



**Weichert Lead Network**  
**Conducting Private Call Sessions using**  
**WeichertPRO**

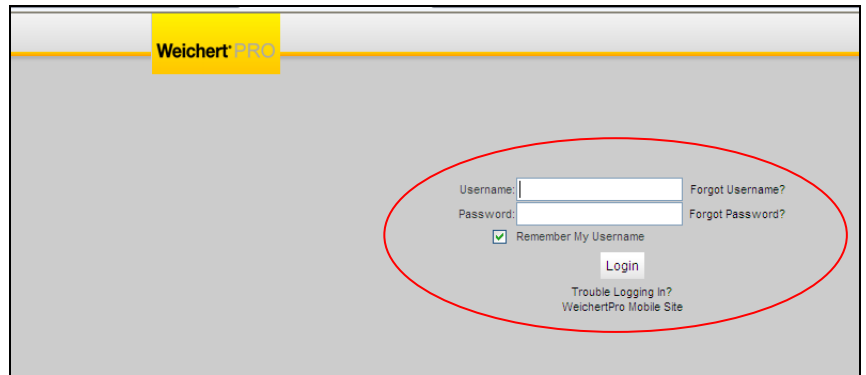
Introduction.....3  
Getting Started.....3  
Accessing your Private Call Session.....3  
Managing your leads.....4  
Updating your leads.....4  
Wrapping-up your leads.....5

## Introduction

This easy to use guide provides information on how to conduct a Private Call Session using your WeichertPRO Account.

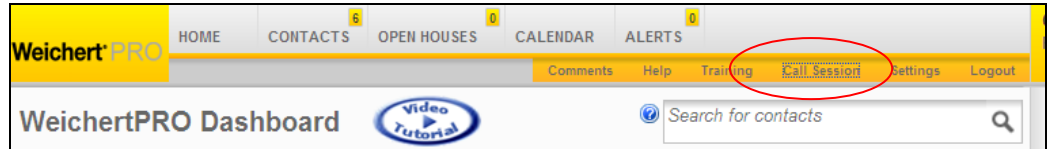
## Getting Started

Log into WeichertPRO



## Accessing your Private Call Session

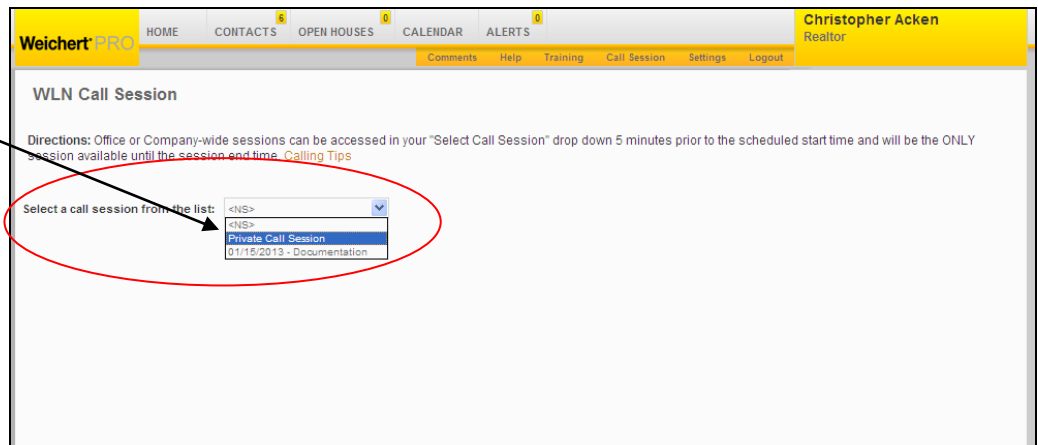
1. Click on the Call Session link at the top of the page



2. Select "Private Call Session" from the dropdown

**Note:** there is a link for calling tips on this page!

**Note:** If there is another Call Session in progress, it will also appear in the dropdown.



**Managing your leads**

1. Leads will randomly generate in WeichertPRO giving you the option to claim or not to claim the lead.

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

**Note:** A legend explaining each “Session Status” will be available to you when updating your lead

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

2. Click “Edit” to update the status of the lead

**Session Statuses**

- **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 to 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.

Next Lead

Never Made Call - Pending  Left Message - Pending  Appointment Set - Lead In WeichertPRO  Claimed - Lead In WeichertPRO

Only one lead will be assigned.

Type	Customer Info	Session Status	Note	
Buyer	Jessie Bryant 61 Tanglewyld Rd Lake Peekskill NY, 10537 Home: (845) 284-2715 Cell: (914) 437-1980 homes@weichertleadnetwork.com	Never Made Call (Updated: Jan 16 2013 12:07PM)		<b>Edit</b>
Seller	Jessie Bryant 61 Tanglewyld Rd Lake Peekskill NY, 10537 Home: (845) 284-2715 Cell: (914) 437-1980 homes@weichertleadnetwork.com	Never Made Call (Updated: Jan 16 2013 12:07PM)		<b>Edit</b>

(\*) noted in "Type" column indicates the lead is active from a Terminated agent.

**Updating your leads**

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

**Note:** You must click “Save” to keep the new “Session Status” you have selected.

Next Lead

Never Made Call - Pending  Left Message - Pending  Appointment Set - Lead In WeichertPRO  Claimed - Lead In WeichertPRO

Number of leads displayed: 2

Type	Customer Info	Session Status	Note	
Buyer	Jessie Bryant 61 Tanglewyld Rd Lake Peekskill NY, 10537 Home: (845) 284-2715 Cell: (914) 437-1980 homes@weichertleadnetwork.com	<NS> <NS> Appointment Set - Reassign <b>Claim Lead - Reassign</b> Left Message - HOLD Lead 7 Days Not Interested - Do Not Claim Out of Area For Office Disconnected Phone On National Do Not Call Registry Never Made Call		<b>Save Cancel</b>
Seller	Jessie Bryant 61 Tanglewyld Rd Lake Peekskill NY, 10537 Home: (845) 284-2715			<b>Edit</b>

**Note:** If for any reason you do not wish to save the changes you’ve made to the lead’s “Session Status” click “Cancel”.

2. Click “Next Lead” once you have changed the status your leads

**Note:** No new leads will be displayed until the “Next Lead” button is clicked

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

**Session Statuses**

- **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 to 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.

Next Lead

Never Made Call - Pending  Left Message - Pending  Appointment Set - Lead In WeichertPRO  Claimed - Lead In WeichertPRO

Number of leads displayed: 0

(\*) noted in "Type" column indicates the lead is active from a Terminated agent.

**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 clicking the call session link on your home page, selecting “Private Call Session” from the dropdown and clicking on the “Left Message-Pending” radio button

## 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