One-by-one connections routing is the default routing method for Flex partners. One-by-one connections routing **delivers connection calls to Flex teams by calling each agent on the team one by one**, instead of broadcasting to all agents on the team at the same time.

One by one lead routing **creates a more personalized lead routing experience for your Flex agents** to connect with home shoppers.
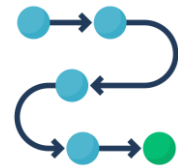
More equitable connection experience

This model creates a more equitable connection routing experience for your agent team members.

Reduce excess connection calls

One by one lead routing will reduce excess calls for your team as the call chain is completed once an agent picks up vs. calling the entire team every time.

Lower pressure for your agents

There's less pressure for your agents since the connection calls go to one agent at time vs. constantly being a contest of the fastest fingers.

Missed connection attempts

Generate CSV

We called to connect your team with a customer, but there was no answer.
If a customer call was delivered via One-by-One calling and missed by all members of your team that we attempted, the table will show each individual agent called on a separate line.

Timeframe

Past 7 days

Date & time ↓	ZIP code	Property price	# of agents	Routing method	Learn more
01/22/2024 at 11:41 AM	28016	$279,900	5	Broadcast	View details
01/22/2024 at 10:40 AM	29067	$15k	4	Broadcast	View details
01/22/2024 at 09:59 AM	28170	$79k	1	Broadcast	View details
01/22/2024 at 09:51 AM	28016	$69,500	5	One-by-one	View details
01/21/2024 at 12:28 PM	28634	$27k	1	Broadcast	View details
01/21/2024 at 10:31 AM	N/A	$18k	1	Broadcast	View details

< 1 2 3 4 >

Note: Screen images are simulated

Connection call reporting

★ Team Leads can **use the connection call reporting** to coach their team to maintain a strong Answer Rate ≥60%.

★ Team Leads can **see which connections are routed via one by one or broadcast.**

★ This information will **help you diagnose if there are any themes** that need to be addressed.

NOTE: Whether it's the first agent or 4th agent who answers, your team can maintain a 100% Answer Rate as long as an agent answers the connection call.