

Mastering Inside Sales

Session 4: MIS Tracking

Your Coach(es)

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Please reach out if you have questions regarding the content of the course. If you have administrative questions about your client portal, billing or access, please reach out to fasttrack@kw.com or (512) 439-8684.

Guidelines:

1. Join MAPS on Facebook to stay up to date on all MAPS events and programs:
mapscoaching.com
2. Only paid participants may listen and contribute.
3. To ask a question you may type your questions into the “Questions” Box.
4. If you would like to speak on the call, click on the hand icon located on your dashboard and the coach will call on you when possible.
5. Complete all assignments prior to call.
6. Be PREPARED!

Notices:

General

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- calculation of agent compensation;
- evaluation of a Market Center's financial results;
- agent productivity strategies; and
- estimates of return on investment.

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Telemarketing

WARNING! You must comply with the Telephone Consumer Protection Act (TCPA) and any other federal, state or local laws, including for B2B calls and texts. Never call or text a number on any Do Not Call list, and do not use an auto dialer or artificial voice or prerecorded messages without proper consent. Contact your attorney to ensure your compliance.

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Objectives

1. Tracking – Why it Matters
2. Benchmarks to hit
3. Tracking systems for your use

I. Tracking – Why it Matters

Tracking provides _____ to get to _____ destination.

Golden hour for phones is before 11:00 *First time conversation. An example:

- _____: 12% + (good list or time of day?)
- Contact to set: _____% **(during COVID, seeing 2-3%)**
- Set to _____: _____%
- _____: 80% (_____)
- Signed to closed: _____ (Agent)

Core Question: How many _____ to earn a _____?

How to Track

- Throughout the day, _____
- Once _____, upload into _____ tracker
 - Use what _____ provides and asks of you!
 - Make sure you know how to _____

Tracker Provided

- Tracker link provided in comments under session 4 in client portal
**** Not to be shared outside of this program ****

Preparation for Next Week

1 MY AHA'S

2 ASSIGNMENTS

1. Track dials, set, held, signed, closed.
2. Talk to leader about which tracking system team wants you to use.
3. Evaluate your current percentages against national averages.