of chat in progress
SnapABugNoProactiveChat	Chat Function	First	Session	Chat function flag to avoid proactively prompting visitors again
SnapABugChatPoll	Chat Function	First	Session	Chat function tracking of the chat in progress transcript position
SnapABugChatMessage	Chat Function	First	Session	Chat function to ensure the message typed by a visitor is persistence across pages
SnapABugChatView	Chat Function	First	Session	Chat function to check logic handling
SnapABugUserEmail	Chat Function	First	1 year	Chat function for visitor email address used to prepopulate the pre-chat window. This information is scrambled (not readable in plain text)
SnapABugBanned	Chat Function	First	30 days	Chat function tracking whether the visitor is banned for chatting
SnapABugMinimizeStashCookie	Chat Function	First	Session	Chat function for the detection of new messages while minimised so they persist during navigation.
SnapABugAgentAvatar	Chat Function	First	Session	This cookie stores the agent image URL in order to show the agent avatar on the minimised state of the chat.
SnapABugApproval	Chat Function	First	1 year	Stores the visitor's acceptance of the Approval Checker so that they are not prompted by it again if they have accepted it within 1 year.
SnapABugHistory	Chat Function	First	1 year	This cookie is used to keep track of the visitor visits and last chats. Based on the history cookie the previous five chat transcripts are displayed to the agent in the chat to allow faster understanding of the visitor conversation context, and faster resolutions.