

Ask RE/MAX[®]

POWERED BY ASK AVENUE



What is Ask RE/MAX?

Ask RE/MAX lets you engage with online visitors from www.remax.ca and chat with them directly from your smartphone, in real-time.

What are the benefits of using Ask RE/MAX?

With Ask RE/MAX, you'll be able to:

- Capture the attention of online consumers by proactively contacting them with real-time chat invitations
- Chat and qualify prospects in real-time
- Convert more visitors from www.remax.ca into leads
- View and export historical chat transcripts and lead info

How do I get started?

To start using Ask RE/MAX, open the email invite and click **Join Now**.

Next, you'll be asked to create a secure password online, which you'll use to login into the Ask RE/MAX mobile app.

Finally, download and login to the Ask RE/MAX mobile app on your iPhone or Android device.

How do I start chatting with people from www.remax.com?

Once you've signed up and logged in to the Ask RE/MAX mobile app, you can then begin chatting with website visitors from www.remax.ca. Ask RE/MAX uses push notifications to notify you when someone wants to chat with you.

How does this benefit website visitors from www.remax.ca?

Through the Ask RE/MAX app, website visitors from www.remax.ca will be able to chat with you about their buying or selling needs, get immediate answers to their real estate questions, and experience better customer service than any other real estate website in your market.

Who will answer chats from my listing pages?

Chats from your own listing pages will be routed to you exclusively.

Chats from IDX listing pages (non-RE/MAX listings) will be broadcasted to agents physically near the listing property address.

What if I'm unavailable to respond?

If you are unavailable to respond to a chat, you can send an email response from within the Ask RE/MAX app when you become available.

Do I have to participate in Ask RE/MAX?

No. This is an optional productivity tool that is meant to help you generate more leads. By not participating, chats will not be visible on your listing page(s) and corporate profile page found on www.remax.ca.

How much does it cost?

Ask RE/MAX is free to use for all RE/MAX affiliates!

Where can I go to learn more?

To learn more about Ask RE/MAX, please visit our technology partner at www.AskAvenue.com.

Whom should I contact if I have questions or need assistance?

You can email hello@askavenue.com at any time for product and troubleshooting related questions.