

From: CCBR

Sent: Wednesday, November 16, 2017

To: CCBR MLS Participants

Subject: Matrix Email 5: Your Auto-Responders- What next?

Hello new Matrix Users –

We finally have an update on the Auto-Responders. **If you used them in SoftMLS, you have work to do to get them activated as auto-emails in Matrix.** If you didn't use them, you and your clients will love this feature in Matrix and we recommend trying it out.

You may have noticed that the **Auto-Responders have been added to Matrix in the form of Saved Searches.** The good news is that they are mostly there in Matrix (hoping for another update on cutover day) and they are named the exact same way as they were in SoftMLS with the addition of the term "Imported". Ex. (Imported) Lake search for Mary and Ron. They are even associated with your contact already.

The not so good news is that there is in many cases more search criteria in Matrix for each one than in SoftMLS, so you will need to edit each one to make sure Matrix is finding listings for your client. This is all explained in our [how to guide at this link](#) and also found on the Matrix Tips page in your new Matrix portal if the link is not working.

While it is possible that SoftMLS will be able to clean this up and remove some of the extra criteria, you will still need to check each one so we are recommending you take the time to get started on that now and just remove what is not necessary. As previously announced, we are going to have www.ccbrrmls.com only for about a week after cutover before it is shut down and the public will be redirected to a new website.

We also recommend not immediately turning those saved searches into auto-emails once updated until a couple of days after cutover (scheduled for November 29). There are two reasons for this. One, is so that your client will not be receiving an automated email from both SoftMLS and Matrix. Second, we expect a LOT of editing of listings those first few days in Matrix so it may be best to wait for the listings to get straightened out before sending to clients.

Matrix Conversion Emails so far in case you missed something:

- **October 30** [Matrix Email 1 – The Timeline and Training](#)
- **October 31** [Matrix Email 2 – IDX Feeds-Zillow-Trulia info](#)
- **November 1** [Matrix Email 3 – Matrix System is Live – Who you going to call?](#)
- **November 2** [Matrix Email 4 – What Now? Getting Started, How to check your listings, Statuses and Property Types in Matrix](#)

There is a **Matrix Tips** button on your new portal and include access to the new data input forms as well as videos for training for 1 minute to 3 hours in length.

<https://www.grar.org/ccbr-matrix-tips/>

Please let us know if you have any questions or to sign up for a class at ccbr@windstream.net or call 716-484-9426.

CCBR Team