

**LeadRouter™***The Right Agent... Right NOW!*

Frequently Asked Questions

Where do the leads come from?

Leads are generated from inquiries of your listings from many websites the company sends our listings to, such as: www.coldwellbanker.com, www.realtor.com, www.openhouse.com, www.cbgundaker.com, and many more. Leads are also sent to you when a consumer visits profile page on www.cbgundaker.com and elects to send you a message.

If I co-list a property with another agent in my office, who gets the Lead Router calls?

The primary (first) agent on the listing will receive the LeadRouter calls.

However, if you are a member of a team, the team can be set up in the Lead Router system and you can determine which team member will receive Lead Router calls. Contact Brian Tibaldo at customerservice@hrc.cbgundaker.com for additional information

What happens if I am out of town or unavailable to take calls?

If you know that you will be unavailable to accept LeadRouter calls, you can select an "alternate" phone number on your Lead Router Profile Page and then activate it on the Home Page. This will direct your LeadRouter calls to the "alternate" number (i.e. your back-up or team member) until you change it back to the primary number. If your team member has elected to accept leads for you while you are away, you may wish to have them re-assign these leads to you upon your return.

What if I want to give my listings leads to another CBG agent?

Accept the lead and after giving it another agent re-assign it in the LeadRouter system by logging onto the website and choosing "Reassign Direct to Other User" in

the “New Action” box. Enter the agents name in the “Comments” field and click submit. You will then be asked to choose the agent’s name from a drop down box. Going thru these steps will route e-mail notification reminders to the new agent.

What happens if I missed the call?

You can retrieve a missed lead call by returning the LeadRouter call (877-735-3237) within 15 minutes. You will be asked to enter your PIN number which is located on Lead Router website on Your Home Page. The complete lead information will then be e-mailed to you. We suggest that you enter the LeadRouter phone number into your cell phone and “name” it your PIN number. For example, Last Name: 45092378, Office Number: 877-735-3237. That way both numbers will always be available to you. If you don’t call back within 15 minutes, the lead is directed to an available e-team agent.

What happens if my phone was turned off or malfunctioning?

If there is no answer or if it is a busy signal, LeadRouter will wait five minutes and try again. If there is no answer still, it will route the inquiry to our Home Resource Center for attention.

How do I get into my LeadRouter account?

You can access your LeadRouter account from any computer using the link to <https://nrtgateway.com>. Your user ID will be the e-mail address on record in Trident.

I can’t remember my password for the NRT Intranet Site – how do I get in?

If you’ve forgotten or lost your password, the NRT Intranet Site (<https://nrtgateway.com>) allows you to click on “Forgot Password.” Follow the prompts to reset your password. Call the NRT Help Desk for additional help at 800-NRT-HELP (800-678-4357)

My LeadRouter Home screen says that I am “Ineligible” – Will I continue to receive leads on my listings?

You will continue to receive inquiries of your own listings. LeadRouter technology gives you the opportunity to give consumers what they want - a quick, rapid response. The system time frames are suggested guidelines for contacting the lead. You will continue to receive inquiries of your own listings regardless of whether or not you embrace the guidelines. “Eligible” and “Ineligible” warnings only impacts eAgents who *must* comply with system requirements (updating their leads periodically – 4 hours, 7 days and 30 days) to be eligible to receive additional referral lead opportunities. *If you are not an eAgent and your Home screen says that you are “Ineligible” – you will NOT continue to receive leads!*



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What are the LeadRouter hours of operation?

Mon-Sat 8 am - 9 pm Sunday 10 am - 6pm

All leads that come in after these hours will be held in a "queue" for cell phone transmittal at opening time the following day. You have the option of customizing your hours as long as they fall within the system hours. This can be done on the "My Profile Page" on LeadRouter. Any time you are restricting your hours of LeadRouter operation, you are restricting leads. LeadRouter will not "hold" a lead for you until you are available.

What should I do if I change my cell phone number?

Provide your Office Administrator and have them change your cell phone number in Trident. That will automatically update your cell phone number in LeadRouter within one day.

In the meantime, you can enter your new cell phone number in the "alternate" number on your Profile Page and activate it on your Home Page so that you don't miss any LeadRouter calls. Once your new cell number is in LeadRouter, you can deactivate the "alternate" number.

Important Information:

Lead Router Call Back: 877-735-3237

Lead Router Help Desk: 800-753-1735

NRT Help Desk: 877-NRT-HELP

877-678-4357

Home Resource Center: 866-632-3547 or customerservice@hrc.cb Gundaker.com