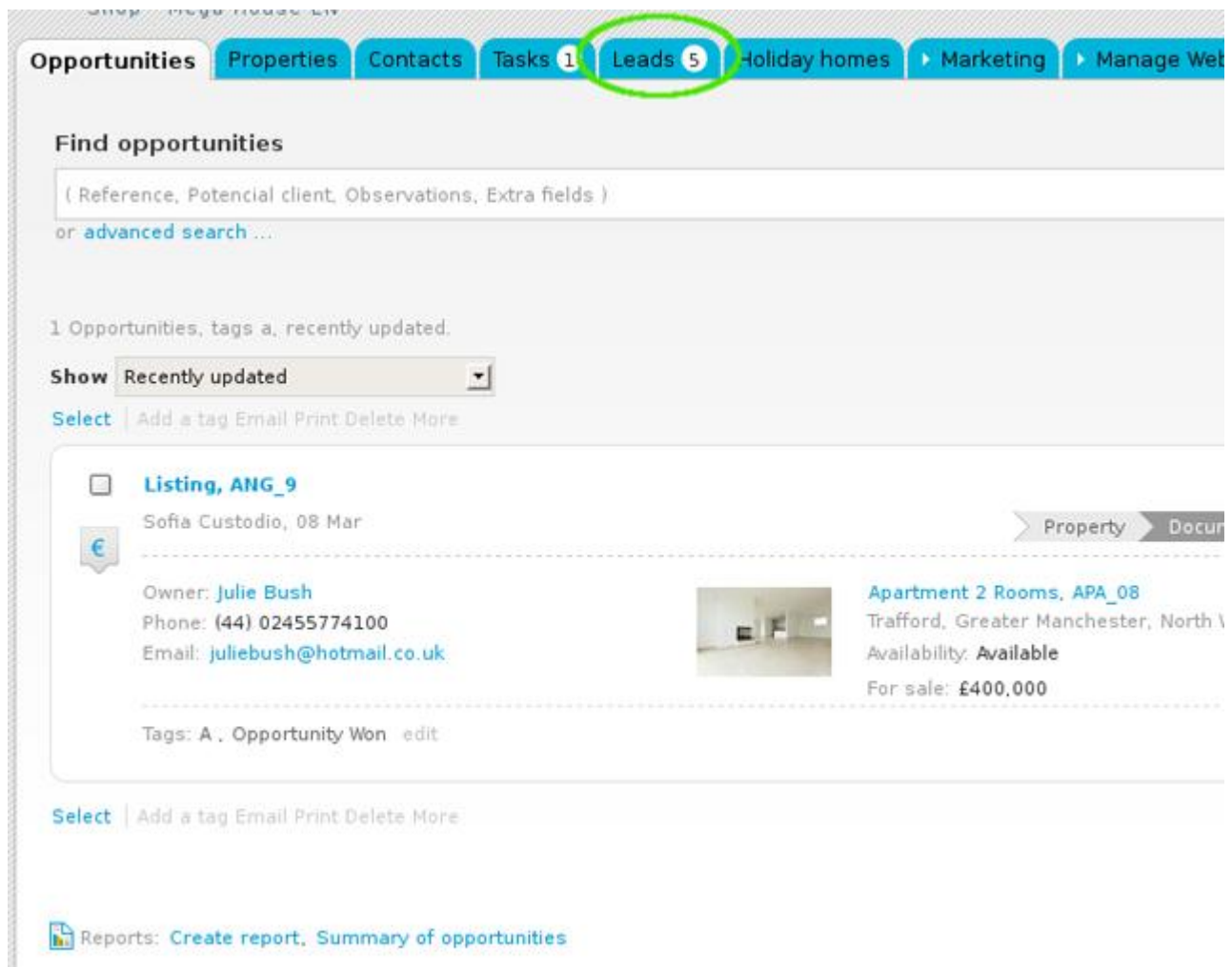


### How to handle Internet Leads

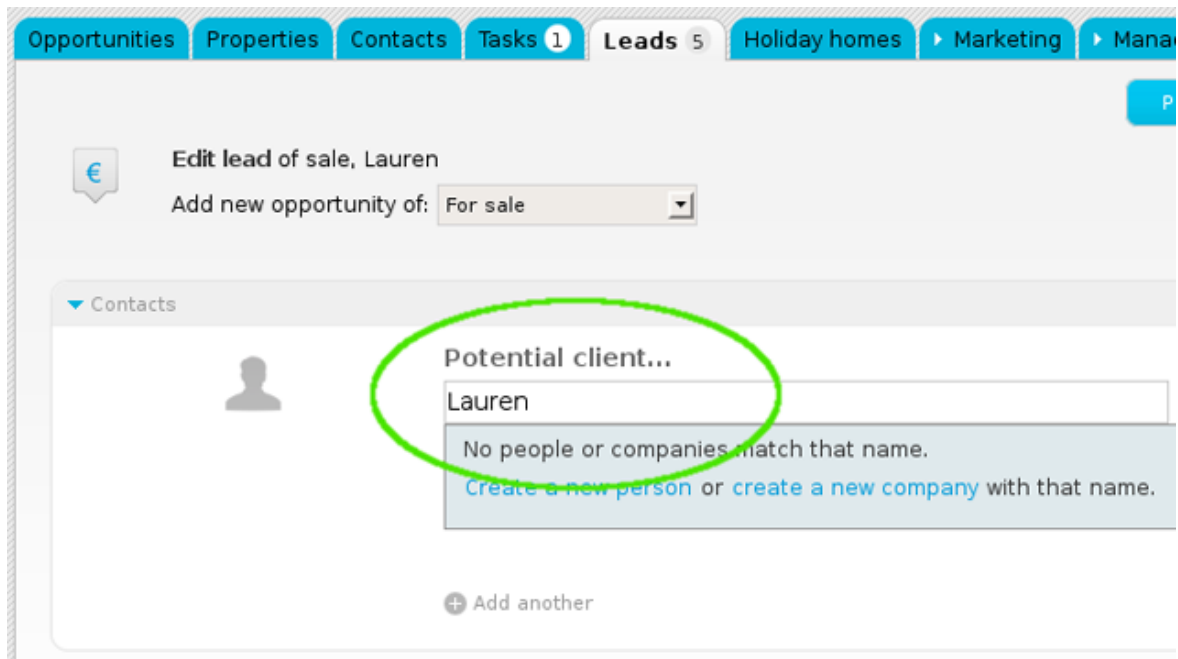
Leads represent the first step in a sales process and are online contacts interested in your products or services, such as buy, sell and/or rent properties.

When accessing the application, it is possible to verify the existence of pending leads. Pending leads are shown as a numeric reference in the 'Leads' tab, next to the name. This tab lists all contacts automatically received online (visit request, more information request, etc.)

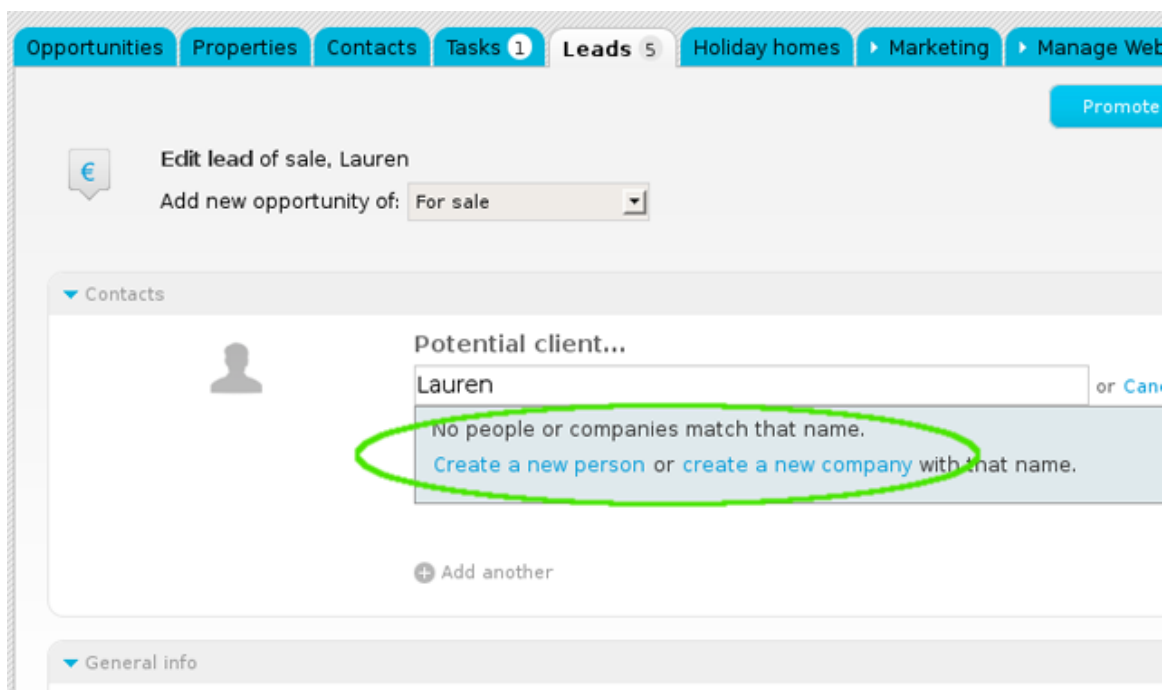


To properly handle a lead, take the following steps:

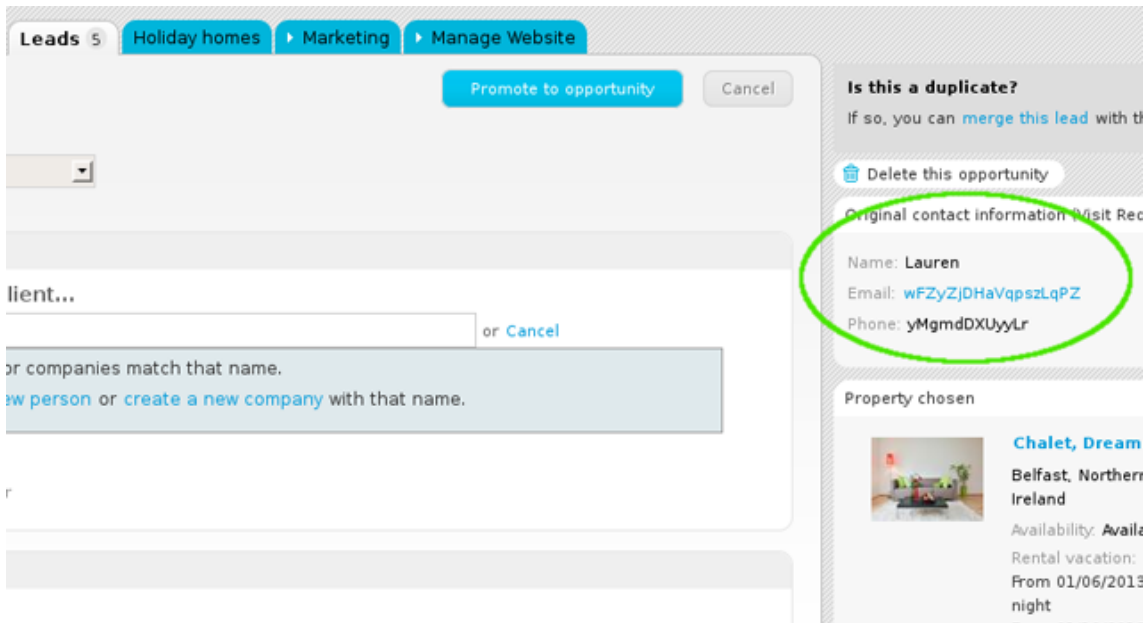
1. Click on a lead, which will redirect you to the lead form for editing. The application automatically verifies if the potential customer is an existing contact in the database;



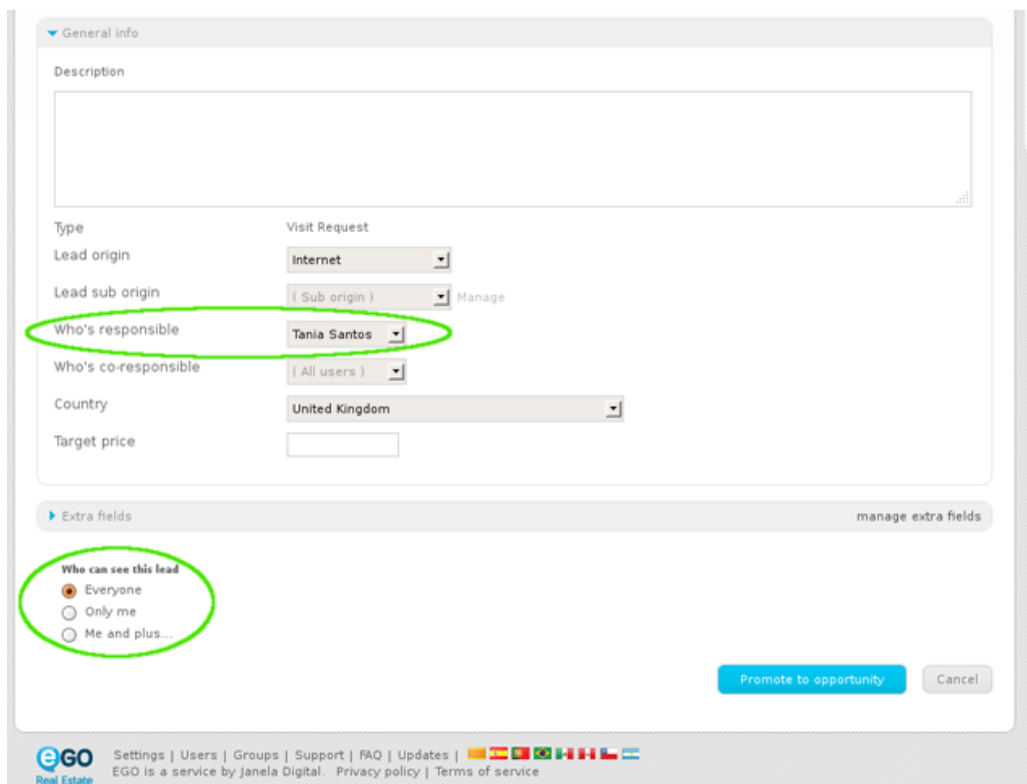
2. If the potential customer is not an existing contact, a pop-up message will appear asking if the intention is to create a new person or company;



3. All contact information previously given by the potential customer are shown on the right sidebar. Use this information to complete the contact form with general info and preferences (location, price, number of beds, business deal, areas, etc.);



4. Then, choose who is responsible for the lead and set who can see the lead;



5. Finally, click the '**Promote to opportunity**' button. This will automatically transfer the lead to the '**Opportunities**' tab. Once a lead is considered an opportunity, all monitoring and necessary actions are then done in this tab.

The screenshot shows a web interface for managing a lead. The main section is titled 'General info' and contains a 'Description' text area. Below this are several dropdown menus: 'Type' (set to Visit Request), 'Lead origin' (Internet), 'Lead sub origin' (( Sub origin ) with a 'Manage' link), 'Who's responsible' (Tania Santos), 'Who's co-responsible' (( All users ), and 'Country' (United Kingdom). There is also an empty 'Target price' input field. Below the main form is a section for 'Extra fields' with a 'manage extra fields' link. At the bottom left, there are radio buttons for 'Who can see this lead': 'Everyone' (selected), 'Only me', and 'Me and plus...'. At the bottom right, there are two buttons: 'Promote to opportunity' (highlighted with a green circle) and 'Cancel'. The footer contains the 'eGO Real Estate' logo and navigation links: Settings | Users | Groups | Support | FAQ | Updates | followed by flags for Spain, Portugal, Brazil, Mexico, and the UK. Below the flags, it says 'EGO is a service by Janela Digital. Privacy policy | Terms of service'.

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