

Leads Engine Live Training Webinar Q&A

Q: Is Leads Engine currently available through Access?

A: Leads Engine is available through Access and can also be accessible via direct URL: <https://leadsengine.realogy.com>.

Q: Will leads in LeadRouter today be carried over into Leads Engine?

A: No leads from LeadRouter will be carried over into Leads Engine.

Q: Can I assign one Admin to a specific office so they do not see the company wide leads?

A: No. There is no “office level” access. Those assigned as an Admin are done so at the company level and will see all leads received.

Q: Is it possible to combine several DASH numbers/companies into one Lead Engine account?

A: At this time, no.

Q: What will the access be for agents on March 6th to get Leads Engine? How do they access the leads routed to them?

A: Agents do not access Leads Engine. Lead detail emails are sent to agents upon Lead Assignment and delivered to either our integrated CRM partners, MoxiEngage & Cloze, or to CRMs that are parsing our lead emails; KVCORE, Back at You, Market Leader, and Follow Up Boss.

Q: Definitely interested in talking to someone about using a different CRM please.

A: Please email leadsengineteam@anywhere.re. Include the name of CRM and what your current workflow with them is currently.

Q: Is it Only Cloze and Moxi that connect?

A: Cloze and Moxi are the CRMs currently supported by Leads Engine. Please email leadsengineteam@anywhere.re. Include the name of CRM and what your current workflow with them is currently.

Q: Is lead migration available for Cloze?

A: Leads Engine is integrated with Cloze to deliver leads to an agent's Cloze account. This would be leads that come to Leads Engine after your leads are directed into the system.

Q: How do we manage the leads from LeadRouter then? We have to know when one of those leads converts to a transaction.

A: The leads from Lead Router will need to be managed in the CRMs you and your agents are currently using, or in an offline process.

Q: If the agents don't have access to Leads Engine, how do we track the progress (like when they result in a transaction)?

A: Leads Engine offers engagement tracking on the leads of agents using Moxi Engage or Cloze.

Q: If an agent is not using a CRM, how are they going to indicate they have satisfied engagement requirements?

A: If an agent isn't using MoxiEngage or Cloze, there will be no engagement tracking. If your Agent Engagement rule is set to required, you can set the Agent Profile to NOT "enforce engagement rules." The agent will not go out of compliance.

Q: Will cities/zip codes be transferred for each office on March 6th?

A: Zip codes are imported dash and are managed at the agent level via Agent Profile. Each agent receives the zip codes for the offices they are associated with per dash.

Q: Can we give our agents a specific set of zip codes? (Using the zip codes from Dash does not work well for us, as we have some agents who do a lot of business outside their areas. Those zip codes get assigned to their office when they should not).

A: Yes, an Admin can go into Leads Engine and modify zip codes within the Agent Profile.

Q: What is the phone number agents will receive lead notifications from?

A: Leads Engine will send lead offer or lead assignment notifications by phone or text from **903-294-4442**. When agents accept an offer or are assigned a lead, a lead detail is sent to them from noreply@leadsengine.realogy.com.

Q: Will we get notice that a lead with a referral is accepted automatically?

A: No. Admins do not receive notifications when agents accept leads. Admins will only receive notification emails when a lead halts and requires manual assignment.

Q: When creating a rule, especially for rental group, is there a way that the agent who accepts lead still stay in the list queue so they do not lose their place for a sale lead?

A: We are going to give this ability as a Group setting in our Anywhere Leads Network enhancements, but today the agent will lose their place.

Q: How long will LeadRouter be available to agents after March 6th for archived data?

A: All Users will lose access to LeadRouter on May 1st.

Q: How do agents control their Agent Profile? For example, if they go on vacation and do not want to receive lead offers during that period.

A: Agent Profiles are managed by the Admin. The Admin can enable “Vacation” by entering a start and end date in the agent’s profile. Leads Engine will know to allow for lead offers after the end date.

Q: I noticed that I am not able to uncheck the text notification and only have an email notification. Is there a setting that we can remove the text notification?

A: At least one method (phone or text) must be selected for lead offers and assignment notifications.

Q: Lead Router was able to sync with eRelocation -- will we have that with Leads Engine?

A: We are launching an integration with Anywhere Leads Network in April and are planning eRelo in integration shortly after.

Q: Can we filter to bogus or can the agents?

A: In Leads Engine an Admin can filter through “Closed” leads.

Q: Will the lead have a phone number for contact?

A: Yes, leads have phone numbers when provided by the customer.

Q: Does Leads Engine handle txt leads? We use KWKLY.com.

A: We import all sources for a company that were active in the last 2 years. If this is a source specific to your company that was feeding into LeadRouter and active in the last 2 years, it will be in Leads Engine.

Q: What is Lead Manager?

A: Lead Manager is the lead queue inside of Leads Engine.

Q: What qualifies a lead to be marked as halted?

A: Any lead that is not assigned to an agent is considered halted.

Q: Where in the Agent Profile are the Zip Codes added? I checked and that category does not exist.

A: Areas Served is located at the bottom of an Agent Profile. Agent Profiles are found under User Manager.

Q: How does Cloze integrate with Leads Engine?

A: Cloze is a native CRM to Leads Engine. If enabled, leads assigned to agents will be sent to their respective Cloze accounts. With this, engagement can be tracked if you require it using the Agent Engagement rule found in Business Manager. Outbound activities documented in Cloze will satisfy engagement required by Leads Engine. This includes email, text message, phone call and meetings.

Q: The concern I have is agents are receiving these leads and accepting via phone. In Engage when we go in it shows unassigned even though the agent has been engaging via cell phone. How do we know looking in engage if the agent has accepted via cell phone?

A: In Leads Engine, you would see the lead marked as Assigned, with the agent's name attached. If the agent is using MoxiEngage as their CRM, the lead will be passed to MoxiEngage so the agent can update the leads. For you to see an agent's sphere of influence, the agent would have to delegate access to you.

If your company is engagement, the activities which the agent performs inside of MoxiEngage are documented as a "CRM Note" in Leads Engine.

Q: Does an agent need to have auto-assign turned on to receive leads on their own listing automatically?

A: No. However, in your Default Lead Distribution rule, you can configure the Listing Agent Priority to Offer or Assign the lead to the listing agent.

Q: Does Leads Engine allow you to download a report that goes past 90 days?

A: Currently 90 days is the maximum. We are working towards lifetime.

Q: Is there a "Spam Blocking" feature in Leads Engine like there is in LeadRouter?

A: Currently there is not a spam blocker in Leads Engine at this time. Please submit a ticket for spam issues. Our support team can assist on a case by case basis.

Q: If we are using Cloze, are all leads routed directly there? Then the rules we have set up with them apply?

A: Leads Engine's lead distribution rules will route leads to agents. When agents accept or are assigned leads, they will go to the agent's Cloze account. Leads are then received as assigned in Cloze.

Q: If you have a lead that has a closed on a property, you mark it closed transaction. But then the lead comes back and buys or sells another property. can you reopen that lead?

A: No, a new lead case will be created.

Q: How do you add a phone number to an Agent Profile?

A: Enter the phone number as +1 followed by the 10 digit number. Example: +11234567890.

Q: When you are using Jump Ball and there are more than 10 agents in that zip code, how does it determine which 10 are selected first?

A: It is dependent on who is eligible, who meets the matching criteria specified by the rule, and their order in the rotation.

Q: Should agents using LeadRouter now export their leads? Will they transfer over?

A: Agents who are using LeadRouter to update leads today and do not intend on using an approved CRM (MoxiEngage or Cloze) should download their leads as soon as possible.

Q: For Anywhere Relocation leads, how will those be routed?

A: Anywhere Leads Network leads will continue to be received, routed, and assigned via LeadRouter. When leads are assigned, they are delivered to the agent by Leads Engine as Direct to Agent leads.

This process will be built into Leads Engine ahead of LeadRouter sunset. Communications and support documentation will be provided.

Contact Information

Leads Engine consultative help or assistance with rules, email leadsengineteam@anywhere.re.

Technical support assistance and reporting issues, please contact your brand support team.

MoxiWorks related issues, please visit our [Support Page](#) for more information.