Weichert Lead Network



Weichert Lead Network Participating in Call Sessions using WeichertPRO

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Introduction

This easy to use guide provides information on how to participate in a Call Session using your WeichertPRO Account

Getting started

Log into WeichertPRO



Joining a scheduled Call Session 1. Click on the Call

Click on the Call Session link at the top	Weichert [*] PRO	HOME	6 CONTACTS	OPEN HOUSES	CALENDAR	ALERTS Help	0 Training	Call Session	Settings	Logout
of the page	WeichertPRO Dashboard		Video	Search for contacts				Q		

2. Select the appropriate Call							
Session from the dropdown.		Christopher Acken Realtor					
	Comments Help Training Call Session Settings Logout						
Note: there is a link for calling	WLN Call Session						
tips on this page!	Directions: Office or Company-wide sessions can be accessed in your "Select Call Session" drop down 5 minutes prior to the schedule session available until the session end time. Calling Tips	d start time and will be the ONLY					
Note: If there is another Call Session in progress, it will also appear in the dropdown	Select a call cossion from the list: <pre> <pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre>						
Note: If there is another Call Session in progress, it will also appear in the dropdown.	Select a call ression from the list:	a start time and will be the ONLY					

Note: Do Not Use Private Call Session when participating in office or Companywide Sessions.

Note: Call Sessions do not appear in the dropdown until 5 minutes prior to the starting time of the scheduled Call Session.

Note: The Call Sessions you are scheduled to participate in will appear about the "Select Call Session" drop down.

Weichert Lead Network

Accessing your leads

1. Once you select a Call Session a list of leads will appear

Note: If participating in a Call Session using a print out, return your edited printout to the Moderator so they can update accordingly

Note: Do not make calls from another attendees list. They will be moved into their WeichertPRO account not yours

Note: A legend explaining each "Session Status" will be available to you when editing leads.

Managing your leads

1.Click " Edit" to update the status ______ of your leads

Note: The "Session Status" for your lead is defaulted to "Never Made Call – Pending"

Note: a note will not be able to be entered until the edit button is clicked

Sessio	on Statuses			
Next	Appointment Set - Reassign: Only use for app lead to become available in WeichertPRO. Claim Lead - Reassign: Used when you have a Left Message - HOLD for 7 Days: Used when Not Interrested - Do Not Claim: Customer no lon Out of Area For Office: Lead requires assistant Disconnected Phone: Phone Number is not in or On National Do Not Call Registry: ONLY used V Never Made Call: You never made initial call to th	ointments with a set date & time. The lead will be RI poken with the lead and will continue to work with rou left a voice message and awaiting reply or will ger looking and/or affreds yought/sold and you will o ustaile of your office's coverage area. Lead will der. when Customer states they are on DNC list. le lead. This is the defaut "Session Status" no upde	EASSIGNED and added to your WeichertPRO contacts, it ca hem. The lead will be REASSIGNED to you and added to yo sgain follow up. You will have an additional 7 days to claim not pursue this lead. Note is required. be returned to Lead Network for follow up with Customer. te needed.	n take up to 10 minutes for the ur WeichertPRO contacts. the lead.
	Never Made Call - Pendi	ng OLeft Message - Pending OAppointment Se	t - Lead In WeichertPRO O Claimed - Lead In WeichertPRO)
Numbe	er of leads displayed: 10			
Туре	Customer Info	Session Status	Note	
Seller	Diane Black 2027 Rt 44 Pleasant Valley NY, 12569 Home: (831) 981-0025 Cetl: (831) 975-5991 homes@weichertleadnetwork.com	Never Made Call (Updated: Jan 15 2013 3:11PM)		Edi
Buyer	Debra Bushey Hicks Hill Stanford/ulle NV, 12581 Home: (345) 868-1035 homes@weichertleadnetwork.com	Never Made Call (Updated: Jan 15 2013 3:11PM)		Edit
Buyer	Kathryn Diamond 44 Runeberg Rd Wappingers Falls NY, 12590 Home: (245) 223-8005 Work: (345) 223-8005 Cell: (914) 391-1202 homes@weichertleadnetwork.com	Never Made Call (Updafed: Jan 15 2013 3:11PM)		Edt
Buyer	Bruce Foley 131 Bowen Rd Carmel NY, 10512 Home: (845) 225-5197 homes@weichertleadnetwork.com	Never Made Call (Updated: Jan 15 2013 3:11PM)		Edit

· · · ·	Appointment Set - Reassign: Only use fr lead to hance available in WeichertPRO. Claim Lead - The asgin: Used when you in Left Message - HOLDme - Days: Used with Not Interested - Do Not Claim: Sectomer Out of Area For Office: Lead requires ass Disconnected Bhome: Bhome Network in co	or appointments with a set date & time. The lead with have spoken with the lead and will continue to work when you left a voice message and awaiting reply no longer looking and/or already bought/sold and manage outside of your office's coverage area. Le no a potential of the set o	will be REASSIGNED and added to your Weichert/ rk with them. The lead will be REASSIGNED to yo ror will again follow up. You will have an addition you will not pursue this lead. Note is required, ead will be returned to Lead Network for follow u	RO contacts. It can take up to 10 minutes for the u and added to your WeichertPRO contacts. al 7 days to claim the lead. up with Customer.
Nex	On lational Do Not Call Registry: ONLY of Note Call: You never made initial calls to Lead	used when Customeratates they are on DNC list. all to the lead. This is the defined "Session Status" Pending O Left Message - Pending O Appoint	no update needed.	ad In WeichertPRO
Numb	er of leads displayed: 9			
Гуре	Customer Info	Session Status	Note	
	Debra Bushey Hicks Hill Stanfordville NY, 12581	Never Made Call		Edit

Updating your leads

1.Update the "Session Status" of your lead and save or cancel the changes made to the lead

Note: Use the radio buttons to see the leads you have left a message for, set an appointment with and claimed

Numb	er of leads displayed: 9		and the second	
Туре	Customer Info	Session Status	Note	
Buyer	Debr Bushey Hicks Hill Stanfordville NY, 12581 Home: (845) 888-1035 homes@weichertleadnetwork.com	<ns> <ns> Appointment Set - Reassign Claim Lead - Reassign Left Message - HOLD Lead 7 Days</ns></ns>		Save Canc
Buyer	Kathryn Diamond 44 Runeberg Rd Wappingers Falls NY, 12590 Home: (845) 223-6905 Work: (845) 223-6905 Cell: (914) 391-1202 homes@weichertleadnetwork.com	Not interessed - Jo Not Claim Out of Area For Office Disconnected Phone On National Do Not Call Registry Never Made Call (Updated: Jan 15 2013 3:11PM)		Edit

Note: Leads marked "Appointment Set" or "Claim Lead" are reassigned and added to your WeichertPRO contacts

Note: Leads marked "Left Message" will have a 7 day follow-up window. These leads can be accessed by call session and selecting "Private Call Session" from the dropdown and clicking on the "Left Message-Pending" radio button

Note: If for any reason you do not wish to save the changes you've made to the lead's "Session Status" click "Cancel"

Note: You must click "Save" to keep the new "Session Status" you have selected

Wrap up your leads

By changing the "Session Status", adding notes, and clicking "Save" for each lead you will be wrapping up your leads.

Session Status Options

- Appointment Set Reassign: Only use for appointments with a set date & time. The lead will be REASSIGNED and added to your WeichertPRO contacts. It can take up to 10 minutes for the lead to become available in WeichertPRO
- Claim Lead Reassign: Used when you have spoken with the lead and will continue to work with them. The lead will be **REASSIGNED** to you and added into your WeichertPRO contacts.
- Left Message HOLD for 7 Days: Used when you left a voice message and awaiting reply or will again follow up. You will have an additional 7 days to claim the lead.
- Not Interested Do Not Claim: Customer no longer looking and/or already bought/sold and you will not pursue this lead. Note is required.
- Out of Area for Office: Lead requires assistance outside of your office's coverage area. Lead will be returned to Lead Network for follow up with Customer.
- Disconnected Phone: Phone Number is not in order.
- On National Do Not Call Registry: ONLY used when Customer states they are on DNC list.
- Never Made Call: You never made initial call to the lead. This is the default "Session Status" no update needed.

Note: If you do not claim the lead by selecting "Appointment Set", "Left Message"-Hold for 7 days, or "Claim Lead" the lead will be distributed to another individual.

Note: Be sure to update all of your leads prior to the duration of the Call Session. Otherwise the results will not be included in the office totals and the unclaimed leads will be redistributed to other individuals.

Note: Leads marked "Appointment Set" or "Claim Lead" are reassigned and added to your WeichertPRO contacts

Note Leads marked "Left Message-	Select a	call session from the list: 01/15/2013 - Docu	mentation 💌	
Pending" will have a 7 day follow-up window	Sessic • •	nn Statuses Appointment Set - Reassign: Only use for appo ead to become available in WeichertPRO. Claim Lead - Reassign: Used when you have sy Left Message - HOLD for 7 Days: Used when yo Not Interested - Do Not Claim: Customer no lon	intments with a set date & time. The lead will be REA ioken with the lead and will continue to work with the pu left a voice message and awaiting reply or will ag re looking and/or already boundhood and you will n	SSIGNED and added to your WeichertPRO contacts. It can take up to 10 minutes for the sm. The lead will be REASSIGNED to you and added to your WeichertPRO contacts. ain follow up. You will have an additional 7 days to claim the lead. to unsue this lead. Hole is recourded.
Accessing "Left Message-Pending" Leads	Next	Out of Area For Office: Lead requires assistance Disconnected Phone: Phone Number is not in or On National Do Not Call Registry: ONLY used w Rever Made Call: You never made initial call to th Lead	outside of your office's coverage area. Lead will be ler. hen Customer states they are on DNC list. lead. This is the defaut "Session Status" no update	returned to Lead Network for follow up with Customer. needed.
1.Log-in	Numbe	Never Made Call - Pendir of leads displayed: 2	g 🙆 Left Message - Pending 🔿 Appointment Set -	Lead In WeichertPRO Claimed - Lead In WeichertPRO
2. Click the "Call Session" link on your home page	Bayer	Customer Into Debra Bushey Hicks Hill StapterOvlie NY, 12581 Home: (845) 888-1035 homes@weichertleadnetwork.com	Session Status Left Message - HOLD Lead 7 Days (Updated: Jan 16 2013 2:18PM)	Kote
3. Select the appropriate Call Session		Kathryn Diamond		<u>v</u>
4. Click the "Left Message-Pending" radio button.	Buyer	44 Runcherg Rd VVappinger Fals IV, 12590 Home: (845) 223-8905 Work: (845) 223-8905 Cell: (314) 381-1202 homes@weicherfleadnetwork.com	Left Message - HOLD Lead 7 Days (Updated: Jan 16 2013 2:18PM)	Edit
ready to be updated!	(*) note	d in "Type" column indicates the lead is activ	e from a Terminated agent.	