

# Invite Your Seller to the Results Page

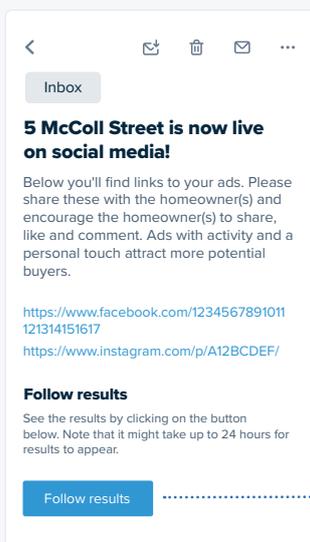
Sharing the progress of their HomeBooster campaign is a great default touchpoint with your seller throughout the campaign. Personalise your invitation and create a great customer experience. It's so easy!

## Hot Tip

Remind your customer to bookmark the link in their web browser on their desktop and mobile devices. Most sellers visit the page between 1–4 times each day during the campaign.

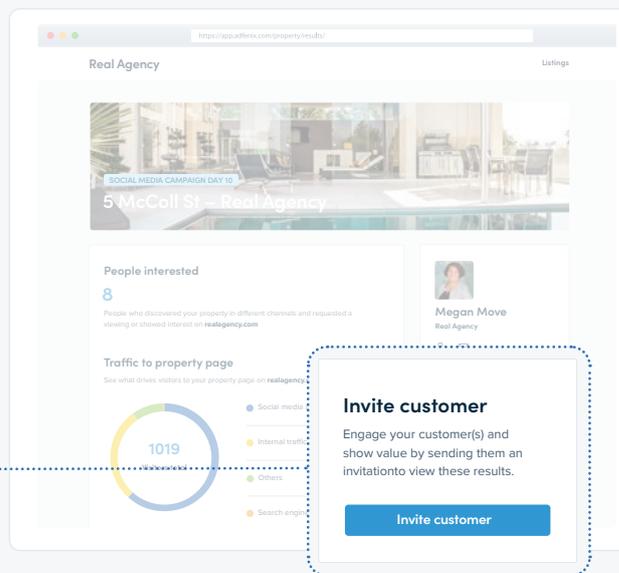
## How to invite your customer and personalise your message

**01** When you receive the email notification that the campaign is live click on the "Follow results" button.



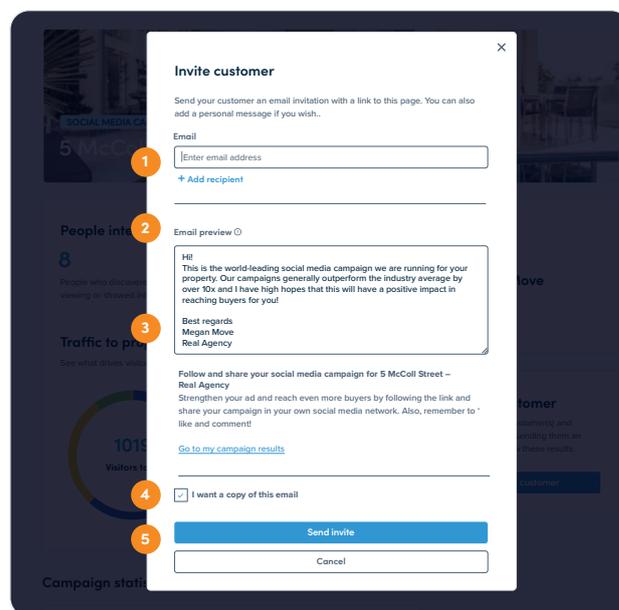
**02** On the Results Page navigate to the "Invite Customer" section and click the button – a pop-up window will appear.

**Note:** On mobile devices you need to scroll down a couple of screens before you see the section



**03** Using the "Invite Customer" pop-up window you can now begin to personalise your message or send the Default Copy to your seller(s).

- 1 Send to multiple customers at the same time using the + Add recipient option.
- 2 **Email preview**  
Shows the full content of the invitation email. You can edit the personal message to your liking using your tone of voice, language and a unique customer message to create ownership and a great service experience.
- 3 Your Name and Agency Brand Name are included. You can also edit this to include additional details such as your mobile number.
- 4 By default you receive a copy of the email sent to your customers. You can choose to uncheck this option.
- 5 Send the invitation to your sellers.



## Frequently Asked Questions

### Q1 What if I have more than one seller to invite?

You are able to invite up to 5 customers to view the results for each campaign. Just use the + **Add recipient** option. Make sure you only add one email address to the available field.

### Q2 Can I re-invite the seller at any time?

Yes, you can resend the invitation using the same process and create a new or different custom message.

### Q3 Can I add my own email signature to the invitation?

At this time you are not able to add a custom email signature that includes images, live links etc. You can add additional contact details to the email sign-off when you edit/personalise the invitation message.

### Q4 Do I receive a notification that the seller has viewed the Results page?

No, you do not receive a notification if your seller has accessed the page. We recommend that you add a "Follow-up Call" to your client contact process 24-hours after you share the invite. It's a great check-in opportunity.

### Q5 Can the seller invite other people to view the Results page?

The seller cannot invite other people to share the Results page as the view they see does not include this option. No-one apart from you as the agent can invite people to the page.

## Adfenix Help Center

### For anything related to campaign status, general booking or product questions

First contact our 24-hour on-line Help Center. Here you will find an extensive catalogue of Product FAQs as well as options to submit an enquiry or engage in online chat support.

 [bit.ly/AdfenixHelp](https://bit.ly/AdfenixHelp)

 [support@adfenix.com](mailto:support@adfenix.com)

Urgent requests regarding cancelling a campaign (if outside the 24-hour live publication window) should be sent directly to [support@adfenix.com](mailto:support@adfenix.com) and include the **PROPERTY ADDRESS** and **CANCEL** in the subject line.

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