*Anywhere*℠

Leads Engine Release 9.3

Leads Engine Release 9.3 is focused on expanding capabilities to empower our users in managing notification preferences, auto acceptance and rotation methods at the group level.

Apply Lead Notification Preference at the Group Level

Currently the Leads Engine Admin configures lead notification preferences (phone, text, or both) at the agent level via Agent Profiles within User Manager. This enhancement allows for the configuration of lead notification preferences at the group level within Group Manager, overriding the selections in the Agent Profile.

Example: An agent may prefer text message notifications for leads received from web sources. The agent's profile would have "Text" selected. The agent also receives Anywhere Leads Network leads which require acceptance by phone call.

With the latest enhancement, an Anywhere Leads Network group, such as "HES Buy," can have Notifications set to "Phone Call." This would override the Agent Profile preference and notify the agents in the group by phone call only when an HES Buy lead is received and offered.
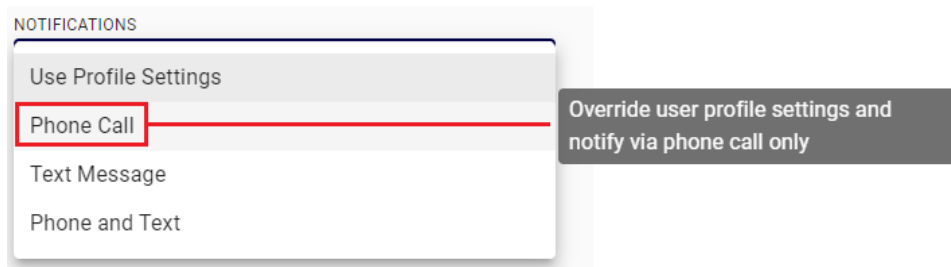

Configure Auto-Accept at the Group Level

The Leads Engine Admin can set an Agent Profile to automatically accept lead offers. Today, Auto Accept is applicable for any lead offered to that agent.

Auto Accept can now be applied at the group level within Group Manager. This allows agents to automatically accept specific leads based on lead distribution rule conditions.

Example: A conditional rule is configured to send leads from a source or conditions to a specific group. If Auto Accept is enabled at the group level, the agent will receive an assignment notification versus an offer notification.

Note: Auto Accept cannot be used if the Rotation Method within the group is set to Jump Ball.
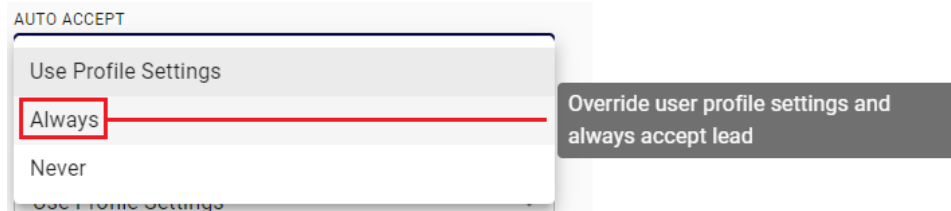
Specify Agent Rotation at the Group Level

Today when a lead is routed to a group, it is offered to the agents based on their position in the company rotation list. When the agent accepts the lead, that agent is moved to the bottom of the rotation.

The Leads Engine Admin can now select a rotation method specific to a group. This enhancement isolates the rotation to the members of the group only and does not impact the company level rotation.

Example: The admin can create a rental rule which will forward leads to a rental group. Agents who are offered or accept leads within this group will not lose their position in the company rotation list or any other lead offer outside of the group.
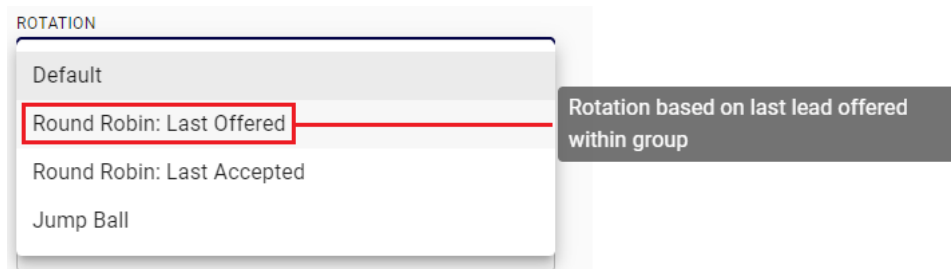
Bug Fixes

- Listing price when over $1 million is an exponent in the email notifications sent to agents/admin. The listing price will now be a complete figure.

- The CRM selection on an agent profile shows as "None" in the UI after removing that CRM from the Available CRMs in the Company Profile found in Settings.

Contact Information

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

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