

The following diagram outlines the process flow of voice over lead capturing system

When a call is placed into system, the caller will choose their language, then they can immediately enter in their Property ID or go to the main menu where they can search for properties by criteria, open houses or address. Once the caller chooses a property they can have that property's information texted to them while continuing to listen to information. The system allows for generic ID's that are good for recordings not associated to a specific property, such as a neighborhood or community, multiple lots, etc. All generic ID's will have a custom recording associated with them. If the caller enters a standard ID, then the system will play either an automated description pulled from property data or a custom description recorded by the agent. After the information is played, it is sent to the agent via email and text along with the caller's information. The caller is also brought to a menu at this point which gives the caller the option to connect to the agent immediately, return to the main menu or to send the property information to them via SMS.

When the voice system sends information to the SMS system, the process is the same as when a user sends an SMS directly to the SMS system. When a text is sent to our system, three texts are sent back to the sender if it pertains to a property ID. If it is a generic ID, then the sender receives a text back with a 160 character description. Again, the agent receives notification via text and email about the lead.

REALISTIQ PROGRAMMERS HAVE A COMBINED 45+ YEARS OF EXPERIENCE IN IVR DEVELOPMENT & MANAGEMENT.

realistIQ IS ON IT'S EIGHTH YEAR DEVELOPING REAL ESTATE SPECIFIC TECHNOLOGY.

