

Retrieving and Managing Leads in realleads

All lead inquiries, assignments and other correspondence is delivered by email. However, email delivery can sometimes be delayed or disrupted by spam filters, or lost.

To circumvent such problems, office administrators and premier agents can access the full history of property inquiries and other email-based correspondence through their real.leads back office login. To make use of this feature, sign-in through the **Agents Only** link on your website, and click the **Work with Lead Emails** button on the HomeFinder Agent Management menu. A reverse chronological listing of emails will appear:

The screenshot shows the 'Lead Emails' section of the HomeFinder Agent Management interface. It includes a search filter for 'Lead Emails' with options for 'Inquiry Type' (All), 'MLS #' (empty), and 'Sort By' (Sent Date - Most Recent First). Below the search filters is a table of email details with columns for 'Email Details' and 'Sent Date'. The table lists several emails, including 'Additional Property Info Request for MLS # 419595' and 'Property Appointment Request for MLS # 407326'.

View	Email Details	Sent Date
View	Additional Property Info Request for MLS # 419595 TO: RE/MAX Cross County (info@remaxcrosscounty.com) FROM: Mario Sireci (sirecimario@yahoo.com)	Aug 14, '07
View	Additional Property Info Request for MLS # 423705 TO: RE/MAX Cross County (info@remaxcrosscounty.com) FROM: Barbara Vosburgh (barbslockyard@yahoo.com)	Aug 13, '07
View	Additional Property Info Request for MLS # 401004 TO: RE/MAX Cross County (info@remaxcrosscounty.com) FROM: Amanda Buhler (AmandaBuhler@aol.com)	Aug 12, '07
View	Additional Property Info Request for MLS # 417773 TO: RE/MAX Cross County (info@remaxcrosscounty.com) FROM: thomas palazzo (tpalazzopalazzo@yahoo.com)	Aug 10, '07
View	Property Appointment Request for MLS # 407326 TO: RE/MAX Cross County (info@remaxcrosscounty.com) FROM: gene scism (gscism@hvc.rr.com)	Aug 8, '07

From this page, you can do any of the following:

- Click a **View** link to see an image of the original email in a pop-up window.
- Click a **FROM** name to view the consumer's HomeFinder account, by signing in "on behalf of" them (note the yellow bar at the top of the page).
- Click any **MLS #** to see the property that was the subject of the inquiry.
- Show only the lead emails of a certain type by selecting an option from the **Inquiry Type** drop-down and clicking the **Search** button.
- Show only emails pertaining to a specific property by making an entry in the **MLS#** field and clicking the **Search** button.
- Show only emails sent to a particular agent or admin by selecting them from the **Email Recipient** drop-down and clicking the **Search** button.
- Change the sort order of any list by choosing an option in the **Sort By** drop-down and clicking the **Search** button.

Any of the show options can be combined. For example, the office administrator can recall a list of all leads assigned to given agent by selecting the appropriate options from the two drop-down options, and clicking **Search**.