## **Client Portal Notification Options**

Chat/Feedback

RCO3 Mobile

Agents **can** be notified (optionally) via email or text of recent Portal activity by their contacts, and/or receive a daily summary email of activity for all their contacts.

- Trigger notification options include:
  - A contact visits their Portal for the first time
  - A contact visits their Portal (any visit after the first time)
  - A contact adds notes to a listing
  - A contact saves a listing as a favorite
  - A contact removes a listing as a favorite
  - A contact saves a listing as a possibility
  - A removes a listing as a possibility
  - A contact discards a listing
  - A contact removes a listing from Discards
  - A contact saves a search
- Portal Activity Notifications can be accessed/modified through the Settings option under My RCO.

Each MLS Subscriber may choose whether they wish to receive these notifications and how they wish to receive them: ASAP via email, ASAP via text, or in a daily summary email.

Know as much as you want to know about the activity of your clients!

## **Client Portal Notification Key Improvements – Cont'd**

- ASAP notifications of a contact visiting the Portal are sent immediately, allowing the Agent to know when a contact is looking at real estate (which may be an ideal time to contact them);
- ASAP notifications of all other activity are sent only when no other notification for that contact has been sent within the past 10 minutes. This prevents a deluge of notifications from occurring if the contact is very active and allows context for multiple actions on a single listing to be included within the same notification (i.e. saved as a favorite and added notes).

