

Callwell technology

OnTheMarket agents will now benefit from our integration with Callwell technology. This means that when a customer submits an email valuation request via OnTheMarket, the Callwell technology instantly connects you to that customer by phone.

Benefits

- The technology will help you to be one of the first to contact a potential new vendor and potentially win the instruction
- It reinforces and gives prominence to your valuation leads

How does it work?

1. A customer requests a valuation via OnTheMarket and you receive an email lead as normal.
2. Within 20 seconds of receiving the email lead, you'll receive a phone call where you'll hear a recorded message giving the name of the customer who has just made the valuation request.
3. You'll then be given the option to 'Press 1' to be immediately connected to the customer to book their valuation appointment.
4. It's important to be prepared for when you're connected to the customer. We'd recommend you start the conversation, 'Hello, this is X from X estate agent. I understand you've just requested a valuation of your property via OnTheMarket'.
5. For any valuation requests made during out of office hours, a recorded message will be sent to the office at 9.10am the following morning, and then every 10 minutes after, depending on how many enquiries have been received (one call for every valuation). These calls will give you the option 'Press 1' to connect straight to the customer to book their valuation appointment, or 'Press 2' if the request has already been dealt with.

Please note: Callwell phone call hours: Monday – Friday: 9am–6pm. Saturday 10am–5pm. You can request to change the Callwell call hours or the time that you receive out of office hours calls the next morning via your account manager or by emailing support@onthemarket.com

