

Three Minute Tech Tip - # 31

December 19, 2005

As our regional website becomes more dominant in the real estate marketplace, the need for helpdesk support becomes more important. Here are some suggestions to optimize your interaction with the Regional Help Desk team.

TODAY'S TECH TIP: Regional Help Desk – Help US Help YOU!

Our Regional Help Desk supports over 3,500 associates in the New Jersey region. We welcome the opportunity to assist everyone to the best of our ability. In order to maximize the effectiveness of this program, please take a minute to review the following suggestions:

Before you even contact the Help Desk, review the Tech Tips archive by clicking on the button on the left, or go to www.remax-nj.net/techtips/archive.html Many common questions have already been covered here.

The best and fastest way to get a Help Desk response is via e-mail at help@remax-nj.net . E-mail to the Help Desk is checked every five minutes during working hours. Many Help Desk questions can be answered with a written response, and the Help Desk team has a number of pre-written solutions ready to forward to you. Please provide all contact information so that we can best respond to your request.

Due to the volume of calls the Help Desk receives, it is likely that you may be directed to voicemail. When leaving a voicemail message please include your Full Name, Office Name, and Phone Number. Leaving specific information regarding your problem will alleviate "Phone Tag" delays, allowing Help Desk staff to research issues and return calls with solutions. Please leave only one message per issue. This will help save time when responding to messages. Call the helpdesk directly at (888) 54-REMAX or (888)547-3629. Callers to the regional switchboard will be asked to call the direct helpdesk lines.

Whether sending an email or leaving a voice mail message, if it pertains to your problem, give your MLS system name and listing#, Virtual Tour link, or the name of a specific webpage where you are having a problem. Remember, too much information is always preferable to not enough.

The Help Desk staff wants to assist you with any issue, but please do not attempt to use the helpdesk as a live training session. The staff has a limited time to spend with each client. Don't skip the many training sessions and tools offered by the region, and then expect to get a personal telephone tutor. We simply cannot support such requests.

The tech department of RE/MAX of New Jersey welcomes specific suggestions you may have for improvement of the functionality of our regional web program. Please put this in writing via email. The task of the helpdesk staff is to support our associates with the technical functions of the website, but not to develop strategy. If you have concerns with strategic issues regarding the website, you must have this conversation with your broker-manager, who may then choose to bring your comments to the region if appropriate.

Time's up! Gotta go. Have suggestions for other Tech Tips? E-mail me.

As always, feel free to contact the Regional help desk with any tech support questions at help@remax-nj.net or (888) 54-REMAX.

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