

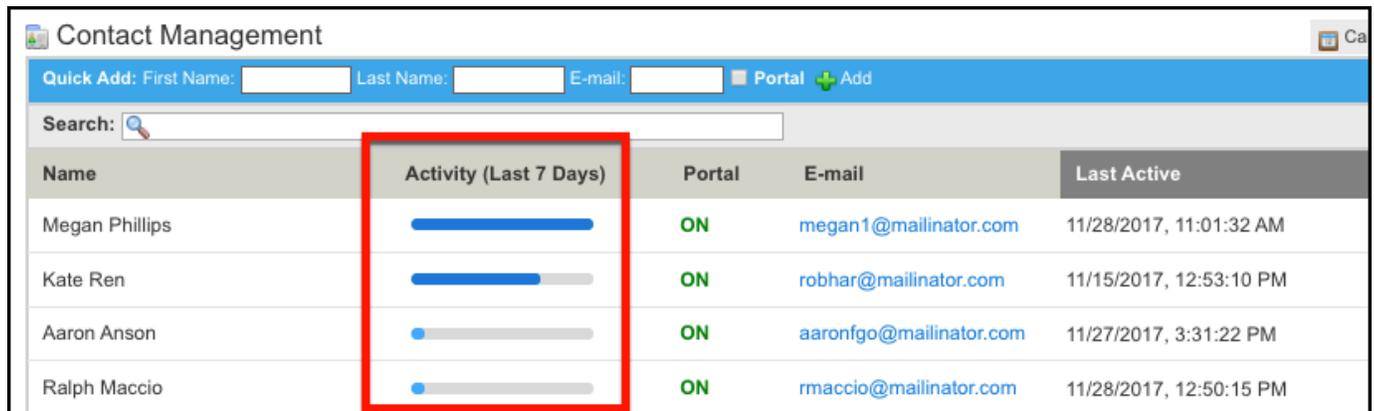
Contact Activity Tracker

Your Contact Management screen can serve as a convenient central hub for viewing Contact Activity, allowing you to see your most active Contacts with a quick glance. The new Contact Activity tracking keeps all of your Contacts' activity in one place, and a single glance at the activity graphs lets you quickly assess which clients are active or inactive and prioritize your follow-ups more efficiently.

Whether you are using FlexMLS Web, FlexMLS Pro Mobile Web, or the FlexMLS Pro app, you'll be able to easily identify the Contacts you may need to connect with. A Contact Activity bar will indicate which Contacts have been the most active in the past seven days, and looking at a Contact's details lets you see their activity over the last 30 days and drill down to see listings that they have viewed, listings they've shared with others, and their email activity for subscription and manual emails. Portal activity is also included in Contact Activity, so if your contact relies on the Portal to view listings, you'll know that they are actively looking at listings with the portal that *you* provided for them.

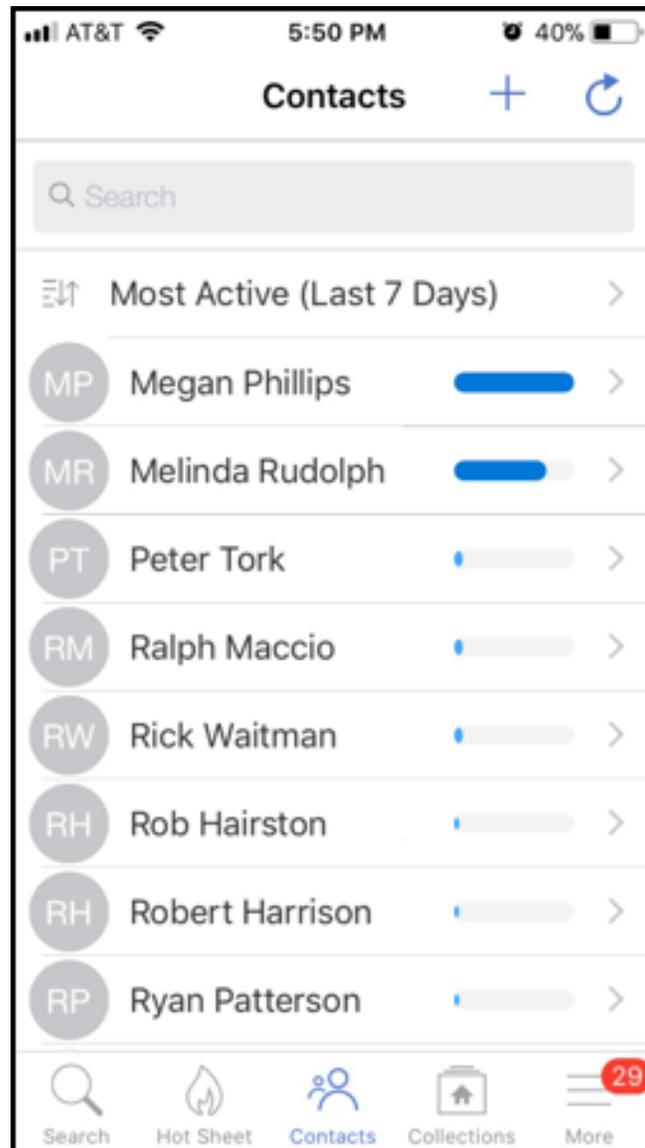
Contact Management

When you go to Contact Management in FlexMLS Web, you'll see a column for *Activity (Last 7 Days)*. This column immediately allows you to see which Contacts have been viewing and sharing listings within the past seven days. The more listings they are viewing and sharing, the bigger the Activity bar. You can click on the **Activity (Last 7 Days)** column to sort your Contacts by Activity and see the most active Contacts at the top of the screen. Please note, the Activity bar updates nightly for each Contact.



Name	Activity (Last 7 Days)	Portal	E-mail	Last Active
Megan Phillips		ON	megan1@mailinator.com	11/28/2017, 11:01:32 AM
Kate Ren		ON	robhar@mailinator.com	11/15/2017, 12:53:10 PM
Aaron Anson		ON	aaronfgo@mailinator.com	11/27/2017, 3:31:22 PM
Ralph Maccio		ON	rmaccio@mailinator.com	11/28/2017, 12:50:15 PM

The past seven days' worth of activity is also available on the Contacts screen in FlexMLS Pro Mobile site, FlexMLS Pro for iOS, and the upcoming version of FlexMLS Pro for Android. Tap the sort option at the top to sort by Most Active, Least Active, First Name or Last Name.



Contact Detail

When you select a specific Contact in Contact Management, an Activity link is available. The graph at the top, shows you a visual representation of the Contact's activity over the past 30 days. A quick look shows you what days the Contact was the most active. Additionally, there are expandable sections that allow you to see which listings they've viewed, which listings they've shared, and how many times they've clicked on an email link to view listings.

Megan Phillips

CONTACT DETAILS **ACTIVITY** SEARCHES/SUBSCRIPTIONS PORTAL CALENDAR MESSAGES FORMS MORE ▾

Activity Over The Last 30 Days

30 Days Ago ← Yesterday

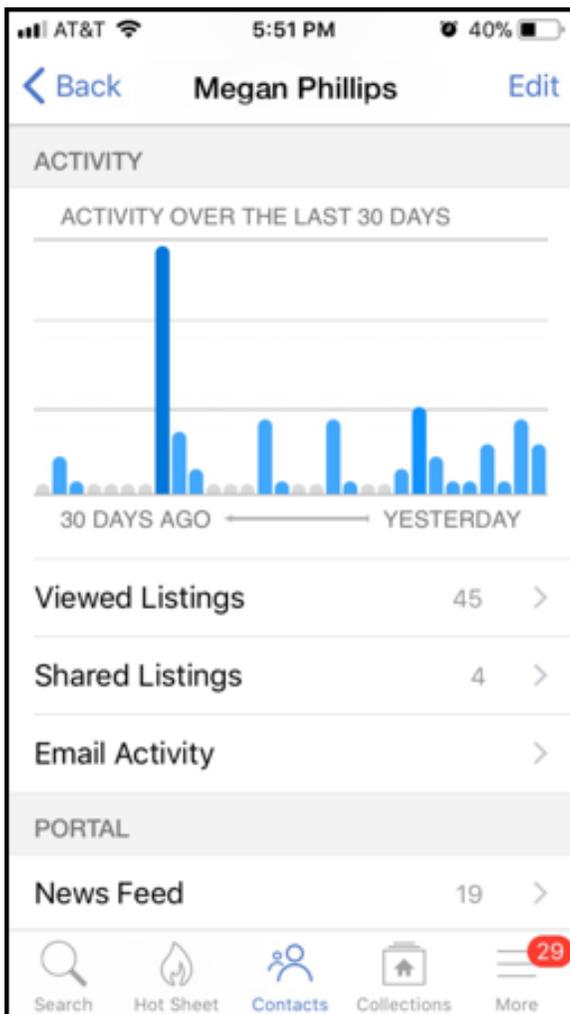
Viewed Listings (45) +

Shared Listings (4) +

Email Activity +

EDIT CONTACT REMOVE DEACTIVATE TRANSFER CLOSE

The same information is available when viewing a contact's details in FlexMLS Pro Mobile site, FlexMLS Pro for iOS, and the upcoming version of FlexMLS Pro for Android.



Each section below the **Activity over the Last 30 Days** graph is expandable.

- **Viewed Listings** - This section displays listings that the client has viewed, whether they clicked on a link in an email sent via FlexMLS or viewed the listing in their portal. The number to the right indicates how many times they have clicked to view the listing. You can click a listing to view its full details.
- **Shared Listings** - This section displays listings your client has shared. Every time the client is viewing a listing and clicks the option to share the listing, it will display in this section. You can click a listing to view its full details.
- **Email Activity** - This section provides summary information for how many emails have been sent to the client hand how many times they have clicked the link in the email to view the listings. It is broken down by the number of Subscription Emails Sent, the number of Subscription Emails Clicked, the number of Manual Emails Sent, and the Number of Manual Emails clicked. If you'd like to view the specific listings that have been sent and how many times those emailed listing links have been clicked, use the Menu to go to **My Sent Emails** and then choose to view either *Manual* or *Subscription* Emails..