



What Has MRED Done With the Feedback From Our Last NPS Survey (February, 2016)?

COMMUNICATIONS:

- Utilizing connectMLS Bulletin pop-ups only for crucial information
- Created a new newsletter that features more “tips & tricks” as requested by customers
- Improved messaging to create clear and concise messages that quickly gets the point across

COMPLIANCE:

MRED has addressed complaints about data accuracy by adding new data checks at input going live the week of May 23rd:

- New PIN data accuracy check at input, now for attached properties
- Added a new data check to make sure that the correct level is indicated for basement rooms

PRODUCTS AND SERVICES:

- MRED is introducing more cool Responsive Design functionality. [Watch this short video to see what's coming up >](#)
- MRED's Private Listing Network went live 4/3/2016! MRED's Private Listing Network (PLN) is a separate area within connectMLS where you can place “mini-drafts” of property information for those listings you choose to put in the PLN. This allows you to enter your new listings where limited information is shared with other brokers BEFORE exposing them to the public.

- Real-Time Prospecting: This popularly requested feature was rolled out on 3/21/2016. This allows you to create prospecting searches which send email notifications ASAP, often within minutes, after matching listings are added-to/updated-in connectMLS.
- Transaction Management System update: MRED held its first Transaction Management Focus group meeting. The group is in the process of evaluating the top chosen vendors for MRED's Transaction Management Platform.
- Going Live the Week of May 23rd:
 - Modifying Expired Status - adding functionality to permit MRED customers to reactivate an Expired listing within 45 days of that listing expiring
 - Edit Listing Status - NEW to NEW – to allow agents to perform a NEW to NEW status change to modify the List Price and Original List Price ONE time ONLY after the listing is submitted into the service for the first 2 days in the service. This will allow users to correct price errors immediately and possibly before being syndicated out to 3rd party portals
 - Client Full Report – List Agent Details - when the list agent Views & Prints the full client report(s) for their own listings, it displays both the List Agent and Brokerage information on the report, independent of the “Prepared by” information in the footer. This should alleviate the perceived necessity of printing a Full Agent report for customers' clients use, and Broker Tour/Open House use

TRAINING:

- Instead of cancelling a class due to low registration, when possible we are replacing the cancelled class with a One on One session
- MRED is now holding classes at Three Rivers Association of Realtors® (TRAR)
- MRED will continue to regularly schedule classes at Realtor® Association of the Fox Valley (RAFV)
- In response to wanting more communication about MRED training, we now send out “The Smart Move”, a monthly training eNewsletter with videos, tips, and new agent training
- We continue to schedule classes in advance so that two months at a minimum are always available for registration
- We continue to add new training videos related to product updates/new products